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## **Executive Summary**

### **The aim of the survey**

The aim of the study was to determine the state of the electoral process in the country and the voting behaviour of South Africans. The survey also aimed to determine the ability or preparedness of the Electoral Commission (IEC) to manage all aspects of the election successfully. The purpose was to enable the identification of interventions that could be put in place to foster an ethos of political participation.

### **Research methodology**

Three thousand eight hundred and eighty-five interviews were conducted across South Africa, a sample representative of the country's population aged 18 years and above. A national sample of 500 Enumeration Areas (EAs) was drawn using the stratified sampling technique. Eight households were systematically selected within each of the 500 EAs. One household member who was 18 years or older was then selected from each of the households and interviewed face-to-face in the language of his or her choice. The interviews were conducted over a month between 15<sup>th</sup> September and 15<sup>th</sup> October 2008.

### **Key findings**

#### **Has life improved in the last five years**

Forty seven percent of the respondents stated that they believed that life had improved for most South Africans in the last five years. Limpopo (LP) was the province with the highest proportion of respondents stating this; the lowest were in the Western Cape (WC) and the Eastern Cape (EC), where 38 percent of respondents stated that lives for most South Africans had improved over this period. Asked how their own life had changed over the last five years, 35 percent of the respondents said it had improved in the last five years. Again, LP with 63 percent reported the highest proportion while WC and Kwazulu Natal (KZN) reported the lowest proportion of 21 and 26 percent respectively. Similar pattern of responses were found when the respondents were asked to indicate how life had changed for their family, community and peers and friends. Thirty five percent said that life had improved for their family, 36 percent for their community and 34 for their peers and friends.

#### **Identity documents**

Overall, 97 percent of respondents indicated that they had identity documents (IDs). Only 3 percent (n=94) did not have green bar-coded IDs. The majority (96 percent) of those without IDs intend to apply for one. The highest proportions found not to possess IDs were in KZN with 5 percent and North West province (NW) also with five percent. Eight percent of the 18-24 year old group had no ID but 97 percent of this group intended to apply for one. The highest proportions of respondents without IDs were in the urban informal (4 percent), traditional (4 percent) and rural formal areas (5 percent). In terms of race, Africans were the most likely (3 percent) not to have ID documents.

#### **Voter registration**

Seventy-three percent of respondents indicated that they had registered as voters. The highest proportions were in the Northern Cape (NC) with 82 percent, and in the Eastern Cape (EC) with 81 percent. The lowest self-reported proportion of registered voters was in KZN (67 percent). Low proportions of registered voters were also reported among residents of rural formal (64 percent) and urban informal areas (66 percent); among Africans (71 percent); and males (69 percent) as compared

to 75 percent of females. Low voter registration (58 percent) was also reported among respondents with no income.

Overall 97 percent (2809) of respondents found it easy to register, while three percent reported that it was not easy or that they did not know if it was easy. A relatively large proportion of rural formal residents (6 percent) did not find it easy to register. Eighty-nine percent of respondents were registered in the districts in which they resided. It is notable, however, that 13 percent of urban formal respondents were not registered in the districts where they lived, and the lowest proportion of respondents not registered in the districts in which they lived was amongst coloured respondents (6 percent). Provincially, the lowest proportion registered in their districts of residence was in the Free State (FS) with 76 percent. Ninety-six percent of respondents had been issued with proof of registration.

The most common duration of time taken to register was 5-10 minutes, reported by 29 percent of respondents. Sixteen percent took over 30 minutes to register. The highest proportion of those who took the shortest time of "less than 5 minutes" to register was in WC (29 percent), urban formal areas (18 percent) and among coloured respondents (26 percent), while the longest time of "over 30 minutes" was reported in NW (28 percent) and among Africans (12 percent).

The fact that Africans took the longest to register could be attributed to there being large numbers of respondents at a given registration point. Relatively high levels of illiteracy among Africans (10 percent had no schooling) could have also contributed to the time taken to register. Coloured respondents took the shortest time to register, with 26 percent doing so within less than five minutes.

#### General perceptions of voting

Overall, 80 percent of respondents were interested in the national and provincial elections. The highest proportions of those interested were in LP with 89 percent and Gauteng province (GT) with 82 percent; among Africans (82 percent); and among those aged 45-64 (85%). The lowest proportions of those interested were in WC and FS (74 percent), among coloured respondents (70 percent) and amongst youth aged 18-24 years (75 percent).

#### Gender differences and voting

Respondents across the different provinces, age groups, races and education levels were aware of the importance of groups such as women, youth, elderly, prisoners and respondents with disabilities being involved in voting. More females (64 percent) than males (51 percent) expressed a preference to vote for females and more males (81 percent) than females (76 percent) preferred to vote for men. Respondents were asked whether women needed to be involved in politics *in order to solve problems that concern them?* Seven out of ten women compared to half of the men said that women needed to be more involved in politics to solve problems that concern them.

Approximately six out of ten respondents (61 percent) indicated that all incarcerated individuals (prisoners) should be allowed to cast their votes while only 21 percent felt that no prisoner should be allowed to vote. There was consensus among respondents in all age groups regarding the involvement of the youth in voting. For example, when asked if the youth should take the lead in voting and politics, the same proportion of respondents (82 percent) aged 18 - 24 years responded in the affirmative. However, only 62 percent of those aged 18 - 24 said that young respondents are interested in voting compared to 49 percent of respondents aged 65+. The majority (84 percent) of respondents agreed that schools should play a leading role in educating the youth about voting. The question of whether voting procedures take into account the needs of special groups such as women, youth, the elderly and respondents with special needs was explored. There was agreement

that the voting procedure took into account the needs of women (77 percent); youth (71 percent); elderly (69 percent) and respondents with special need such as disabilities (73 percent).

Only 33 percent of young respondents said that voting procedures took the needs of the youth into consideration to some extent while 69 percent of respondents in the R7501 – R15000 personal monthly income category agreed with the statement. More than 50 percent of the elderly said that their needs were taken into consideration. About 51 percent of respondents with physical disabilities indicated that the needs of women and respondents with disabilities were considered.

### **Voter behaviour and voting history**

Sixty-two percent of respondents voted in the April 2004 national and provincial elections. The highest proportion of those who voted was in EC (73 percent) and Northern Cape (NC) (71 percent) while the lowest was in KZN (44 percent). The proportions increased with age, from 17 percent in the 18-24 age category to 88 percent of those aged 65 years and above. Among respondents who did not vote in the last national and provincial elections, thirty-eight percent said they did not vote because they were under 18 years at the time and 22 percent said they were 'not interested'.

The survey showed that 81 percent of the respondents would vote if national and provincial elections were to be held tomorrow. The highest proportions were reported in LP (90 percent), among those age 55 years and above (88 percent), and among whites (84 percent). The lowest proportions were in NW (73 percent), among 18-24 year olds (72 percent) and among coloureds (77 percent). Of those who did not intend to vote, 48 percent were not interested, 14 percent were not registered as vote, 8 percent believed their vote would not make a difference, 6 percent did not possess the necessary documents to register and 5 percent were disillusioned with politics.

All respondents were asked to indicate anything that might encourage them to vote in the upcoming national and provincial elections. Just over 29 percent of the respondents said that they would vote if the queues were shorter while 30 percent would vote if they believed their vote would make a difference in the outcome of the election. Twenty two percent said they would vote if there was a political party in which they strongly believed while 12 percent said that they would vote if they did not have to register, 13 percent if the polling station was closer, and 13 percent if they were convinced it was important to vote. Eight-nine percent said that in the last national and provincial elections they decided for themselves about whom to vote for and that their decision was not influenced by others.

If the party the respondents voted for had not met their expectations, 41 percent said that they would give their party of choice another chance next time there was an election; 30 percent would vote for another party; 19 percent would not vote at all; and 5 percent would wait for an explanation from their party and then decide. Western Cape (42 percent) had the highest proportion of respondents who would vote for another party while FS (25 percent) had the highest proportion that would opt not to vote at all. FS (47 percent), GT (46 percent), MP and LP (46 percent) had the highest proportions of those who would give the party another chance.

The respondents were asked what they would do if they felt that they could not vote for the political party that they normally support. Forty-six percent said that they would not vote while 40 percent would vote for another party. The highest proportions of those who said that they would not vote were in FS (64 percent) and KZN (52 percent). Forty-nine of those in LP, 48 percent in WC and similarly in EC said they would vote for another party. Forty-eight percent of Africans would rather abstain than vote for another party. Thirty-eight percent of Africans, and 50 percent of Indians/Asians and whites would rather vote for another political party.

## Awareness of the Independent Electoral Commission

Asked if they had ever heard of the IEC, just about three-quarters (73 percent) had heard of the IEC while 24 percent had not. The sources of information for those who had heard about the IEC were: television channels such as SABC 1, 2 and 3, ETV and DSTV (57 percent), radio (46 percent), newspapers (37 percent), posters (24 percent), contacts (friends, relatives and neighbours) (14 percent), and voter education conducted by IEC officials (9 percent).

Asked to list all possible sources from which they could get information about voting, 47 percent mentioned television (SABC 1, 2 and 3, ETV and DSTV), 39 percent radio, 34 percent newspapers, 19 percent posters, 12 percent friends, relatives and neighbours, and seven percent IEC voter education.

Respondents were also asked to indicate their preferred channel through which they would receive information about voting from the IEC. Fifty-seven percent preferred television, while 21 percent preferred radio.

About half (53 percent) of the respondents said that they had enough information about the services of the IEC while 45 percent indicated that they had little information. The highest proportions of respondents with little information were in EC (60 percent) and LP (54 percent), among Africans (48 percent), and among the young from 18-24 years (60 percent). Asked when they received information about voting procedures at the time of the previous national and provincial elections, the highest proportion (67 percent) of respondents reported that they received the information about a few weeks before the elections. Sixty percent reported that they had enough information on how to vote. Those reporting that they had received little information were mostly Africans (39 percent), 18-24 year olds (51 percent), and respondents in Mpumalanga (MP) (50 percent).

Almost two thirds (65 percent) felt that the counting and reporting of votes was accurate, with 66 percent of Africans expressing this opinion. 72 percent of respondents were pleased with the performance of the IEC during the last elections. The EC (81 percent) and LP (84 percent) had the highest proportions of those pleased with the performance. Those who were not pleased with the performance felt that the IEC should improve on efficiency (3 percent), friendliness (3 percent) and helpfulness (3 percent).

## Satisfaction with the most recent voting experience

The results showed that most respondents were satisfied with their most recent voting experience. Ninety-five percent were satisfied with the secrecy of their vote; 89 percent with the instructions and signage about where to go and what to do; 88 percent with the time it took to get to the voting station; 85 percent with the amount of money it cost to get to the voting station; 81 percent with the time it took to vote; and 81 percent with the conduct of political parties' representatives outside the voting station. Almost seven in ten (69 percent) were satisfied with the time that they had to stand in the queues.

Respondents in NW followed by those in KZN had the lowest proportions of respondents who were satisfied with their most recent voting experience, and WC and EC had the highest proportions. A significantly higher proportion of residents of urban formal areas were satisfied than in rural formal areas. Younger respondents had lower satisfied proportions than older age groups. Compared to other education levels those with a degree or post graduate qualification had the highest proportions respondents who were satisfied with their most recent voting experience. Among Africans and coloured respondents, lower proportions were satisfied than among Indians/Asians and whites.

### **Satisfaction with the services of IEC officials**

In general, the results showed that the vast majority were satisfied with the services provided by IEC officials. Ninety-two percent were satisfied with the language used by IEC officials, 91 percent with their friendliness, 91 percent with their helpfulness and 90 percent with their efficiency. The lowest levels of satisfaction with IEC official related to absence of irregularities (78 percent) and conflict resolution (79 percent).

The study examined whether province, geo-type (location) age, income, education, gender and race significantly affected satisfaction with the services provided by the IEC officials. The results showed that there were significant differences among the provinces. KZN had a higher proportion of those dissatisfied than the rest of the country. Respondents with no schooling were less satisfied than those with other educational levels, and coloured respondents were more dissatisfied than Africans.

### **Satisfaction with the IEC's voting stations**

The overwhelming majority of respondents were satisfied with the IEC's voting stations. Ninety-five percent were satisfied with the secrecy of their vote; 94 percent with access to the voting stations; 93 percent with the neatness and cleanness of the voting station; 93 percent with the availability of materials and equipment; 92 percent with the availability of facilities; and 92 percent with safety and security at the voting station.

An IEC voting station index (IEC VSI) was computed, based on the 10 question items about the voting stations of the IEC. These question items asked respondents how satisfied they were in terms of the 1) access to voting stations, 2) neatness and cleanness, 3) availability of facilities, 4) availability of materials and equipment, 5) providing for disabled people, 6) providing for the elderly, 7) safety and security at the voting station, 8) secrecy of your vote, 9) conduct of party agents and 10) conduct of observers. The response options ranged from 1 (very satisfied) to 5 (very dissatisfied). The IEC VSI examined satisfaction with the voting station by province, geo-type, age, income, education, gender and race.

The results showed significant differences among the provinces. KZN had the highest proportion of respondents who were dissatisfied with voting stations, compared with the rest of the country. More young respondents than older age groups were dissatisfied. Respondents with no schooling compared to other education levels had the highest proportion of those dissatisfied with voting stations. A higher proportion of coloured respondents were dissatisfied than were Africans.

### **Freeness and fairness of respondent's most recent electoral experience**

Eighty nine percent of respondents thought that their most recent electoral experience was free and fair, with only two percent stating that it was not. Of those who indicated that their last voting experience was not free or fair, 47 percent felt that it was inaccurate.

### **Voter education and IEC information campaigns/programmes**

Fifty eight percent said they knew that before any elections could be conducted that the IEC embarked on voter education programmes or campaigns through various channels. However, 42 percent of the respondents were unaware of IEC voter education programme. The highest proportions of respondents who knew this were in GT (70 percent), among respondents living in urban formal areas (64 percent) and those aged 34-44 years (69 percent) The lowest proportions were in WC (46

percent), rural formal (44 percent), among coloured respondents (53 percent) and among those aged 18-24 years (45 percent).

Asked if they ever received information from the IEC through its voter education programmes/campaigns, 32 percent said they had. Of those who had participated in the IEC voter education programme, just over 90 percent of respondents were satisfied with the IEC voter education programmes/campaigns such as content, communication style, language, presentation style, materials used, channels (izimbizo, visits) and media used.

About eight in ten (84 percent) were satisfied with channels used by the IEC voter education programmes and campaigns. Using a Voter Education Campaign (VEC) index developed by combining the seven statements on aspects of IEC voter education campaign the highest level of satisfaction was found among respondents in FS, urban formal, 55-64 year olds, and those with Grade 12/matriculation and above.

### **Voting irregularities**

Only ten percent of those who voted in the last elections said they observed or had experienced irregularities at voting stations while 73 percent did not observe or experience any at all. Among the few that observed irregularities, 17 percent reported intimidation while 14 percent report interference of political parties and late opening of voting stations. Using Voting Station Irregularity Index (VSI), the highest level of irregularities were observed or experienced by respondents in KZN, and urban informal.

Of those who observed or experienced, 76 percent were satisfied with the way IEC had addressed them. However, 12 percent were not satisfied and a dismal four percent did not know whether or not they were satisfied.

Asked to indicate what they thought the voting irregularities had impacted the voting process, 71 percent said voting irregularities had impact the voting process to large extent, 64 said it had affected the freeness and fairness of the elections, and 62 percent felt voting irregularities had impacted negatively on democracy in Africa. On the whether IEC alone could address the problem of irregularities, 65 percent said IEC could not do it alone while 71 percent felt that parliament or another body could intervene.

Of those who observed or experienced irregularities, 64 percent felt that the issue of voting irregularities had been dealt with adequately by the IEC, 73 percent reported that the issue of training of electoral officials had been addressed adequately, 77 percent felt it had addressed issue of safety and security at voting stations while 73 percent said IEC had improved on communication by its officials.

### **Satisfaction with national, provincial and local government**

When asked about their satisfaction with national government, about half (52 percent) said that they were satisfied. Fifty-eight percent of Africans were satisfied compared with 26 percent of whites. Sixty-one percent of respondents earning between R1 and R750 per month were the most satisfied with national government, followed by 59 percent of those earning between R751 and R1500 per month. LP had the highest proportion (73 percent) of respondents satisfied with national government, followed by MP (61 percent). Sixty-two percent of respondents from traditional areas were satisfied with national government.

White respondents were the least satisfied with provincial government (39 percent) while 56 percent of Africans were the most satisfied. Forty percent of Indian/Asian respondents were dissatisfied with provincial government. MP had the highest proportion of residents who were satisfied with their provincial government (63 percent) followed by those living in LP (59 percent) and NW (57 percent). The least satisfied lived in the NC (39 percent). Respondents with no schooling were the most satisfied (59 percent) with provincial government followed by those with primary education (55 percent). The most dissatisfied respondents were those with a diploma (38 percent).

Indian/Asian respondents were the most satisfied with local government (47 percent) as compared with Africans (45 percent), whites (44 percent) and coloureds (43 percent). By age group, the 65+ category was the most satisfied with local government (50 percent). Forty percent of those with no income or with an income of between R7501 and R15000 per month were satisfied with local government, and 51 percent of those earning between R751 and R1500. Fifty-two percent of respondents in WC were satisfied, and respondents with a diploma were less satisfied (38 percent) than those with a primary education (49 percent).

#### **Satisfaction with courts**

African respondents were the most satisfied with 57 percent of them expressing confidence in the courts. Whites were the least satisfied (37 percent) while the difference between coloureds and Indian/Asian respondents at 46 percent and 43 percent respectively was small.

The 25-34 years category was had higher proportion of those satisfied with the courts (57 percent) than were the other age categories. Following closely behind was the 18-24 years category (55 percent), while the least proportion of those satisfied was found among 55-64 years category (45 percent). By income level, those who earned the least, from R1-R 750 per month had the highest proportion of those satisfied with the courts (60 percent). Those earning the most (R15001 +) per month had the least proportion of those satisfied (38 percent).

#### **Satisfaction with police and the defence force**

Whites were the least satisfied (40 percent) and Africans the most satisfied (52 percent) with the police (40 percent). The most satisfied age group was the 65+ group (51.4 percent). Least satisfied was the 45 -54 year old category (47 percent). LP residents were the most satisfied (70 percent) followed by those in the NW (60 percent). The lowest level of satisfaction with the police was in GT (37 percent). Forty-nine percent of respondents in GT were dissatisfied with the police, and 51 percent in MP. The most educated respondents were the least satisfied (36 percent) while those with no education were the most satisfied (64 percent).

Thirty-three percent of white respondents were satisfied with the defence force as compared to 70 percent of Africans. Levels of satisfaction decreased as income level rose, with 59 percent of respondents in the R1-R750 income bracket, 58 percent in the R1501- R3000 group and 24 percent in the R15001+ income group indicating they were satisfied. Respondents in traditional areas were the most satisfied with the force (67 percent) followed by respondents in urban informal areas (58 percent) and rural formal areas (52 percent). Those in urban formal areas were the least satisfied (49 percent). The more educated the respondents, the less satisfied they were with the defence force, with satisfaction levels lowest amongst respondents with a degree or postgraduate education (40 percent) while those with no schooling were the most satisfied (74 percent). Six in ten (60 percent) of those with primary schooling were satisfied with the defence force.



### Satisfaction with IEC, SABC, other media and political parties

Africans were the most satisfied with the IEC (73 percent), followed by whites (67 percent), coloureds (61 percent) and Indians/Asians (61 percent). Those aged 18-24 yrs were the least satisfied (61 percent). Provincially, residents of LP and MP were the most satisfied with the IEC (82 and 80 percent respectively). At least seven in ten respondents from the WC, EC, NC, NW and GT reported that they were satisfied with the IEC. Provincially, respondents in KZN (64 percent satisfied) and FS (67 percent satisfied) were the least satisfied with the IEC. The levels of satisfaction of respondents with degrees or postgraduate qualifications (76 percent) was not significantly different from those with no schooling (71 percent).

The proportion of whites satisfied with the SABC (63 percent) was the lowest and that of Africans the highest (83 percent). Respondents with no income were the most satisfied (81 percent) and those earning the most (R15001 +) were the least satisfied (62 percent). Nine out of ten respondents (91 percent) in LP were satisfied with the SABC, a similar proportion to those in MP (88 percent), while WC residents were the least satisfied (68 percent). More females (82 percent) were satisfied with the SABC than males (77 percent). A little more than nine in ten (92 percent) of those with secondary education were satisfied with the broadcaster. By educational level, respondents with a degree or postgraduate education were the least satisfied (65 percent).

There was no significant difference between the races in terms of satisfaction with other media: Africans (77 percent), coloured (73 percent), Indian/Asian (74 percent) and white (74 percent). The WC had the highest proportion of those who were least satisfied with other media (63 percent), with a further 16 percent stating that they were neither satisfied nor dissatisfied. NC and LP had the highest proportion of those (both 84 percent), while GT had the lowest (15 percent). Residents of traditional areas were the most satisfied with other media (81 percent). Respondents with a degree or postgraduate education were the least satisfied with other media (71 percent), compared with 86 percent of those with a secondary education.

More than two-fifths (43 percent) of Africans were satisfied with political parties, as were three in ten coloured respondents (31 percent). The lowest proportion of those satisfied with political parties was found among whites at 23 percent. Those aged 45-54 years had the highest proportion of those satisfied (41 percent), marginally more so than those in the 25-34 years and 35-44 year categories (both 40 percent). WC had the lowest proportion of satisfied respondents (25 percent) while LP had the highest (60 percent). Traditional areas had the highest proportion (47 percent) while those in rural formal areas had the least proportion of people who were satisfied (33 percent).

### Satisfaction with Chapter 9 institutions

Indians/Asians (49 percent) and whites (46 percent) had the lowest proportion of respondents satisfied with Chapter 9 institutions. The 65+ age category had the lowest proportion satisfied with the Human Rights Commission (HRC) (54 percent). MP had the highest proportion satisfied with the HRC (76 percent). The provinces with lowest proportion of satisfied respondents were EC and KZN (both 50 percent). The highest proportion of satisfied respondents was among those with a secondary education (62 percent).

Africans had the highest proportion of respondents satisfied (57 percent) while the whites had the lowest proportion of satisfied (37 percent) with the Youth Commission (YC). LP had highest proportion of respondents satisfied (74 percent) with the YC than those in NC (35 percent), which had the lowest. Sixty percent of respondents in rural formal areas said they were satisfied with the YC,



compared with 50 percent of those in urban formal areas. Just over two-fifths (41 percent) of the most educated respondents said they were satisfied with the YC, compared with 55 percent of those with secondary education.

Over half (54 percent) of Africans said they were satisfied with the Gender Commission (GC), compared with 49 percent of coloured respondents and 33 percent of whites. The highest proportion stating that they were dissatisfied with the GC was amongst Indian/Asians (18 percent). Respondents with no education were the most satisfied (56 percent), and those with Matriculation/Grade 12 were the least satisfied (48 percent).

### **Satisfaction with traditional structures and religious institutions**

Africans were the most satisfied with traditional authorities (62 percent); among whites, 25 percent were satisfied. Comparing the provinces, the highest proportion of those who were satisfied was in LP (72 percent). MP ranked second, with 63 percent of respondents being satisfied with traditional authorities. NC was least satisfied (29 percent) with traditional authorities. Respondents in traditional areas were the most satisfied (70 percent) with traditional authorities. Those in urban informal areas were more satisfied (61 percent) than those in urban formal areas (45 percent), who were the least satisfied. Respondents with no schooling were the most satisfied (72 percent) with traditional authorities followed by those with only primary education (65 percent). Thirty-four percent of the most educated were satisfied with traditional authorities.

Eighty-one percent of coloured and Indian/Asian respondents said they were satisfied with religious institutions, with whites at 77 percent and Africans at 75 percent. Respondents in the 65+ year category were the most satisfied (84 percent) of all age groups, while 18-24 year olds were the least satisfied (73 percent). Respondents with no income were the least satisfied with religious institutions (73 percent) while a little more than 8 in ten respondents (81 percent) earning R751 – R1500 were the most satisfied. Respondents in rural formal areas were most satisfied (83 percent) with religious institutions. A lower proportion of males (72 percent) than females (80 percent) was satisfied with religious institutions. Satisfaction was the same amongst the most educated and amongst those who had achieved secondary education (75 percent).

### **Impact of level of access to basic services on voting**

Whites (78 percent) were more likely than the other races to agree with the statement 'it is important to vote whether or not I have access to basic services'. Agreement with this statement was least among those earning R1- R750 per month (70 percent). Higher proportions in NC (82 percent) and KZN (79 percent) agreed with this statement, while those living in LP (69 percent) and MP (57 percent) agreed least. More respondents from rural formal areas (78 percent) agreed than those from urban informal and traditional areas (70 percent). Respondents with secondary education and Matriculation/Grade 12 (72 percent) agreed least with the statement.

A greater proportion of Africans (81 percent) than of the other races agreed that 'it is important to vote in order to have access to basic services like water and health'. The lowest proportions agreeing with the statement were among Indians/Asians (73 percent) and coloureds (69 percent). Over eight in ten in the 55-64 years and 65+ years categories (84 percent in both) agreed with the statement. Those in the highest income category R15001 + (64 percent) agreed least with the statement. Respondents in LP (87 percent) and NC (85 percent) agreed most with the statement, and those in WC (71 percent) agreed least. Residents of urban informal areas (73 percent) agreed less than all others. Those with no schooling (81 percent) agreed more than did those with diploma or degree (75 percent).

Africans (43 percent) were the most in agreement with the statement 'it is important for me to vote because of high crime in my area' compared to whites (30 percent), who disagreed the most. Respondents in the 65+ age group (37 percent) agreed least and those in the 18-34 years group (45 percent) agreed most. By income level, those with no income (44 percent) agreed the most with the statement. By province, respondents in WC (30 percent) agreed least and those in MP (58 percent) agreed most. Respondents in traditional areas (48 percent) had highest proportion of those who agreed while those with degrees (32 percent) agreed least with the statement.

### **Impact of group membership on voting**

About two-thirds of the respondents stated that they were members of religious organisations, with more than half (53 percent) reporting active involvement. The Asian/Indian population had the highest level of membership (79 percent), somewhat higher than Africans (66 percent). This was the lowest, marginally lower than the proportion among coloured respondents (67 percent).

Eighty-five percent of respondents stated that they were not unionised. Forty percent of the 13 percent who were unionised were in the income category R7501 to R15000.

Two-thirds of the respondents stated that they were not members of any political party. This proportion was highest (84 percent) among the youth of 18 to 24 years. The highest proportion of political party membership was amongst Africans (25 percent); the lowest was amongst Asians/Indians (12 percent). Involvement in community development and self-help associations was low (17 percent) across the country. It was lowest in the EC (8 percent) and WC (13 percent).

Seventeen percent of respondents stated that they were active members of sports or social clubs while 74 percent were not members at all.

Thirteen percent of females were members of women's associations, with minimal variation across income categories. Fewer white women (8 percent) than African women (14 percent) were members of such associations.

### **Impact of political participation on voting**

Seventy-two percent of the respondents reported that they never attended election campaign rallies in the past. The WC had the highest proportion of those not attending these rallies (82 percent), followed by the NC (77 percent) and KZN (75 percent). The provinces with the highest proportions attending these rallies were NW (38 percent) and GT (33 percent). They were best represented in the 25 to 54 years group; those who earned between R7501 and R15000; and those living in urban formal (30 percent). Thirty-four percent of Africans compared with 10 percent of whites stated that they attended rallies.

Seventy percent of South Africans across the country stated that they 'never' attended meetings of political parties, with the proportions being highest in WC (81 percent) and KZN (77 percent). Thirty-eight percent of those in LP and 34 percent in GT reported that they attend such meetings. The highest proportions of those who 'never' attended were amongst Indians (89 percent) and whites (88 percent). Twenty-nine percent of respondents in rural formal areas and 32 percent in urban formal areas reported that they attended political meetings.

Fifty eight percent of respondents reported that they attended community meetings. A higher proportion of women (61 percent) than of men (55 percent) attended community meeting. FS and LP had the highest rates of attendance at 67 percent, followed by the EC (64 percent) and GT (63 percent). Africans had the lowest proportion (32 percent) of respondents who 'never' attend; for

whites, this figure was 72 percent. Six in ten (62 percent) respondents reported that they 'never' attended public celebration days; this was the case across all age groups other than for those who were 55 years and older. Sixty percent of 18-24 year olds and 61 percent of 45-54 year olds 'never' attended. Across races, non-attendance was highest amongst whites (80 percent) and Asians/Indians (78 percent), with coloured respondents at 70 percent and Africans at 56 percent. Geographically, the proportion of respondents who 'never' attended was higher in rural traditional areas (68 percent) than in urban formal areas (58 percent).

More than three-quarters (76 percent) of the respondents 'never' attended public marches. The EC had the highest proportion of respondents (89 percent) who 'never' attend, followed by NC (83 percent) and KZN (82 percent). Whites were most likely not to attend public marches (93 percent), 89 percent of Asian/Indians, 83 percent of coloureds and 73 percent of Africans.

Seventy-six percent of respondents stated that they 'never' attended government izimbizo. Provincially, the highest proportions who 'never' attended were in WC (88 percent) and EC (83 percent). The highest levels of attendance at izimbizo were in NW (42 percent), and GT and LP (both 28 percent). Attendance was highest amongst Africans (26 percent), mainly within the ages of 24 and 54 years and low to middle-income earners (R1500 and R15000) (24 percent). Geographically, the proportion of those attending was highest in traditional areas (25 percent), somewhat higher than in urban formal areas (20 percent).

Eighty percent of respondents stated that they never attended voter education workshops, the proportions being highest in the WC (89 percent), KZN (87 percent) and NC (85 percent). Just over a quarter (76 percent) of those between the ages of 25 and 64 years old 'never' attended a voter education workshop. Respondents most likely never to attend education workshops were those in 18-24 years old (84 percent), and 65 + years (92 percent) and in rural formal areas (80 percent).

### **Recommendations to the IEC**

Racially-based thinking remains a reality in contemporary South Africa. It is therefore important that the IEC campaigns with particular intensity amongst groups (coloureds, whites) a significant proportion of whom feel that life has not improved, encouraging them to register and exercise the franchise.

Where a larger than usual proportion of the population does not register, or does not have the IDs that enable them to register the IEC should mount targeted campaigns to seek out and inform social groups and the inhabitants of areas where registration is lowest.

Registration for the most part appears to be a rapid and trouble-free process. Where, however, as in urban informal and traditional areas, it may take longer to register, the IEC should position extra personnel who in an appropriate and non-intrusive way can assist inexperienced, and in some cases illiterate voters.

Most voters know that they can only vote where they are registered; however, in the EC and KZN, provinces where there is a high rate of migration, there is significant ignorance of this fact. Therefore, there should be a programme that targets potential voters about this question in areas of high residential mobility.

In all these areas of concern, specific groups have been identified. Careful thought should therefore be given as how best to reach them. Depending on the group, this could be through local radio in the relevant language(s) or through other appropriate methods appropriate to particular circumstances.

The strength of this report is that it provides specific data for different groups and different areas of the country. Thus where, for instance, the data demonstrates that there are groups such as women, the elderly, or the disabled who feel that during elections there are things that could be done to make it easier for them to vote, then the IEC should look creatively at these issues, improve facilities where possible, and mount publicity campaigns to inform the public of measures that have been taken.

The main reasons given for not voting by those who say they will not, or may not, vote, are lack of interest or disillusion with politics. It is obviously difficult for the IEC to do much about this. The ultimate solution may be, in part, a better informed electorate that understands the importance of participation in processes that will deeply influence the future. Therefore we would recommend that the IEC continues with and deepens national campaigns of voter education, and extends them beyond election times.

The majority of the electors know about the IEC - but through the media rather than directly from the IEC itself. This may suggest that direct IEC campaigns should be focussed primarily on marginalised and difficult to access groups, and that in its general campaign, the IEC should use existing media that have a widespread and predictable footprint.

The most educated and the better-off sections of society have the best knowledge of the IEC. This suggests that without ignoring these more privileged classes, the IEC in socio-economic terms should focus on the less educated and poorer sections of society.

The vast majority of South Africans are pleased with and trust the procedures and personnel of the IEC. This is clearly at the heart of the organisation's remit, and it is vital that this be maintained. However, there are some areas where there are significant variations from this pattern. In geographical terms, this is the case particularly in KZN. We believe that, even if historical factors may well be more responsible for this than the IEC itself, it is crucial that the IEC takes all possible measures to demonstrate its neutrality as an organisation and to ensure and visibly demonstrate the probity of its officials.

It is noticeable that while there is significant concern about the extent to which voting irregularities might affect the outcome of elections, there is at the same time a high level of satisfaction with the way in which the IEC runs the process. In addition, very few report having observed irregularities. This suggests that there is a fear of what *might* happen at some time in the future rather than a perception of what *does* happen now. If so, the IEC should not only maintain its current high standards, but must also pay great attention both to maintaining these standards and to informing the voting public that it is doing so.

## 1. Introduction and background

In 2009, once again South Africans will go to the polls. It will be the fourth set of national and provincial elections since South Africa became a non-racial democracy in 1994. The Electoral Commission (IEC) will once more, as with previous elections, be called upon to administer the electoral process. Elections are the life-blood of a democratic system. It is through this process that some of the core principles of a democratic order – government by popular will, the right to vote and rights of association and free speech - are realised. Elections, therefore, confer legitimacy on the institutions of government, which, in turn, ensure willing obedience and informed compliance from the populace.

Whether an election is a success or a democratic order is vibrant, however, depends on a range of factors beyond the casting of a ballot on election-day. Primarily, voters must have the confidence that their votes make a difference in their lives. This requires a realisation that votes have a decisive influence in determining the kind of government a society attains and the manner in which that government ultimately functions.

In other words, the electorate must have a political culture that predisposes them towards public activism. Public activism is manifested by the extent to which individuals form associations to pursue common interests. In a participatory democracy, citizens realise that for change to occur their active involvement in civic life is required. If they are inactive and disengaged their wishes will not be fulfilled or their concerns addressed by the political authorities.

The degree of public activism, however, depends on a reciprocal relationship. The authorities must respond to the needs of associations and individuals. Such responsiveness reassures citizens that something does or will come of their associational activities and representations to the powers-that-be, and encourages them to remain engaged in public affairs.

That said, popular interest in the electoral process needs to be actively cultivated. Political actors must engage the voters, emphasising that their votes matter and setting out clearly how they will serve the public if elected into political office. This is where media is important. While media may differ for different areas and circumstances, it should be accessible to all the political actors and be able to reach every constituency in the country.

Similarly, the manner in which the electoral process is managed determines whether or not the electorate has any confidence in the integrity of the electoral body. This, in turn, influences voter turnout. Voters need the assurance that they will not be victimised because of who or what party they vote for. That assurance can only come from voters knowing that their vote is secret. Not only that, but voters need assurance that their votes will all be counted.

In the light of the forthcoming elections, and given its responsibility to administer the electoral process, the IEC commissioned the Human Sciences Research Council to undertake a survey, and write a report, examining the state of its preparedness for the coming elections. The study looked at the factors which determine whether or not voters turn out to vote. Not only do the survey findings give insights into what we should expect as the election campaign moves towards its climax, but they also inform the IEC of where it needs to improve as it strives to do a sterling job with each election.

In sum, the IEC Voter Participation Survey aims to capture public perceptions of the forthcoming 2009 national and provincial elections and the views of the public on the IEC's ability to manage all aspects of the election successfully. Specifically, the report focuses on democracy and governance, voter registration and participation, general perceptions of voting, voting behaviour and voting history, awareness and performance of the IEC and voter education and voter irregularities.

## 2. Research methodology

### 2.1 Research universe

The target population for the IEC Voter Participation survey is individuals aged 18 and over who live in South Africa and are eligible to vote in terms of the provisions of the Electoral Act and other relevant legislation and policies. Specifically, the target population comprised people living in households, hostels and other structures.

It should be noted that people in special institutions such as hospitals and prisons were excluded from the sample. We reasoned that the inclusion of people from these institutions would compromise our random selection procedure. Also, past experience has shown that access to people in these institutions is extremely difficult since obtaining permission can be cumbersome and complex.

### 2.2 Sample design

The sampling frame was developed using Census 2001, with the Enumerator Area (EA) as the primary sampling unit. Explicit and implicit stratification was applied to ensure that the varied geo-demographic profile of the target population is represented in the sample. The 2001 census database contains descriptive statistics (e.g. total number of people, total number of households, etc.) for all the EAs in the country. The value of using this sampling frame is that a nationally representative sample can be drawn and the results of the survey can be properly weighted to the 2001 census population figures. A complex sample design was used that includes stratification and a multi-stage sampling procedure.

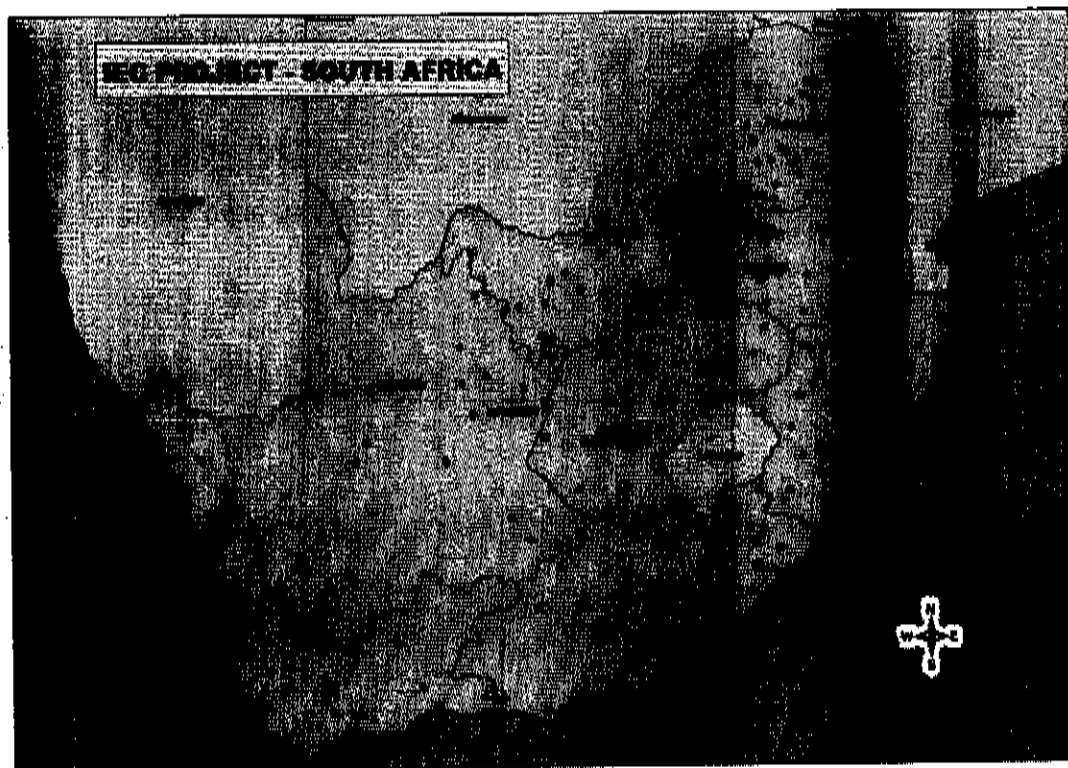
The sample size for the study was 500 EAs from each of which eight households were drawn and one respondent selected from each household, giving a total of 4000 respondents (See **Table 2.1 Sample Distribution**). About two-thirds (68 percent) of the respondents were Africans, 13 percent were coloured, 13 percent were white and 6 percent were Indian/Asian. More females (61 percent) than males (39 percent) participated in the survey. Over half (64 percent) of the respondents came from urban formal areas, 8 percent from urban informal areas, 22 percent from traditional areas and 7 percent from rural areas. In terms of education, 8 percent of the respondents had no schooling, 16 percent had some primary or primary education, and 62 percent had some secondary education completed, while about 14 percent of the respondents had received or completed some form of tertiary education.

To ensure that the nine provinces, both the urban and rural populations and respondents living in different types of areas (e.g. informal settlements, traditional areas, formal urban and farmlands) were well represented, these categories were used as explicit stratification variables. To guarantee that the sample was also representative in terms of the ethnic and cultural diversity of South Africa, geo-demographic categories were used as the implicit stratification variable. These geo-demographic categories reflect the diversity of the South African population based on their rural/urban, income, educational, 'ethnic' and geographic characteristics. Such stratification also ensured that the metropolitan, semi-urban and rural populations of South Africa were well covered in the sample (see **Figure 2.1**). A second visit to the selected household was allowed if a randomly selected individual was not at home at the time of the first contact.

The necessary maps for the 500 EAs selected for the study were produced by the HSRC's GIS Centre. These included provincial maps showing the distribution of EAs, road networks and nearby towns; and a map of each EA so that the teams could accurately navigate to the correct areas.

Table 2.1: Sample distribution

	Response categories	N	Percentage
<b>Race</b>	African	2652	68.3%
	Coloured	518	13.3%
	Indian/Asian	229	5.9%
	White	484	12.5%
<b>Age category</b>	18-24 yrs	739	19.0%
	25-34 yrs	875	22.5%
	35-44 yrs	803	20.7%
	45-54 yrs	610	15.7%
	55-64 yrs	427	11.0%
	65+ yrs	429	11.0%
<b>Personal monthly income</b>	No income	1249	32.7%
	R1 - R750	398	10.4%
	R751-R1500	828	21.7%
	R1501-R3000	299	7.8%
	R3001-R7500	263	6.9%
	R7501-R15000	173	4.5%
	R15001+	100	2.6%
<b>Province</b>	WC	532	13.7%
	EC	485	12.5%
	NC	222	5.7%
	FS	336	8.6%
	KZN	605	15.6%
	NW	293	7.5%
	GT	718	18.5%
	MP	334	8.6%
	LP	360	9.3%
<b>Environmental milieu</b>	Urban formal	2468	63.5%
	Urban informal	295	7.6%
	Tribal	863	22.2%
	Rural formal	259	6.7%
<b>Gender</b>	Male	1505	38.7%
	Female	2380	61.3%
<b>Education</b>	No schooling / Grade 0	299	7.7%
	Primary	612	15.8%
	Secondary	1297	33.5%
	Grade 12 / Matric	1089	28.1%
	Diploma	245	6.3%
	Degree / Post graduate	307	7.9%



**Figure 2.2: EA distribution of the selected sample**

Different types of areas defined primarily by the dominant dwelling type, population group and location in urban versus rural localities were used to ensure that people from different types of communities throughout the country had a chance of being selected for inclusion in the survey sample frame.

### **2.2.1 Selection of the visiting point**

For each of the 500 EAs, route maps were produced. Eight houses were visited per EA. The fieldwork supervisors and teams used the maps to identify and mark the boundaries of the EAs. The first visiting point was selected at random anywhere in the EA. The first visiting point was also used to select the first respondent for an interview. Since all visiting points and households were not marked in the EA, field teams used a selection interval that had been computed for each EA. The selection interval was obtained by dividing the total number of households in the EA by eight.

For example if the selection interval was 10, the second visiting point was selected by counting ten of the visiting points in any direction from the first. Thus the 10<sup>th</sup> visiting point was the place of the second interview. The third was similarly selected by counting ten more and therefore the 20<sup>th</sup> visiting point was our third. This procedure was repeated around the EA until a total of eight visiting points had been selected in each EA.

### **2.2.2 Respondent selection procedure and household roster**

The survey randomly sampled people aged 18 and over from across South Africa. We used the maps and other information to locate the visiting point from which the respondent was selected. The Respondent Selection Procedure contained on pages ii and iii of the questionnaire identified exactly



which individual residing at the visiting point needed to be interviewed (see Appendix A and Appendix B). In most instances, the fieldworkers implemented the selection procedure of the people to be interviewed at the relevant visiting points.

The HSRC normally adheres to the following steps in the respondent selection procedure. When the fieldworkers arrive at the designated visiting point, they need to introduce themselves and explain the purpose of the survey to an adult member living at the visiting point. They then ask this person how many households there are at the visiting point. This is not an easy task and care must be taken to ensure that the person they are speaking to understands exactly what they mean when they talk of 'household'. The number of households at the visiting point should then be calculated and entered into the blocks provided.

Second, the fieldworkers need to ask for the number of persons at the visiting point/on the stand who are 18 and over and were resident at least 15 days in the last month. In certain situations, there may be a number of dwellings and households at the visiting point, making it difficult for the respondent to remember everyone. Using the household roster (Kish grid) the fieldworkers select the respondent from this list of people aged 18 and over at the visiting point. Once the respondent is selected the fieldworkers need to record all the information pertaining to the household of the respondent.

### 2.3 Development of survey instrument

A parallel process to sampling was the development of data collection instruments. Guided by the terms of reference as stipulated in the project proposal, HSRC researchers developed the study questionnaire. It should be noted that the IEC research team contributed in developing and finalising the questionnaire (see Appendix C).

Once the questionnaire was drafted it was ready for piloting. Piloting the research instruments is a vital stage in the questionnaire development process. The pilot was conducted in GT. It should be noted that the HSRC selected the pilot test site in such a way that it covered as far as possible all the major characteristics of the diverse South African population such as race, language, gender, geo-type, Living Standard Measure, age, and marital status. A total of 40 questionnaires were administered to achieve among others the following objectives:

- To determine how long it took to administer the questionnaire,
- To assess the most appropriate sequencing of sections and questions,
- To identify whether the wording of questions was clear and understandable to those being interviewed, thus enabling the identification and removal of ambiguities before the questionnaire was finalised,
- To provide information on sections of the questionnaire that would need more attention during the training process,
- To reveal factors and study areas that had not been considered,
- To assist in the planning of fieldwork, by demonstrating how well fieldworkers coped with conditions, identifying logistical constraints, and highlighting potential problems with recording or checking data.

The completed piloted questionnaires were captured and analysed, using the SPSS statistical package. Based on the pilot test the questionnaire was formatted and prepared for translations. The questionnaire was translated from English into six of the other official languages (South Sotho, North Sotho, Zulu, Afrikaans, Tswana, Xhosa).

## 2.4 Fieldwork logistics

The fieldwork was conducted between the 15<sup>th</sup> September and the 15<sup>th</sup> October 2008. A network of locally based fieldwork supervisors in all parts of the country assisted in data collection. Supervisors recruited competent fieldworkers with a thorough understanding of the local areas. Training sessions for supervisors and fieldworkers were held in Pretoria, Cape Town, Kimberley, Durban and Port Elizabeth.

The training in Pretoria covered the northern provinces, GT, LP, MP, and NW. All supervisors participated in the Pretoria training and assisted the researchers when training was conducted in the other provinces. During all the training sessions fieldwork logistics were discussed. This included discussion of the questionnaire (including the translated versions) and selection of the households and respondents for the interview. Travelling and accommodation arrangements were also discussed. A training manual that contained all the necessary information was provided to each fieldworker and supervisor.

## 2.5 Quality control

The training of the supervisors and fieldworkers was considered a very critical part of quality control to ensure that the information collected was of the highest quality. Researchers also conducted random visits to selected areas and worked with the fieldworkers for a period of time to ensure that they adhered to ethical research practices. HSRC researchers also made sure that the fieldworkers correctly selected the identified households and respondents in the household. The researchers also checked on the procedures followed in administering the research instrument. Field back checks were also conducted on 10 percent of randomly selected respondents to ascertain whether the fieldworkers actually visited the particular respondents.

## 2.6 Data management

There was a second phase of quality control when the completed questionnaires were submitted to the HSRC's Data Management Centre. Our very experienced team in data management supervised the data capturing process. During this phase of the project the Data Management Centre enforced strict quality measures such as ensuring that all 'skip questions' instructions had been followed. The data, once verified, was weighted to the target population. This enabled the research team to provide projections from the sample to the total population at the identified level of reporting.

## 2.7 Data analysis and report writing

Analysis encompassed a variety of cross-tabulation, frequency runs and other statistical techniques to provide an in-depth view across the demographic characteristics of the respondents' categories and profiles.

The next sections of this report present the findings and conclusions of the study and recommendations to the IEC. It is hoped that the findings of this study will enhance the IEC's capacity for successful implementation of the 2009 national and provincial elections and subsequent elections.

## 3. Democracy and governance

There were statistically significant differences across the provinces in the proportion of respondents who felt that life had changed for the better for most people in South Africa. LP with 78 percent had the highest proportion of respondents who felt this way while 35 percent in WC felt life had worsened

for most people. Young respondents (18-24 years) (39 percent) reported the highest proportion of those who felt that life had improved for them personally. Just over 29 percent of those aged 55 years and over felt life for them personally had worsened. There were differences across geographical locations. A higher proportion of respondents in traditional areas (58 percent) than any other area type reported that life has improved for most people in South Africa, while most in rural formal areas indicated that it has remained the same or worsened.

Young respondents aged 18-24 had the highest proportion (51 percent) who felt that life had improved for most people in South Africa while 39 percent in the same category felt it had improved for them personally. The age category 55-64 years was the most pessimistic with the highest proportion of respondents indicating that life had worsened for all groups. Respondents with low and middle incomes (R1-15000) generally felt that their life and that of groups close to them had improved significantly over the last five years. However, those earning more than R15000 saw their life and that of other groups as having become worse.

Compared by educational level, 58 percent of those with no schooling felt that the life of most South Africans has improved, but fewer, at 41 percent, felt this about themselves, and, at 42 percent, about their families. Generally, respondents with post-matriculation education saw life as having improved for them and for other groups. On the other hand respondents with primary and secondary education saw their life as having worsened in the last five years.

Black South Africans were the most positive about their lives and the lives of others close to them. White respondents were more negative, 48 percent indicating that life for most South Africans had become worse. Coloured respondents, as compared to other racial groups, felt most that life had worsened for them and those close to them. (More details of responses to these questions are presented in Tables 3.1 to 3.6 in Appendix F).

#### 4. Registration

The vast majority (98 percent) of respondents were in possession of a green bar-coded South African identity document. Small pockets of respondents scattered across the provinces did not have these documents. The proportions reached 4 percent of the respondents in NW and KwaZulu Natal (KZN). Of those without ID documents, 55 percent in WC and 14 percent in FS were in possession of other old South African documents.

Those without ID were asked if they intended applying for the ID documents, and the majority answered in the affirmative. The following reasons were given by the few that were not intending applying for the ID documents:

- Cannot afford to pay for it
- Facilities for registration not available
- Inefficiency of officials at registration offices

It is important for the IEC to know the areas where registration is lowest so that corrective measures can be taken before the next elections. Overall, more than 73 percent were registered as voters with the highest proportions reported in EC (81 percent) and NC (81 percent). Respondents in KZN (66 percent) and NW (69 percent) reported the lowest. In terms of a number of variables, the highest proportions of respondents who were not registered were among rural formal (36 percent), urban informal (34 percent), the young aged 18-24 (78 percent) and those with no income (43 percent). The unregistered were also found among respondents with secondary education (33 percent) and Grade 12/matriculation (34 percent), males (30 percent) and among Africans (29 percent). Details of these results are provided in Table 4.1.

Table 4.1: Percentage of registered respondents by demographic variables

Province	Yes	No	Do not know	Total
WC	74 %	25 %	1 %	100%
EC	81 %	19 %		100%
NC	81 %	19 %	1 %	100%
FS	70 %	30 %		100%
KZN	66 %	34 %		100%
NW	69 %	31 %		100%
GT	75 %	25 %	1 %	100%
MP	69 %	31 %		100%
LP	72 %	28 %		100%
<b>Geographical location</b>				
Urban formal	75 %	25 %	1 %	100%
Urban informal	66 %	34 %		100%
Traditional areas	72 %	28 %		100%
Rural formal	64 %	36 %		100%
Total	73 %	27 %		100%
<b>Age category</b>				
18 - 24	22 %	78 %	1 %	100%
25 - 34	74 %	26 %		100%
35 - 44	87 %	13 %		100%
45 - 54	89 %	10 %	1 %	100%
55 - 64	91 %	9 %	1 %	100%
65 +	92 %	8 %		100%
Total	73 %	27 %		100%
<b>Personal monthly income</b>				
No income	57 %	43 %		100%
R1 - R750	71 %	29 %		100%
R751 - R1500	84 %	15 %		100%
R1501 - R3000	80 %	19 %		100%
R3001 - R7500	79 %	21 %		100%
R7501 - R15000	85 %	14 %	1 %	100%
R15001 +	87 %	13 %		100%
<b>Education level</b>				
No schooling/ Grade 0	84 %	16 %		100%
Primary	82 %	18 %		100%
Secondary	67 %	33 %		100%
Grade 12/ Matric	65 %	34 %		100%
Diploma	84 %	16 %		100%
Degree/ Post Graduate	84 %	15 %	1 %	100%
Refuse or Do not know	76 %	24 %		100%

Gender	Yes	No	Do not know	Total
Male	69 %	30 %		100%
Female	75 %	25 %		100%
<b>Race</b>				
African	71 %	29 %		100%
Coloured	75 %	24 %	1 %	100%
Indian or Asian	74 %	26 %		100%
White	82 %	18 %		100%
Total	73 %	27 %		100%

The majority (97 percent) of the respondents found it easy to register and 98 percent were registered in the district where they reside currently. The small proportions that did not find it easy to register were highest in FS (9 percent) and NW (7 percent). Asked whether they were issued with proof such as a sticker or receipt when they registered, 96 percent answered in the affirmative. Faulty scanners and lack of electricity were blamed by some of the respondents for failure to register but these numbers were insignificant.

Overall the highest proportion, 29 percent, took 5-10 minutes to register while 16 percent took over 30 minutes. Almost one-third took less than five minutes to register in WC as did 21 percent in NC. On the other hand it took almost one-third (31 percent) in NW and 24 percent in FS more than 30 minutes to register. Particularly large proportions of respondents living in urban formal areas, of those aged 18-24 years, and of coloured respondents (26 percent) took a short time to register. Respondents reporting the longest time of over 30 minutes were most common amongst residents of urban informal (20 percent) and traditional areas (21 percent) and among Africans (21 percent). Details of the results are presented in the following table:

**Table 4.2 Percentage of respondents on length of time taken to register by demographic variables**

		Less than 5 minutes	5-10 minutes	11-15 minutes	16-20 minutes	21-30 minutes	Over 30 minutes	Don't know
Province	WC	31 %	30 %	15 %	8 %	4 %	7 %	6 %
	EC	3 %	21 %	23 %	15 %	14 %	22 %	2 %
	NC	21 %	33 %	14 %	2 %	2 %	20 %	9 %
	FS	6 %	16 %	19 %	12 %	12 %	24 %	11 %
	KZN	17 %	36 %	13 %	9 %	11 %	13 %	3 %
	NW	8 %	22 %	15 %	8 %	10 %	31 %	8 %
	GT	18 %	33 %	12 %	14 %	6 %	15 %	4 %
	MP	17 %	17 %	17 %	12 %	12 %	21 %	5 %
	LP	18 %	49 %	12 %	7 %	6 %	8 %	
	Total	16 %	29 %	15 %	10 %	9 %	16 %	5 %
Geographical location	Urban, formal	18 %	30 %	15 %	10 %	8 %	15 %	4 %
	Urban, informal	13 %	27 %	15 %	15 %	5 %	20 %	5 %
	Traditional areas	10 %	28 %	15 %	10 %	13 %	21 %	4 %
	Rural, formal	14 %	30 %	18 %	9 %	9 %	13 %	7 %
	Total	16 %	29 %	15 %	10 %	9 %	16 %	5 %
Age category	18 - 24	20 %	29 %	12 %	8 %	8 %	19 %	6 %
	25 - 34	16 %	28 %	15 %	12 %	10 %	17 %	3 %
	35 - 44	15 %	30 %	17 %	10 %	8 %	17 %	4 %
	45 - 54	15 %	29 %	14 %	10 %	9 %	18 %	4 %

		Less than 5 minutes	5-10 minutes	11-15 minutes	16-20 minutes	21-30 minutes	Over 30 minutes	Don't know
	55 - 64	15 %	29 %	16 %	12 %	7 %	15 %	7 %
	65 +	17 %	29 %	17 %	9 %	8 %	13 %	6 %
	Total	16 %	29 %	15 %	10 %	9 %	16 %	5 %
Race	African	12 %	27 %	16 %	11 %	10 %	21 %	3 %
	Coloured	26 %	31 %	16 %	7 %	4 %	9 %	7 %
	Indian or Asian	21 %	34 %	15 %	10 %	10 %	10 %	1 %
	White	20 %	33 %	15 %	10 %	8 %	5 %	9 %
	Total	16 %	29 %	15 %	10 %	9 %	16 %	5 %

About three-quarters (76 percent) of respondents intended registering soon. Those who were not planning to register or were uncertain about doing so were most common in WC (32 percent) and NW (29 percent).

**Table 4.3: Percentage of respondents who intended registering soon**

	Yes	No	Uncertain	Total
WC	68 %	24 %	7 %	100 %
EC	80 %	12 %	8 %	100 %
NC	81 %	14 %	5 %	100 %
FS	78 %	18 %	4 %	100 %
KZN	74 %	22 %	4 %	100 %
NW	71 %	21 %	8 %	100 %
GT	74 %	19 %	7 %	100 %
MP	81 %	14 %	5 %	100 %
LP	84 %	13 %	4 %	100 %
Total	76 %	19 %	6 %	100 %

Asked to give the main reason if not intending to or uncertain about registering soon, the following reasons were given

- Not interested in voting (49 percent). This response occurred most in FS (62 percent)
- Not interested in any of the existing political parties (20 percent). Also most frequent in FS (27 percent)

Over 90 percent of respondents have not moved home to another district. However of those that had moved, GT (15 percent) and EC (14 percent) had the highest proportions.

Three out of four respondents were aware that when and if they were to move to another district they had to re-register in that district to be able to vote in the forthcoming national and provincial elections. However, in EC and KZN 42 percent and 24 percent respectively were not aware of this requirement.

## 5. Voter participation

Most respondents were registered either in 1998 or 2004. The highest proportion, 28 percent, was registered in 2004 compared to 26 percent in 1998. Details are provided in Table 5.1.

**Table 5.1 Percentage of respondents registered as voters by province**

	1998	1999	2000	2004
WC	32 %	19 %	2 %	11 %
EC	39 %	29 %	1 %	20 %
NC	23 %	15 %	5 %	27 %
FS	16 %	4 %	2 %	44 %
KZN	23 %	12 %	1 %	35 %
NW	21 %	30 %	2 %	32 %
GT	15 %	17 %	2 %	29 %
MP	34 %	26 %	3 %	13 %
LP	32 %	11 %		46 %
Total	26 %	18 %	2 %	28 %

Interest in elections was high with three out of four respondents being very interested or slightly interested in South African national and provincial elections, though there were significant differences across provinces. LP (88 percent) had the highest proportion of respondents interested in these elections while NC (74 percent) and FS (74 percent) had the lowest.

**Table 5.2: Percentage of respondents interested in national and provincial elections by province**

	Very interested	Slightly interested	Not interested	Not interested at all	Do not know
WC	31 %	39 %	17 %	11 %	2 %
EC	37 %	45 %	10 %	8 %	1 %
NC	41 %	33 %	13 %	10 %	3 %
FS	46 %	29 %	18 %	7 %	1 %
KZN	26 %	53 %	11 %	7 %	3 %
NW	37 %	39 %	15 %	6 %	4 %
GT	51 %	30 %	12 %	5 %	2 %
MP	40 %	39 %	11 %	11 %	1 %
LP	51 %	37 %	6 %	2 %	4 %
Total	40 %	39 %	12 %	7 %	2 %

About 65 percent thought that it made a difference which political party won the national and provincial elections. Significant differences were evident between provinces. WC (74 percent) had the highest proportion of those who think it makes a difference while NC (47 percent) had the lowest.

**Table 5.3: Percentage of respondents on whether it makes a difference which party wins national and provincial elections**

	Yes	No	Don't know
WC	74 %	21 %	5 %
EC	66 %	26 %	8 %
NC	47 %	35 %	18 %
FS	71 %	26 %	4 %
KZN	67 %	25 %	8 %
NW	56 %	37 %	7 %
GT	59 %	30 %	12 %
MP	67 %	27 %	6 %
LP	69 %	28 %	4 %
Total	65 %	27 %	8 %

## 6. General perceptions of voting

Statements on voter perception about voting can be grouped in two: those that emphasise the importance of voting in the democratisation process and those that give pessimistic views about voting and politics in general. A simple factor analysis was used to group the statements as follows:

Importance of voting in the democratisation process:

- I vote because my vote makes a difference
- It is the duty of all citizens to vote
- My vote will ensure that I get quality health, education and other basic services
- High crime rate in my area may influence my decision to vote
- Each person can freely choose who to vote for without feeling forced by others
- Voting should be made compulsory

Pessimistic views about the importance of voting

- After being elected all parties are the same, so voting is pointless
- Politics is too complicated for me to understand
- The party that I voted for did not protect my interests

The results of the analysis of the statements by demographic variables are presented in **Tables 6.1 to 6.6 in Appendix F**.

There were significant differences between provinces in the proportion of respondents who agreed or disagreed with the statements. Overall 75 percent agreed or agreed strongly that they voted because their vote made a difference. These figures were highest among residents in LP (83 percent), in rural formal (76 percent) and traditional (75 percent) areas, amongst respondents aged over 65 years (80 percent), with high income 15001+ (84 percent), with a degree/postgraduate level of education (79 percent) and among white respondents (78 percent).

Asked if it is the duty of all citizens to vote, 81 percent of all respondents agreed or strongly agreed with the statement. The highest proportions of respondents who supported the statement occurred in EC and NC (88 percent); rural formal areas (84 percent); amongst those aged 55-64 years (85 percent); earning R751-1500 per month (84 percent); with a degree/postgraduate education, and amongst white respondents (85 percent).

Overall about two out of three (68 percent) agreed or strongly agreed that their vote would ensure they get quality services. These sentiments were expressed most frequently by respondents in FS (75 percent) and LP (76 percent); in rural formal areas (74 percent); amongst those aged 55-64 years; amongst those earning a monthly income of 751-1500 (73 percent); with no schooling (75 percent); and by Africans (72 percent).

Crime was a concern that influenced some respondents' intention to vote. Less than 50 percent indicated that the crime rate in their area would influence their decision. The proportions were highest in MP (60 percent); urban formal areas (49 percent); amongst respondents aged 65+ years old (52 percent); respondents with at least a degree level of education (51 percent); and Indians/Asians (54 percent).

An overwhelming majority (93 percent) agreed or strongly agreed that freedom to choose who to vote for had improved. This view was expressed by 96 percent in EC and NC, by 94 percent in rural formal areas and of those aged 35-44 years old, and by 95 percent of Indians/Asians.



Less than 50 percent thought that voting should be made compulsory. The idea of compulsory voting was most popular in Gauteng (56 percent), amongst respondents with no income (50 percent) and amongst Indians/Asians (55 percent).

The results indicate the importance people place on voting as a cornerstone of the democratisation process. However, there were differences that need to be explored further.

There was some agreement with expressions of pessimism as reflected in the following statements:

- After being elected all parties are the same, so voting is pointless
- Politics is too complicated for me to understand
- The party that I voted for did not protect my interests

Overall, 31 percent felt that voting was pointless. Respondents who expressed this view were mostly in MP (36 percent), in urban informal areas (36 percent), in the 25-34 year age category (33 percent) and amongst Indians/Asians (45 percent).

With regard to politics being too complicated, 49 percent of all respondents agreed or strongly agreed with the statement. The highest proportions were in MP (67 percent), and amongst Africans (53 percent). The proportions agreeing to the statement decreased with increase in income and educational level.

A proportion of 40 percent felt that the party for which they had voted previously did not protect their interests. This view was expressed most frequently by respondents living in NW (53 percent), in urban informal and rural formal areas (58 percent) and amongst those aged 65 years and over and Africans (42 percent).

The results are cross-tabulated by demographic variable in the tables in the Appendix.

### Preferred voting day

Asked to indicate their preferred day for voting, the highest proportion (34 percent) preferred a public holiday, 32 percent a weekend and 30 percent a normal working day. Details are provided in Table 6.1.

**Table 6.1: Percentage of respondents on preferred day of voting by demographic variables**

Province	Normal working day	Public holiday	A weekend	Don't know
WC	31 %	46 %	18 %	5 %
EC	47 %	26 %	22 %	5 %
NC	41 %	27 %	17 %	16 %
FS	26 %	42 %	27 %	5 %
KZN	30 %	25 %	45 %	1 %
NW	25 %	41 %	28 %	6 %
GT	26 %	35 %	32 %	7 %
MP	12 %	36 %	49 %	4 %
LP	27 %	30 %	41 %	2 %
<b>Geographical location</b>				
Urban, formal	29 %	37 %	29 %	5 %
Urban, informal	32 %	33 %	31 %	3 %
Traditional areas	31 %	26 %	40 %	3 %
Rural, formal	26 %	35 %	32 %	7 %

Age category	Normal working day	Public holiday	A weekend	Don't know
18 - 24	26 %	35 %	34 %	5 %
25 - 34	29 %	32 %	35 %	5 %
35 - 44	29 %	35 %	31 %	5 %
45 - 54	32 %	33 %	31 %	5 %
55 - 64	31 %	36 %	28 %	5 %
65 +	32 %	34 %	27 %	7 %
<b>Personal monthly income</b>				
No income	29 %	33 %	34 %	4 %
R1 - R750	27 %	34 %	34 %	4 %
R751 - R1500	32 %	30 %	32 %	6 %
R1501 - R3000	36 %	34 %	26 %	4 %
R3001 - R7500	32 %	37 %	29 %	3 %
R7501 - R15000	31 %	36 %	27 %	6 %
R15001 +	35 %	32 %	28 %	6 %
Refuse or Do not know	24 %	40 %	29 %	7 %
<b>Education level</b>				
No schooling/ Grade 0	24 %	30 %	39 %	7 %
Primary	35 %	30 %	30 %	6 %
Secondary	31 %	33 %	32 %	4 %
Grade 12/ Matric	28 %	36 %	32 %	5 %
Diploma	25 %	40 %	32 %	3 %
Degree/ Post Graduate	30 %	40 %	26 %	5 %
Refuse or Do not know	33 %	19 %	38 %	10 %
<b>Race group</b>				
African	30 %	32 %	34 %	4 %
Coloured	30 %	43 %	19 %	8 %
Indian or Asian	18 %	25 %	53 %	4 %
White	31 %	41 %	23 %	6 %
Total	30 %	34 %	32 %	5 %

Respondents were asked to indicate if they would vote if national and provincial elections were held tomorrow. The majority (81 percent) said they would, while 18 percent were either not willing to say or were uncertain about whether they would vote. Across a number of demographic variables, the following groups had the highest proportions of respondents who were not willing to say what their voting intention was or were uncertain about it:

- Urban informal (19 percent)
- Youth aged 18-24 years (27 percent)
- Respondents with no income (21 percent)
- Respondents with secondary and matriculation levels of education (20 percent)
- Coloureds (22 percent) and Indians/Asians (23 percent).

Details of these results are presented in **Table 6.2**.

**Table 6.2: Percentage of respondents on whether they would vote if national and provincial elections were held tomorrow, by demographic variables**

Province	Yes	No	Refused	Uncertain
WC	84 %	10 %		6 %
EC	82 %	14 %	1 %	4 %
NC	85 %	8 %		7 %
FS	82 %	15 %		3 %
KZN	78 %	19 %	1 %	2 %
NW	71 %	16 %	2 %	11 %
GT	80 %	15 %	2 %	3 %
MP	79 %	16 %		5 %
LP	87 %	11 %		2 %
Total	81 %	14 %	1 %	4 %
<b>Geographical location</b>				
Urban, formal	80 %	14 %	1 %	5 %
Urban, informal	81 %	15 %		4 %
Traditional areas	82 %	13 %	1 %	4 %
Rural, formal	80 %	14 %		5 %
Total	81 %	14 %	1 %	4 %
<b>Age Category</b>				
18 - 24	72 %	23 %	1 %	5 %
25 - 34	79 %	16 %	1 %	5 %
35 - 44	83 %	12 %	1 %	4 %
45 - 54	84 %	12 %	1 %	3 %
55 - 64	86 %	8 %	1 %	5 %
65 +	86 %	9 %	1 %	5 %
<b>Personal Monthly income</b>				
No income	79 %	17 %		4 %
R1 - R750	81 %	15 %		3 %
R751 - R1500	85 %	10 %	1 %	4 %
R1501 - R3000	82 %	13 %		5 %
R3001 - R7500	81 %	14 %	2 %	4 %
R7501 - R15000	81 %	15 %	1 %	3 %
R15001 +	88 %	8 %	1 %	3 %

## 7. Gender differences and voting

Respondents' opinions regarding gender differences and voting vary as illustrated in **Table 7.1**. To the majority of respondents it does not matter whether the person they were voting for is a man or a woman. This is reflected in the large percentage of respondents who disagreed or strongly disagreed with the statements that 'I will never vote for a man' (77 percent) and 'I will never vote for a woman' (60 percent). Just over half (54 percent) of respondents disagreed or strongly disagreed that women are generally better politicians than men.

An overwhelming majority of respondents (85 percent of males and 86 percent of females) agree or strongly agree that neither men nor women have a right to tell members of the opposite sex for which party they should vote. In addition 55 percent of respondents indicated that quotas for women should be increased while 64 percent (70 percent of women and 54 percent of men) agreed or strongly agreed that women should get more involved in politics to solve their own problems.

**Table 7.1: Percentage of respondents on Gender differences and voting**

	Strongly agree/ Agree	Neither nor	Disagree/ Strongly Disagree	Don't know
I will never vote for a man	14%	8%	77%	1%
Men are generally better politicians than women	45%	15%	38%	3%
I will never vote for a woman	27%	12%	60%	1%
Women are generally better politicians than men	22%	21%	54%	4%
Men have no right to tell women which party to vote for	85%	4%	11%	1%
Women have no right to tell men which party to vote for	86%	3%	10%	<1%
If there were more women in politics my needs would be addressed better	37%	24%	25%	5%
If there were more men in politics my needs would be addressed better	37%	27%	34%	4%
Legislation should force parties to have women on their list	47%	17%	30%	6%
Quotas for women in political parties should be increased	55%	16%	24%	5%
Women need to get more involved in politics to solve problems that concern them	64%	15%	19%	3%

Table 7.2 shows gender differences in responses to the questions. More females (64 percent) than males (51 percent) expressed a preference to vote for females and more males (81 percent) than females (76 percent) preferred to vote for men. The proportion of both men and women who indicated that they will never vote for a woman was high (34 percent and 24 percent respectively). It is interesting that 53 percent of men agreed or strongly agreed that men are generally better politicians than women as compared to 42 percent of female respondents.

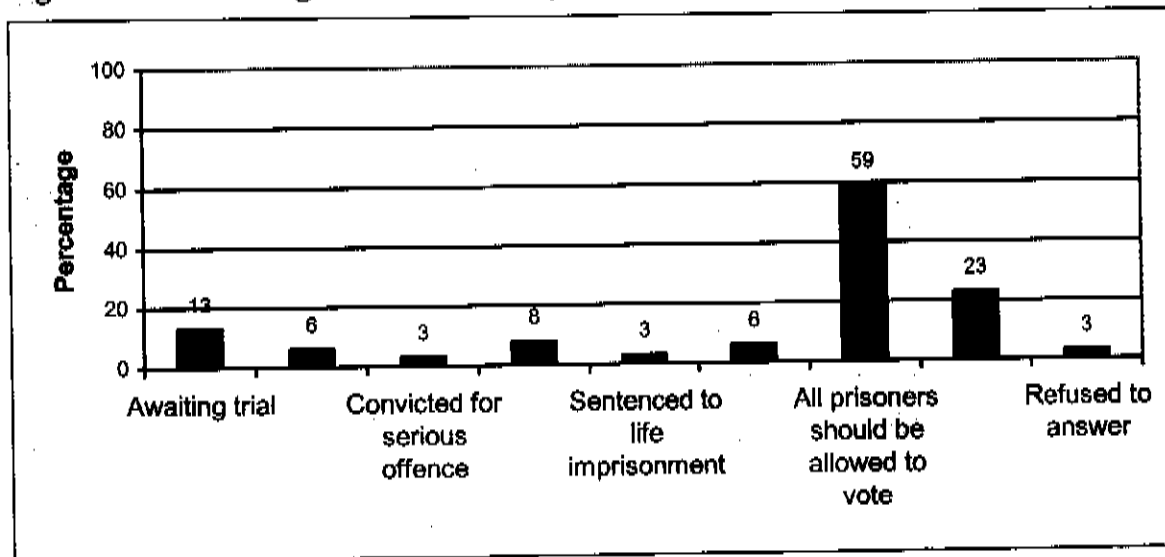
**Table 7.2: Percentage of respondents on whether there were gender differences with regard to voting?**

	Strongly agree/ Agree		Neither nor		Disagree/ Strongly Disagree	
	Male	Female	Male	Female	Male	Female
I will never vote for a man	11%	15%	7%	7%	81%	76%
Men are generally better politicians than women	53%	42%	13%	15%	31%	41%
I will never vote for a woman	34%	24%	12%	11%	51%	64%
Women are generally better politicians than men	16%	25%	19%	20%	61%	51%
Men have no right to tell women which party to vote for	81%	85%	5%	4%	14%	11%
Women have no right to tell men which party to vote for	86%	85%	5%	3%	12%	10%
If there were more women in politics my needs would be addressed better	25%	45%	23%	23%	47%	33%
If there were more men in politics my needs would be addressed better	43%	35%	24%	26%	31%	34%
Legislation should force parties to have women on their list	37%	53%	20%	17%	37%	25%
Quotas for women in political parties should be increased	44%	64%	19%	13%	31%	18%
Women need to get more involved politics to solve problems that concern them	54%	70%	17%	12%	25%	14%

## 8. Prisoners and voting

Figure 8.1 shows that the majority of respondents are aware of the rights of prisoners. Three-fifths (60 percent) indicated that all prisoners should be allowed to vote. Comparisons of responses by demographic variables are provided in Table 8.2 in Appendix H. The results indicated that support for all prisoners to be allowed to vote was highest in the EC (69 percent); rural formal (70 percent); respondents earning monthly income of R751-R1500 (68 percent); no schooling (71 percent); female (63 percent) and Africans (66 percent). On the other hand support for prisoners to be allowed to vote was lowest among respondents in the WC (38 percent); urban informal (57 percent); those earning R15001 (29 percent); those with degree/post graduate (37 percent); males (58 percent) and whites (29 percent).

**Figure 8.1: Percentage on whether the given categories of prisoners should be allowed to vote**



## 9. Youth and voting

Tables 9.1 – 9.5 depict opinions about the participation of youth in elections. The highest proportions who thought that young respondents are not increasingly participating in elections are amongst those aged 65+ (38 percent) and, significantly, amongst the 18 to 24 years group themselves (31 percent).

**Table 9.1: Percentage of respondents on whether young people are increasingly participating in elections**

	Strongly agree	Agree	Neither nor	Disagree	Strongly Disagree	Don't know	Total
18 – 24	19%	37%	9%	29%	2%	5%	100%
25 – 34	16%	51%	10%	12%	10%	2%	100%
35 – 44	22%	52%	9%	10%	3%	4%	100%
45 – 54	33%	32%	11%	15%	8%	2%	100%
55 – 64	30%	53%	4%	6%	5%	2%	100%
65+	17%	37%	2%	33%	5%	5%	100%
Total	21%	45%	6%	16%	6%	6%	100%

The majority of respondents agreed that young people are interested in elections. However, this opinion is more widely held amongst the middle aged categories than amongst the oldest and the youngest groups. The 18 to 24 group are least likely (57 percent) to hold this view.

**Table 9.2: Percentage of respondents on whether young people are interested in elections**

	Strongly agree	Agree	Neither nor	Disagree	Strongly Disagree	Don't know	Total
18 - 24	17%	40%	9%	29%	4%	1%	100%
25 - 34	19%	41%	17%	12%	10%	3%	100%
35 - 44	16%	53%	15%	11%	1%	4%	100%
45 - 54	14%	47%	16%	6%	13%	4%	100%
55 - 64	19%	65%	5%	10%	-	2%	100%
65+	6%	52%	2%	27%	14%	-	100%
Total	17%	46%	13%	15%	10%	2%	100%

Table 9.3 shows that most respondents agree or strongly agree that young people should take the lead in voting. This view is prevalent amongst young people (83 percent) and least so, but nevertheless still high, amongst those aged 45 to 54 (63 percent).

**Table 9.3: Percentage of respondents on whether young people should take the lead in voting**

	Strongly agree	Agree	Neither nor	Disagree	Strongly Disagree	Don't know	Total
18 - 24	39%	44%	7%	10%	-	1%	100%
25 - 34	25%	54%	6%	7%	3%	4%	100%
35 - 44	35%	51%	7%	5%	-	3%	100%
45 - 54	27%	36%	22%	9%	4%	2%	100%
55 - 64	25%	59%	-	8%	8%	-	100%
65+	12%	71%	5%	12%	-	-	100%
Total	30%	50%	8%	8%	2%	2%	100%

Table 9.4 shows that the vast majority (89 percent) of respondents agree or strongly agree that young people should be encouraged to participate in politics. Disagreement was highest (9 percent) amongst respondents in the 35 to 44 year category.

**Table 9.4: Percentage of respondents on whether young people should be encouraged to participate in politics**

	Strongly agree	Agree	Neither nor	Disagree	Strongly Disagree	Don't know	Total
18 - 24	27%	65%	1%	7%	-	1%	100%
25 - 34	32%	50%	10%	5%	1%	1%	100%
35 - 44	41%	40%	9%	5%	4%	2%	100%
45 - 54	44%	47%	3%	-	4%	2%	100%
55 - 64	24%	73%	3%	-	-	-	100%
65+	43%	46%	5%	5%	-	-	100%
Total	34%	52%	6%	5%	1%	1%	100%

The issue of who should take responsibility for teaching school children about voting and elections and how this should be done has been widely debated. One suggestion was that schools should take the lead. The results of the survey as reflected in Table 9.5 show that most respondents (84 percent) agree or strongly agree and that disagreement is strongest (11 percent to 13 percent) amongst respondents below 44 years.

**Table 9.5: Percentage of respondents on whether schools should play a leading role in educating the youth about elections**

	Strongly agree	Agree	Neither nor	Disagree	Strongly Disagree	Don't know	Total
18 – 24	39%	43%	5%	11%	-	2%	100%
25 – 34	30%	48%	8%	11%	2%	1%	100%
35 – 44	42%	38%	6%	8%	4%	2%	100%
45 – 54	53%	36%	1%	3%	5%	2%	100%
55 – 64	43%	52%	5%	-	-	-	100%
65+	29%	55%	5%	5%	-	-	100%
Total	38%	44%	6%	9%	3%	1%	100%

## 10. Special groups and voting

Tables 10.1 – 10.4 depict respondents' responses to the question of whether voting procedures take the needs of special groups such as women, youth, the elderly and people with special needs into consideration. Cross tabulations were done with demographics including race, age category, personal monthly income, province, environmental milieu, gender and education. Issues of voting for special groups were explored in focus group discussions with these groups and the results are presented in a separate report.

Table 10.1 shows that among the various race groups, Indian/ Asians were most likely (67 percent) to say that to a large extent the needs of women are taken into consideration. This view was also reflected in the responses of more than half of those in the age groups 35 – 44 (56 percent), 55 – 64 (56 percent) and 65+ (56 percent).

The differences are not large between respondents in low to medium income brackets with regard to whether the needs of women are taken into consideration. Just over half (51 percent) of those in the income range R7501 – R15000 held this view, as did 50 percent in the R751 – R1500 group and 61 percent in the R7501 – R15000 group. Of those in the income bracket R3001 – R7500 51 percent indicated that to some extent the needs of women are taken into consideration. There were some provincial variations, with alarm bells in LP and GP, where 27 percent and 10 percent respectively were of the view that the needs of women are not taken into consideration at all. The majority of respondents (67 percent) in rural formal areas and those with diplomas (54 percent) indicated that to a great extent the needs of women are considered.

It should be noted that slightly fewer women (42 percent) than men (45 percent) said that voting procedures take the needs of women into consideration to a large extent.

Table 10.1: Percentage of respondents on to what extent they think the voting procedures take into consideration the needs of women?

Response categories		To a great extent	To some extent	To minor extent	Not at all	Refused to answer	DK	Total
<b>Race</b>	African	43%	30%	11%	8%	0.4%	9%	100%
	Coloured	30%	33%	4%	7%	-	7%	100%
	Indian/Asian	67%	13%	15%	2%	-	3%	100%
	White	34%	41%	6%	7%	-	13%	100%
<b>Age category</b>	18-24 yrs	37%	23%	11%	8%	-	22%	100%
	25-34 yrs	38%	32%	13%	10%	1%	7%	100%
	35-44 yrs	56%	23%	7%	9%	-	5%	100%
	45-54 yrs	48%	40%	6%	3%	-	3%	100%
	55-64 yrs	57%	29%	5%	5%	-	4%	100%
	65+ yrs	32%	56%	7%	5%	-	-	100%
<b>Personal monthly income</b>	No income	40%	25%	15%	9%	1%	-	100%
	R1 - R750	51%	30%	4%	11%	-	11%	100%
	R751-R1500	50%	26%	8%	8%	-	5%	100%
	R1501-R3000	38%	46%	13%	2%	-	8%	100%
	R3001-R7500	38%	51%	3%	3%	-	2%	100%
	R7501-R15000	61%	17%	15%	7%	-	6%	100%
	R15001+	44%	36%	5%	-	-	-	100%
<b>Province</b>	WC	43%	37%	18%	-	-	3%	100%
	EC	27%	44%	12%	9%	-	7%	100%
	NC	18%	39%	19%	-	-	24%	100%
	FS	28%	60%	6%	6%	-	-	100%
	KZN	69%	12%	11%	1%	-	8%	100%
	NW	43%	33%	6%	5%	-	12%	100%
	GT	45%	27%	6%	10%	1%	12%	100%
	MP	36%	35%	19%	-	-	11%	100%
	LP	52%	10%	11%	27%	-	-	100%
<b>Environmental milieu</b>	Urban formal	42%	32%	8%	8%	0.4%	10%	100%
	Urban informal	35%	37%	9%	8%	-	11%	100%
	Tribal	45%	26%	18%	6%	-	5%	100%
	Rural formal	67%	15%	6%	4%	-	8%	100%
<b>Gender</b>	Male	45%	26%	12%	8%	-	10%	100%
	Female	42%	35%	7%	8%	1%	7%	100%
<b>Education</b>	No schooling / Grade 0	34%	22%	5%	39%	-	-	100%
	Primary	45%	39%	3%	-	-	14%	100%
	Secondary	43%	30%	11%	6%	-	9%	100%
	Grade 12 / Matric	43%	31%	10%	8%	1%	8%	100%
	Diploma	54%	26%	14%	-	-	6%	100%
	Degree / Post graduate	37%	25%	17%	14%	-	7%	100%

With regard to the needs of the youth 76 percent of Indians/Asians, 91 percent of respondents whose income ranges from R7501 – R15000 and 86 percent of WC province residents said that the voting procedures take into consideration the needs of the youth. Details are provided in the next table.



**Table 10.2: Percentage of respondents on To what extent they think the voting procedures take into consideration the needs of youth?**

Response categories		To a great extent	To some extent	To minor extent	Not at all	Refused to answer	DK	Total
<b>Race</b>	African	37%	33%	14%	8%	<1%	6%	100%
	Coloured	29%	37%	17%	9%	1%	8%	100%
	Indian/Asian	33%	43%	14%	8%	-	3%	100%
	White	34%	37%	11%	8%	-	10%	100%
<b>Age category</b>	18-24 yrs	33%	24%	11%	14%	1%	17%	100%
	25-34 yrs	36%	26%	14%	16%	-	8%	100%
	35-44 yrs	46%	31%	7%	6%	-	10%	100%
	45-54 yrs	33%	40%	14%	9%	-	4%	100%
	55-64 yrs	43%	33%	12%	5%	-	7%	100%
	65+ yrs	25%	37%	21%	16%	-	-	100%
<b>Personal monthly income</b>	No income	38%	22%	11%	19%	-	10%	100%
	R1 - R750	47%	37%	6%	4%	-	5%	100%
	R751-R1500	29%	29%	16%	9%	-	17%	100%
	R1501-R3000	29%	43%	24%	2%	-	2%	100%
	R3001-R7500	29%	33%	21%	8%	3%	9%	100%
	R7501-R15000	69%	22%	-	7%	-	-	100%
	R15001+	21%	52%	12%	-	-	15%	100%
<b>Province</b>	WC	49%	37%	9%	2%	-	3%	100%
	EC	29%	37%	9%	19%	-	7%	100%
	NC	13%	36%	19%	-	-	33%	100%
	FS	28%	49%	13%	10%	-	-	100%
	KZN	47%	26%	9%	4%	-	14%	100%
	NW	38%	21%	19%	9%	-	12%	100%
	GT	37%	23%	14%	15%	<1%	11%	100%
	MP	21%	44%	8%	11%	-	16%	100%
	LP	50%	18%	16%	15%	-	-	100%
<b>Environmental milieu</b>	Urban formal	35%	31%	10%	14%	<1%	10%	100%
	Urban informal	33%	22%	24%	16%	-	6%	100%
	Tribal	44%	25%	18%	6%	-	7%	100%
	Rural formal	37%	35%	6%	-	-	23%	100%
	Total							100%
<b>Gender</b>	Male	35%	28%	13%	12%	-	11%	100%
	Female	38%	30%	11%	12%	<1%	8%	100%
<b>Education</b>	No schooling / Grade 0	42%	19%	13%	26%	-	-	100%
	Primary	36%	26%	13%	7%	-	18%	100%
	Secondary	43%	32%	7%	10%	-	9%	100%
	Grade 12 / Matric	30%	29%	19%	13%	<1%	9%	100%
	Diploma	44%	31%	11%	7%	-	6%	100%
	Degree / Post graduate	35%	31%	7%	20%	-	7%	100%

Table 10.3 shows that respondents aged 55 to 65+ were more likely than their younger counterparts to believe that the needs of the elderly are taken into consideration by voting procedures. Nevertheless, 44 percent of these senior groups think that their needs are only taken into account to some extent or to a minor extent. In three provinces (GT, EC, KZN), more than one in ten respondents felt that the needs of seniors were not considered at all. A similar proportion holds this view across urban formal areas (12 percent) and amongst respondents with a Grade 12 education (12 percent), increasing to one in five (20 percent) amongst the most educated, with a degree or post graduate level of education.

**Table 10.3: Percentage of respondents on to what extent they think the voting procedures take into consideration the needs of the elderly?**

Response categories		To a great extent	To some extent	To minor extent	Not at all	Refused to answer	DK	Total
<b>Race</b>	African	42%	29%	8%	8%	1%	11%	100%
	Coloured	42%	14%	16%	17%	-	11%	100%
	Indian/Asian	17%	38%	5%	32%	-	8%	100%
	White	25%	34%	14%	11%	-	16%	100%
<b>Age category</b>	18-24 yrs	42%	23%	6%	9%	-	20%	100%
	25-34 yrs	31%	27%	14%	14%	2%	12%	100%
	35-44 yrs	41%	26%	3%	10%	-	16%	100%
	45-54 yrs	49%	42%	6%	1%	-	2%	100%
	55-64 yrs	50%	26%	18%	-	-	-	100%
	65+ yrs	56%	37%	7%	-	-	-	100%
<b>Personal monthly income</b>	No income	38%	23%	10%	14%	2%	14%	100%
	R1 - R750	37%	34%	13%	7%	-	10%	100%
	R751-R1500	47%	27%	12%	4%	-	10%	100%
	R1501-R3000	59%	28%	10%	-	-	3%	100%
	R3001-R7500	33%	48%	3%	8%	-	8%	100%
	R7501-R15000	24%	70%	-	6%	-	-	100%
	R15001+	36%	19%	-	27%	-	18%	100%
<b>Province</b>	WC	44%	15%	35%	-	1%	6%	100%
	EC	28%	43%	11%	12%	-	6%	100%
	NC	7%	58%	14%	-	-	21%	100%
	FS	46%	32%	14%	9%	-	-	100%
	KZN	30%	29%	3%	11%	-	23%	100%
	NW	19%	36%	21%	5%	5%	20%	100%
	GT	44%	25%	5%	13%	-	14%	100%
	MP	63%	14%	4%	6%	-	14%	100%
	LP	87%	13%	-	-	-	-	100%
<b>Environmental milieu</b>	Urban formal	36%	31%	7%	12%	1%	13%	100%
	Urban informal	53%	17%	22%	-	-	8%	100%
	Tribal	55%	21%	13%	4%	-	6%	100%
	Rural formal	12%	55%	4%	-	-	29%	100%
<b>Gender</b>	Male	40%	28%	8%	9%	1%	14%	100%
	Female	40%	31%	10%	10%	-	9%	100%
<b>Education</b>	No schooling / Grade 0	58%	34%	6%	3%	-	-	100%
	Primary	53%	28%	3%	-	-	17%	100%
	Secondary	34%	28%	15%	7%	2%	13%	100%
	Grade 12 / Matric	38%	29%	11%	12%	-	11%	100%
	Diploma	55%	24%	1%	8%	-	11%	100%
	Degree / Post graduate	30%	39%	1%	20%	-	11%	100%

There is consensus among the majority of respondents (73 percent) on the extent to which the needs of people with special needs are addressed. The highest proportions that held this view was found in FS (88 percent) and among Africans (76 percent). Comparisons of responses by demographic variables are presented in Table 10.4.

**Table 10.4: Percentage on to what extent they think the voting procedures take into consideration the needs of people with some special needs?**

		To a great extent	To some extent	To minor extent	Not at all	Refused to answer	Don't know	Total
<b>Province</b>	WC	28%	39%	16%	8%		9%	100%
	EC	43%	37%	9%	4%	<1%	7%	100%
	NC	48%	31%	6%	5%		11%	100%
	FS	62%	26%	7%	3%	<1%	1%	100%
	KZN	38%	26%	12%	12%	<1%	12%	100%
	NW	44%	29%	8%	12%		7%	100%
	GT	47%	23%	9%	9%	<1%	11%	100%
	MP	58%	25%	8%	4%	<1%	6%	100%
	LP	67%	16%	7%	7%		4%	100%
	Total	46%	27%	10%	8%	<1%	9%	100%
<b>Geo-type</b>	Urban, formal	44%	29%	11%	8%	<1%	8%	100%
	Urban, informal	42%	25%	10%	9%	1%	14%	100%
	Traditional areas	51%	25%	9%	8%	<1%	8%	100%
	Rural, formal	46%	28%	6%	10%		9%	100%
	Total	46%	27%	10%	8%	<1%	9%	100%
<b>Age category</b>	18 - 24	41%	29%	7%	8%	<1%	14%	100%
	25 - 34	48%	26%	9%	9%	<1%	9%	100%
	35 - 44	47%	28%	11%	8%	<1%	6%	100%
	45 - 54	46%	26%	12%	9%	<1%	7%	100%
	55 - 64	50%	27%	11%	5%	<1%	6%	100%
	65 +	46%	27%	15%	7%	<1%	5%	100%
	Total	46%	27%	10%	8%	<1%	9%	100%
<b>Personal Income</b>	No income	46%	27%	8%	9%	<1%	10%	100%
	R1 - R750	51%	28%	9%	4%		8%	100%
	R751 - R1500	48%	27%	11%	6%	<1%	8%	100%
	R1501 - R3000	48%	27%	10%	10%	<1%	4%	100%
	R3001 - R7500	45%	26%	12%	9%	<1%	7%	100%
	R7501 - R15000	48%	25%	10%	8%	1%	8%	100%
	R15001 +	48%	26%	13%	10%		3%	100%
	Refuse or Do not know	36%	30%	13%	9%	1%	11%	100%
	Total	46%	27%	10%	8%	<1%	9%	100%
<b>Highest Level of Education</b>	No schooling/ Grade 0	46%	18%	14%	16%	<1%	6%	100%
	Primary	47%	31%	9%	4%		8%	100%
	Secondary	46%	28%	9%	7%	<1%	10%	100%
	Grade 12/ Matric	46%	27%	10%	9%	<1%	9%	100%
	Diploma	46%	28%	12%	6%		7%	100%
	Degree/ Post Graduate	45%	27%	12%	8%	1%	7%	100%
	Refuse or Do not know	37%	27%		36%			100%
	Total	46%	27%	10%	8%	<1%	9%	100%

		To a great extent	To some extent	To minor extent	Not at all	Refused to answer	Don't know	Total
Gender	Male	45%	27%	10%	8%	<1%	10%	100%
	Female	47%	28%	10%	8%	<1%	8%	100%
	Total	46%	27%	10%	8%	<1%	9%	100%
Race	African	49%	27%	9%	7%	<1%	8%	100%
	Coloured	37%	29%	13%	11%	<1%	10%	100%
	Indian or Asian	38%	26%	20%	11%	<1%	5%	100%
	White	35%	30%	14%	11%	<1%	10%	100%
	Total	46%	27%	10%	8%	<1%	9%	100%

There were only 179 respondents who indicated they had some form of disability. Sixty-six percent had physical disability, 12 percent had hearing, 17 percent had sight and six percent had mental disability. Seventy percent (or N=125) felt that the voting procedures or processes took into consideration the needs of people with special needs. The proportion of those with this view was distributed as follows: physical disability (78 percent), hearing disability (84 percent), sight disability (86 percent) and mental disability (50 percent).

### 11. Voter behaviour and voting history

The main focus of this section is to assess what factors encourage or deter people from casting their vote. The survey asked respondents who did not vote in the April 2004 national and provincial elections to state their main reason for not voting. It was also established from those respondents who said that they would not vote if national and provincial elections were to be held tomorrow, what their main reason was for not wanting to vote.

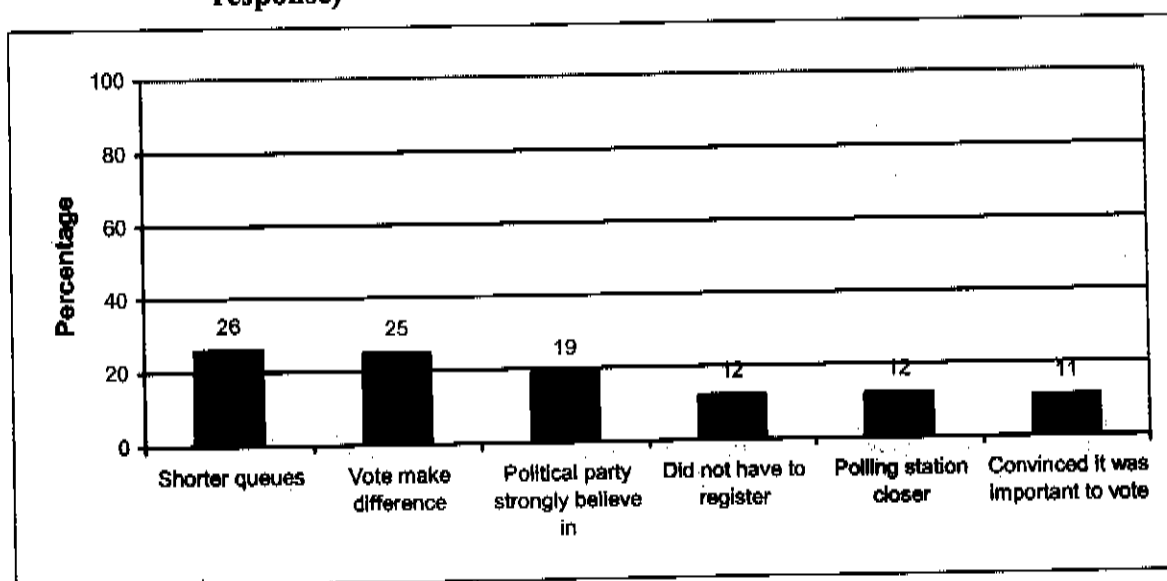
It was established that almost 38 percent of respondents voted in the April 2004 national and provincial elections, while 66 percent voted. **Table 11.1** indicates that of those who did not vote in 2004 the majority were under 18 years old (38 percent), followed by 22 percent who said they were 'not interested' and 12 percent who said they did not possess the necessary documents to register.

About 18 percent revealed that they would not vote if national and provincial elections were to be held tomorrow compared to an overwhelming majority of 81 percent who would want to vote. Four percent were uncertain. The most prominent reason for not voting given by those who say they would not do so was that they were not interested (48 percent). **Table 11.1** indicates that 8 percent of respondents are not interested in any of the existing political parties, while 5 percent reported disillusionment with politics. Lack of interest and disillusionment with politics is further noticeable when one notes the 8 percent of respondents who believe their vote would not make a difference if an election were to be held tomorrow. Furthermore, 14 percent of respondents indicated that they would not vote because they are not registered, and 6 percent of those who would not vote do not possess the necessary documents to register.

**Table 11.1: Percentage of respondents on reasons for not voting in national and provincial elections**

	2004 National and Provincial Elections (N = 1139)	If National and Provincial Elections to be held tomorrow (N = 530)
Was under 18 years old	38%	1%
Not interested	22%	48%
Did not possess necessary documents to register	12%	6%
Not registered	12%	14%
Disillusioned with politics	3%	5%
Lack of transport	1%	<1%
Did not know where to vote	<1%	1%
Too much effort required	<1%	1%
Polling station too far away	<1%	0%
Fear of intimidation or violence	<1%	<1%
My vote would not make a difference	2%	8%
Only one party could win	<1%	<1%
Health reasons/sick	1%	<1%
Was away from home	4%	1%
My employer did not allow me to vote	<1%	0%
Very long queues	0%	<1%
Not interested in any of the existing political parties	1.5%	8%

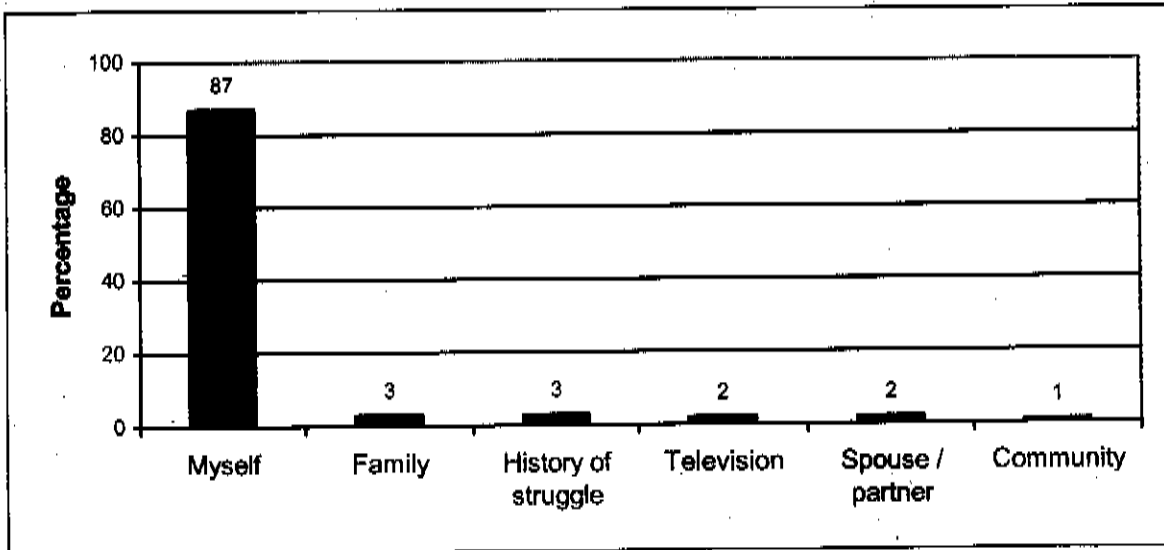
The survey therefore explored whether there was any thing that might encourage people to vote in the upcoming national and provincial elections. Respondents were asked to give more than one answer in their own words. The results in Figure 11.1 show that the majority of the respondents would vote if the queues were shorter (26 percent), if voters believed their vote would make a difference in the outcome of the election (25 percent), if there were a political party in which they strongly believed (19 percent), if they did not have to register (12 percent), if the polling station was closer (12 percent), and if they were more convinced it was important to vote (11 percent).

**Figure 11.1: Percentage of respondents on what might encourage people to vote? (Multiple response)**

The survey also asked respondents whether they are able to decide who to vote for by themselves or whether other factors influence their decision. The results in Figure 11.2 indicate that the overwhelming majority (87 percent) believe that they ultimately decide for themselves. However, 3 percent reported that their family influences them the most. Almost 3 percent indicated that a

history of struggle influences their decision the most. Television (2 percent), the respondent's spouse or partner (2 percent) and the community (1 percent) were mentioned as additional factors influencing their voting decision.

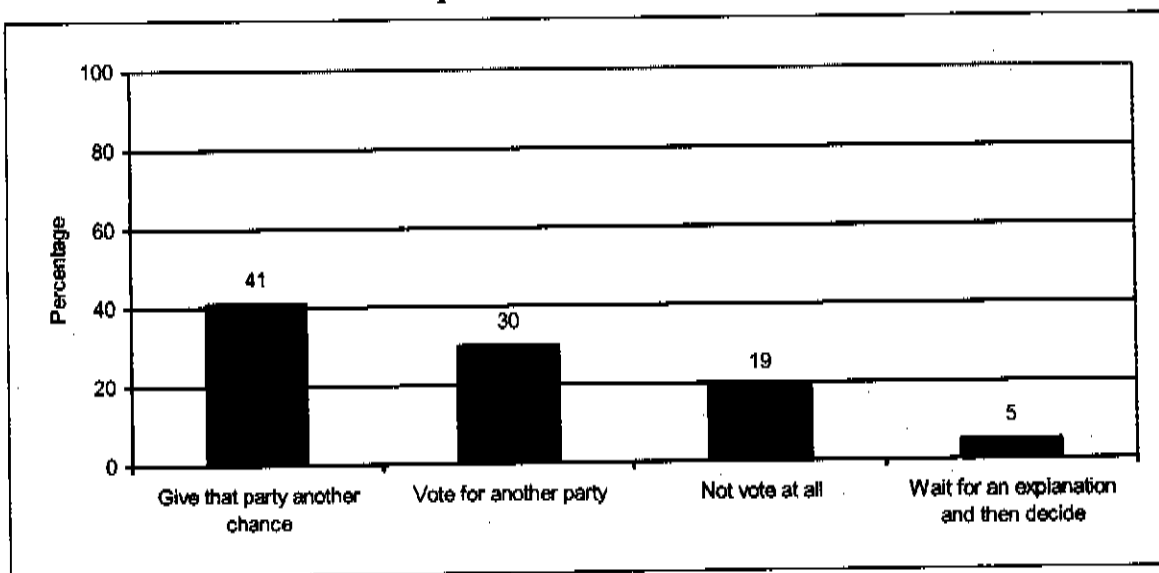
**Figure 11.2: Percentage of respondents on the factors that influence their decision to vote**



### 11.1 Voting intention

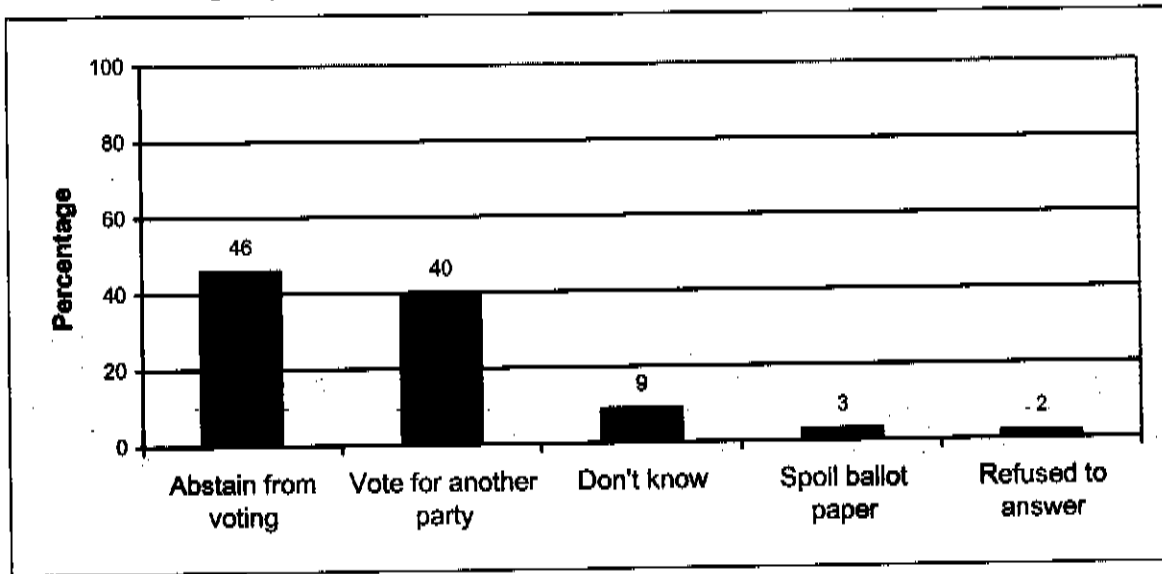
About 30 percent of respondents indicated that they would vote for another party next time there is an election if the party they voted for previously had not met their expectations (see Figure 11.3). However, 40 percent said that they would give their party of choice another chance next time there is an election. This can be compared with the 19 percent who felt they will not vote at all and the 5 percent who indicated that they will wait for an explanation from their party and then decide.

**Figure 11.3: Percentage of respondents on voting intention if the party they voted for did not meet their expectations**



The survey then asked respondents what they would do if they felt that they could not vote for the political party that they normally support. Figure 11.4 shows that the majority of respondents, 46 percent, indicated that it would be wiser to abstain from voting percent; 40 percent would vote for another party; 3 percent would spoil the ballot paper and 2 percent refused to answer.

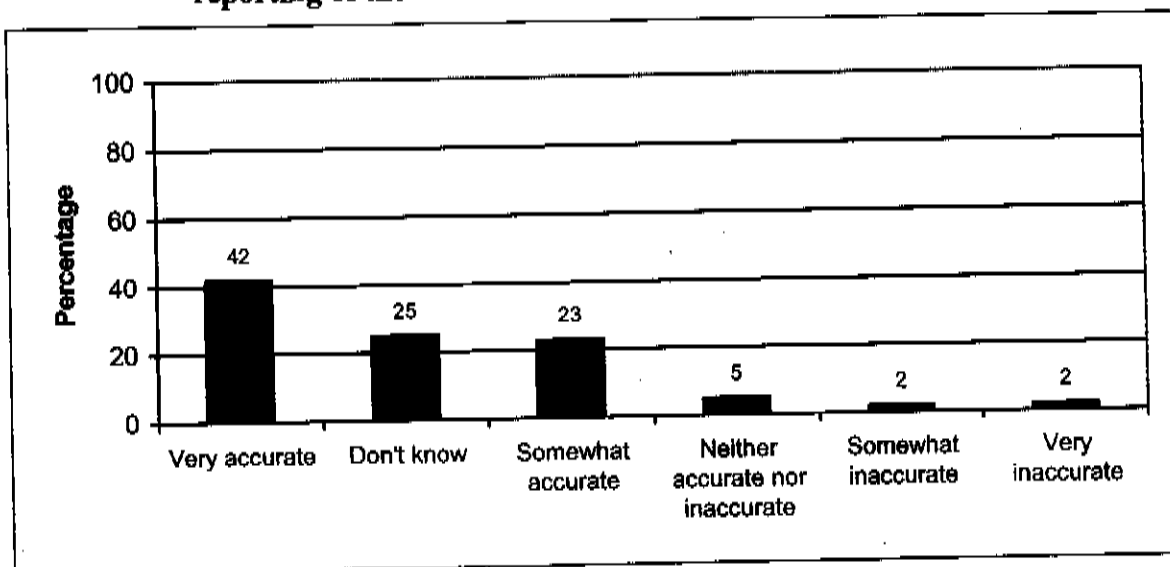
**Figure 11.4** Percentage of respondents on voting intention if could not vote for the political party that they normally support



**11.2 Views on the 2004 national and provincial elections**

More than two-fifths (42 percent) believe that counting and reporting of the votes after the last national and provincial elections in South Africa (in April 2004) were very accurate and 23 percent thought that these processes were somewhat accurate (see Figure 11.5). Smaller proportions felt that the counting and reporting of the votes were somewhat inaccurate (2 percent) percent or very inaccurate (2 percent).

**Figure 11.5:** Percentage of respondent on the accuracy regarding the 2004 counting and reporting of the votes



**12. Awareness of the IEC**

More than seven in ten (73 percent) had heard of the IEC and about one-quarter (24 percent) had not. Two percent indicated that they did not know if they had heard of the IEC. The highest proportion of those who had heard of the IEC were found in WC and GT (78 percent), urban formal (78 percent) between 25 and 54 years of age (78 percent), those earning R15001+ per month (92 percent), with a degree or post graduate (95 percent) males (75 percent) and whites (86 percent).

Relatively high proportions of those who had not heard of the IEC were found in MP (34 percent), in rural formal areas (47 percent) and those with no schooling (49 percent).

The survey asked respondents to mention all their sources of information on the IEC. The majority of those who had heard about the IEC indicated television channels such as SABC 1, 2 or 3, ETV and DSTV (78 percent) (see Table 12.1). Radio stations (63 percent), newspapers (51 percent), posters (33 percent) and contacts (friends, relatives and neighbours) (19 percent) were also mentioned as sources of information. Only 12 percent reported that their source of information was IEC voter education conducted by its officials. Small percentages indicated that they learned about the IEC through structures such as schools (4 percent), community based organisations (3 percent), the workplace (4 percent) and media such as the internet (4 percent).

We asked respondents to list all possible sources from which they usually get information about voting. The results show that 65 percent heard about voting through SABC 1, 2 and 3, ETV and DSTV (see Table 12.1). Radio stations (54 percent) and newspapers (47 percent) were other sources of information about voting, as were posters (26 percent), contacts (friends, relatives and neighbours) (17 percent) and IEC voter education (9 percent).

The respondents were also asked to indicate their preferred channel for information about voting. In this instance only one answer was required. Fifty-seven percent mentioned television as their preferred source of information about voting. Radio stations (21 percent) and newspapers (8 percent) were the second choice and IEC voter education (3 percent) the third as sources of information about voting. IEC voter education was mentioned by only 5 percent as the preferred channel of getting information about voting. (see Table 12.1).

**Table 12.1 Percentage of respondents on the sources of Information on the IEC and on voting and the preferred channel of communication**

	Source of information on the IEC (Multiple response)	Where do you usually get information about voting (Multiple response)	Preferred channel to get information about voting (One response)
A television channel (e.g. SABC 1, 2 or 3, ETV, DSTV Channels)	78%	65%	57%
Newspapers	51%	47%	8%
A radio station	63%	54%	21%
Contacts (friends, relatives and neighbours)	19%	17%	2%
Posters	33%	26%	3%
At a rally	4%	5%	1%
South African Constitution	2%	1%	1%
IEC voter education officials	12%	9%	5%
Chapter 9 Institutions (e.g. Gender Commission, Human Rights Commission, Youth Commission)	1%	1%	<1%
Community based organisation	3%	3%	1%
Civil Society organisation	1%	1%	<1%
School	4%	3%	<1%
Workplace	4%	2%	<1%
Faith Based Organisation	1%	1%	<1%
Multimedia (e.g. internet)	4%	2%	<1%

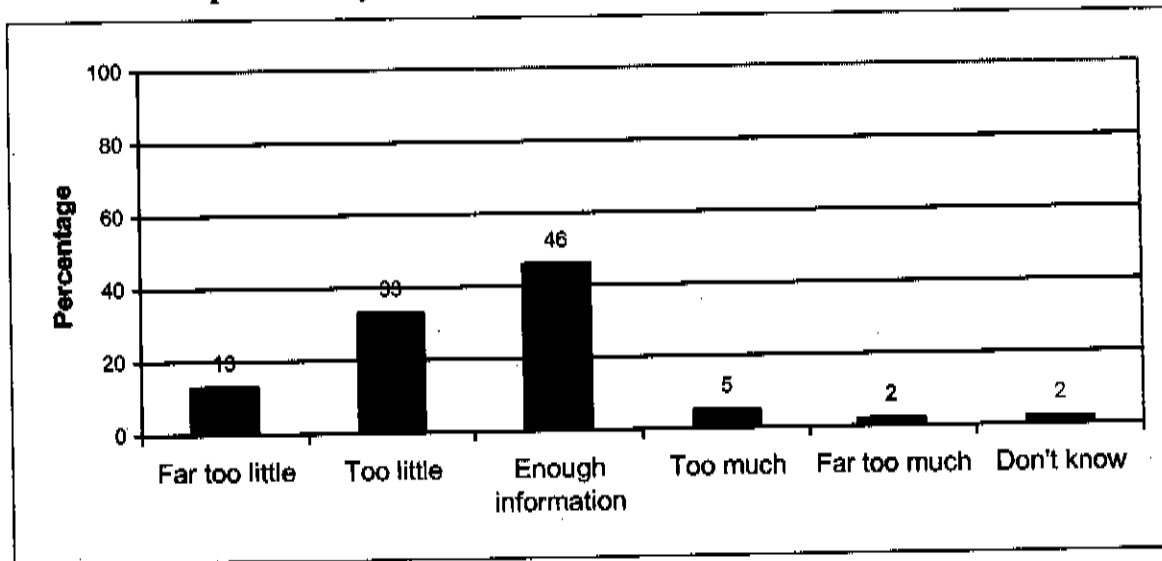
*Multiple response – respondents were allowed to give more than one answer.  
One response – respondents could only give one answer or a single response*



## 12.1 Level of information about the IEC

About one-eighth (13 percent) of survey respondents indicated that they have far too little information about the services that the IEC is providing, compared with 46 percent who reported that they have enough information (see Figure 12.1). Seven percent of the respondents believed that they have too much or far too much information.

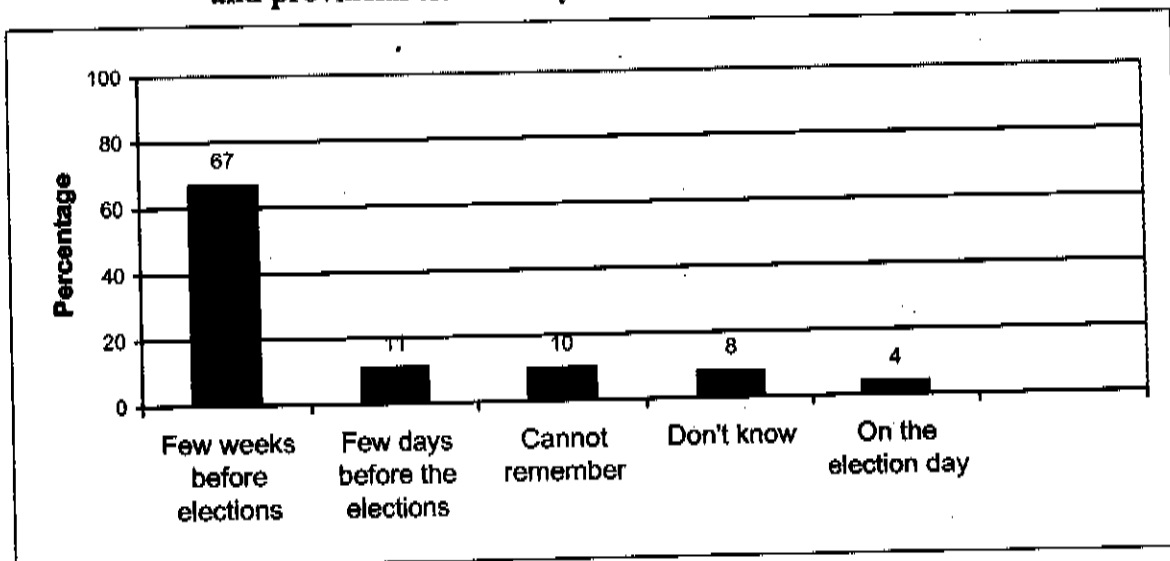
**Figure 12.1: Percentage of respondents on the level of information about the services provided by the IEC**



## 12.2 Timing of the information by IEC

We asked respondents to indicate when they received information about voting procedures the last time South Africa had national and provincial elections. Figure 12.2 shows that the highest proportion of respondents, 67 percent, received information about voting procedures a few weeks before the elections percent, 11 percent a few days before, 10 percent cannot remember and 8 percent indicated that they do not know.

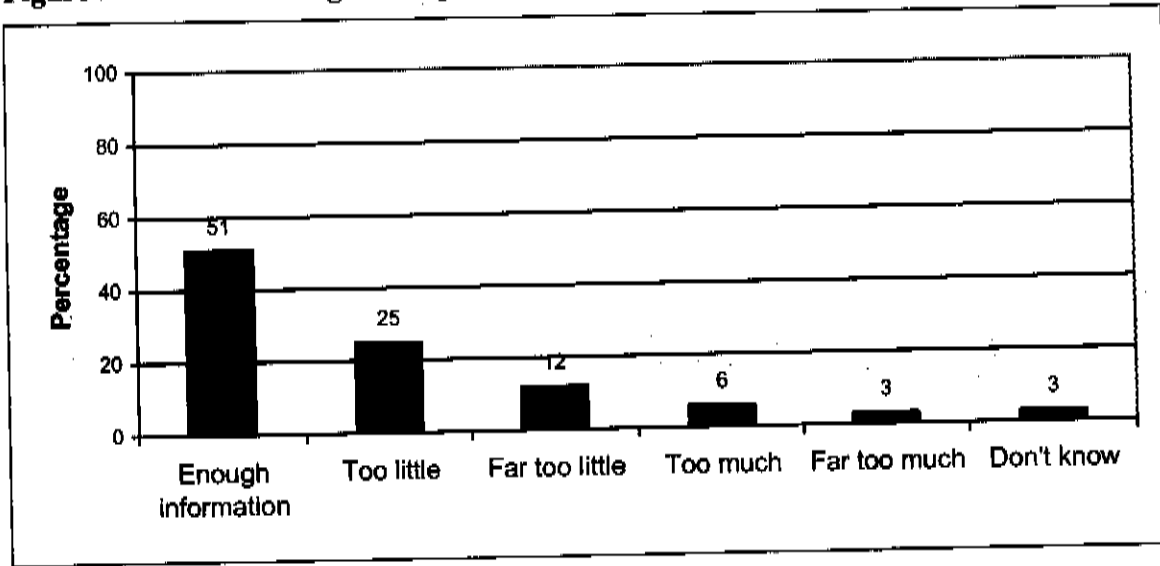
**Figure 12.2: Percentage of respondents on the timing of information about the last national and provincial elections by the IEC**



**12.3 Level of information about how to vote**

According to **Figure 12.3** about 37 percent of respondents felt that they have far too little or too little information about how to vote. Conversely, 51 percent reported that they have enough information about how to vote and 9 percent indicated that they have too much or far too much information.

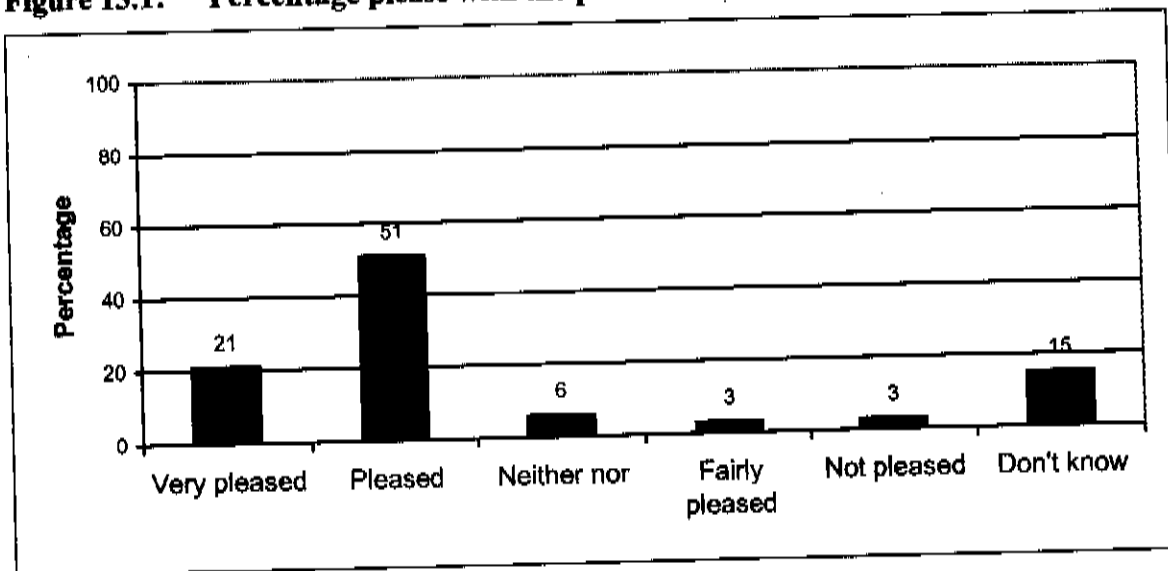
**Figure 12.3: Percentage of respondents on level of information about how to vote**



**13. Performance of the IEC during previous elections**

Figure 13.1 shows that 72 percent of respondents were pleased or very pleased with the performance of the IEC during previous elections. In contrast, about 3 percent were fairly pleased and 3 percent were not pleased with the performance of the IEC during previous elections.

**Figure 13.1: Percentage please with the performance of the IEC during previous elections**



### 13.1 Satisfaction with the most recent voting experience

We wanted to know respondents' opinions about their most recent voting experience. Overall, the results show that the highest proportion of respondents was satisfied with their most recent voting experience (Table 13.1). Specifically, 95 percent were satisfied with the secrecy of their vote, 89 percent with the instructions and signage about where to go and what to do, 88 percent with the time it took to get to the voting station, 85 percent with the cost of getting there, 81 percent with the time it took to vote, 81 percent with the conduct of political parties' representatives outside the voting station and 69 percent with the time spent standing in queues.

**Table 13.1: The last time that you voted, how satisfied or dissatisfied were you with...**

	Very satisfied	Satisfied	Neither nor	Dissatisfied	Very dissatisfied	Cannot remember	Don't know
The time it took to get to the voting station	32%	56%	3%	6%	2%	<1%	1%
The amount of money it cost you to get to the voting station	33%	52%	5%	4%	3%	1%	2%
The time it took to vote	34%	47%	5%	8%	5%	1%	1%
The instructions and signage about where to go and what to do	36%	53%	5%	4%	2%	<1%	1%
The time that you had to stand in the queues	26%	43%	7%	11%	11%	1%	1%
Secrecy of your vote	52%	43%	3%	1%	1%	<1%	1%
Conduct of political parties' representatives outside the voting station	29%	52%	8%	4%	2%	2%	4%

#### Satisfaction with the most recent voting experience by province, geo-type, age, income, education, gender and race

Next we established whether province, geo-type, age, income, education, gender and race had a significant effect on satisfaction with the most recent voting experience. A voting experience index (VEI) was constructed based on the seven question items. The VEI measures respondents' satisfaction with regard to their most recent voting experience. Specifically, the respondents were asked how satisfied or dissatisfied they were the last time they voted with 1) the time it took to get to the voting station, 2) the amount of money it cost to get to the voting station, 3) the time it took to vote, 4) the instructions and signage about where to go and what to do, 5) the time that they had to stand in the queues, 6) the secrecy of the vote, and 7) the conduct of political parties' representatives outside the voting station. The response options ranged from 1 (very satisfied) to 5 (very dissatisfied) with the higher values indicating a greater degree of dissatisfaction. It should be noted that 'don't know' = 8 and 'cannot remember' = 6 were recoded into 'neither satisfied nor dissatisfied' = 3 percent<sup>1</sup>.

<sup>1</sup> The VEI was constructed based on the seven question items through factor (Principal Component extraction and varimax rotation) and reliability analysis. The results of the analysis showed that it was possible to extract a single unrotated factor with an Eigenvalue of 3.29 that explains 47.08 percent of the common variance to all the seven items. The reliability (Kronbach's Alpha score) was reported at 0.80. Using the VEI a series of analysis of variance (ANOVA's) and Tukeys multiple comparison tests were conducted to examine the impact of the demographic variables

ANOVA performs analysis of variance for factorial designs. Analysis of variance tests the hypothesis that the group means of the dependent variable are equal. The dependent variable is interval-level, and one or more categorical variables define the groups. These categorical variables are termed factors. ANOVA also allows you to include continuous explanatory variables, termed covariates. Other procedures that perform analysis of variance are ONEWAY, SUMMARIZE, and GLM. To perform a comparison of two means, use TTEST.

Once you have determined that differences exist among the means, post hoc range tests and pairwise multiple comparisons (Tukey's b) can determine which means differ. Range tests identify homogeneous subsets of means that are not different

Table 13.2 show that there were significant differences among the provinces ( $F=9.66$ ;  $df = 8$ ;  $sig. = 0.00$ ). The results revealed that the highest mean value was reported in NW (Mean VEI=2.09) and KZN (Mean VEI=2.09) provinces which meant that they were the least satisfied with their most recent voting experience. Conversely, FS (Mean VEI=1.88), LP (Mean VEI=1.85) EC (Mean VEI=1.82), and WC (Mean VEI=1.81), had the lowest mean VEI values and therefore they were the most satisfied with their most recent voting experience.

**Table 13.2: Satisfaction with the most recent voting experience by province**

Response categories	N	Mean VEI	Std. Deviation
WC	401	1.81	0.65
EC	391	1.83	0.55
NC	175	2.01	0.56
FS	229	1.89	0.68
KZN	397	2.09	0.70
NW	223	2.10	0.65
GT	510	1.91	0.60
MP	233	1.95	0.55
LP	265	1.85	0.61
Total	2824	1.93	0.63

( $F=9.66$ ;  $df = 8$ ;  $sig. = 0.00$ )

Table 13.3 shows that there were significant differences between respondents living in different area types ( $F=3.42$ ;  $df = 3$ ;  $sig. = 0.02$ ). The results indicate that a respondent in urban formal areas (Mean VEI=1.91) were more satisfied with their most recent voting experience than were those in other areas. On the other hand, respondents in rural formal areas (Mean VEI=2.04) were least satisfied.

**Table 13.3: Satisfaction with the most recent voting experience by geo-type**

Response categories	N	Mean VEI	Std. Deviation
Urban formal	1855	1.91	0.63
Urban informal	197	2.00	0.56
Traditional	608	1.93	0.64
Rural formal	164	2.04	0.67
Total	2824	1.93	0.63

( $F=3.42$ ;  $df = 3$ ;  $sig. = 0.02$ )

Table 13.4 reveals that there were significant differences among the age categories ( $F=6.68$ ;  $df = 5$ ;  $sig. = 0.00$ ). Overall, younger (24-34 years) respondents were the least satisfied (Mean VEI=2.00) with their most recent voting experience. Specifically, the 65+ (Mean VEI=1.79) and to a lesser extent the 55 - 64 (Mean VEI=1.89) respondents were significantly more satisfied with their most recent voting experience than the other age categories. In short, with a slight variation between the 35-44 and 45-54 age groups, voter satisfaction increased with age.

**Table 13.4: Satisfaction with the most recent voting experience by age**

Response categories	N	Mean VEI	Std. Deviation
18-24 yrs	161	2.01	0.63
25-34 yrs	645	2.01	0.64
35-44 yrs	702	1.93	0.61
45-54 yrs	532	1.93	0.66
55-64 yrs	387	1.89	0.64
65+ yrs	395	1.79	0.56
Total	2822	1.93	0.63

(F=6.68; df = 5; sig. = 0.000)

Table 13.5 indicates that the lower the level of education the less satisfaction with the most recent voting experience (F=4.35; df = 6; sig. = 0.00). For instance, those respondents with a degree or post graduate qualification (Mean VEI=1.76) were significantly more satisfied than those with no schooling (Mean VEI=2.02).

**Table 13.5: Satisfaction with the most recent voting experience by Education**

Response categories	N	Mean VEI	Std. Deviation
No schooling / Grade 0	259	2.02	0.61
Primary	502	1.94	0.62
Secondary	867	1.94	0.64
Grade 12 / Matric	709	1.92	0.65
Diploma	199	1.90	0.59
Degree / Post graduate	261	1.76	0.56
Total	16	2.02	0.56

(F=4.35; df = 6; sig. = 0.00)

Table 13.6 shows that there were significant differences among the race groups (F=8.98; df = 3; sig. = 0.00). Africans (Mean VEI=1.96) were significantly more dissatisfied than Indians/Asians (Mean VEI=1.79), whites (Mean VEI=1.81) and coloureds (Mean VEI=1.94) about their most recent voting experience.

**Table 13.6: Satisfaction with the most recent voting experience by Race**

Response categories	N	Mean VEI	Std. Deviation
African	1885	1.96	0.63
Coloured	382	1.94	0.62
Indian/Asian	163	1.80	0.63
White	393	1.81	0.59
Total	2823	1.93	0.63

(F=8.98; df = 3; sig. = 0.00)

Those with lower incomes were somewhat more dissatisfied with their most recent voting experience. However, the differences between the various levels of income are not highly significant.

**Table 13.7: Satisfaction with the most recent voting experience by personal monthly income**

Response categories	N	Mean VEI	Std. Deviation
No income	726	1.96	0.64
R1 - R750	278	1.94	0.62
R751-R1500	701	1.94	0.61
R1501-R3000	238	1.91	0.60
R3001-R7500	208	1.83	0.60
R7501-R15000	143	1.91	0.63
R15001+	89	1.77	0.54
Total	395	1.88	0.65

(F=2.17; df = 7; sig. = 0.03)

No significant differences were found between males and females with regard to their most recent voting experience.

### 13.2 Satisfaction with services of IEC officials

This section focuses on peoples' opinion about the services of IEC officials. The results show that the highest proportion of respondents was satisfied with the services provided by IEC officials (Table 13.8). For example, 92 percent were satisfied with the language used by the IEC officials, 91 percent with their friendliness, 91 percent with their helpfulness and 90 percent with their efficiency. The lowest levels of satisfaction with IEC officials were in relation to absence of irregularities (78 percent saying they were satisfied or very satisfied) and conflict resolution (79 percent). Respondents might not have been aware of irregularities and conflicts and hence the relatively low percentage of satisfaction with how IEC officials dealt with them.

**Table 13.8: How satisfied were you with the services of IEC officials in terms of the following?**

	Very satisfied	Satisfied	Neither nor	Dissatisfied	Very dissatisfied	Don't Know	Total
Efficiency	31%	59%	5%	3%	<1%	3%	100%
Friendliness	39%	52%	5%	2%	1%	2%	100%
Impartiality	30%	55%	8%	3%	1%	4%	100%
Professionalism	35%	53%	6%	3%	1%	2%	100%
Helpfulness	42%	49%	5%	2%	1%	2%	100%
Absence of irregularities	27%	51%	11%	4%	1%	7%	100%
Punctuality	34%	52%	7%	5%	1%	3%	100%
Conflict resolution	26%	53%	9%	3%	1%	9%	100%
%Customer service	35%	55%	5%	2%	1%	2%	100%
Language used	43%	49%	3%	2%	1%	2%	100%
Electoral training guide	29%	53%	7%	2%	1%	7%	100%
Official IEC identification of voting staff	34%	54%	6%	1%	1%	4%	100%

We further examined whether province, geo-type, age, income, education, gender and race had a significant effect on satisfaction with the services provided by IEC officials. An IEC Official Service Index (IEC OSI) was constructed based on the 12 question items about the services of the IEC officials. These asked respondents how satisfied they were with the services of IEC officials in terms of 1) efficiency, 2) friendliness, 3) impartiality, 4) professionalism, 5) helpfulness, 6) absence of irregularities, 7) punctuality, 8) conflict resolution, 9) customer service, 10) language used, 11) electoral training guide and 12) official IEC identification of voting staff. The response options ranged from 1 (very satisfied) to 5 (very dissatisfied): the higher the value the greater the degree of dissatisfaction. It should be noted that 'don't know' = 8 was recoded into 'neither satisfied nor dissatisfied' = 3.<sup>2</sup>

Table 13.9 shows that there were significant differences among the provinces ( $F=8.57$ ;  $df = 8$ ;  $sig. = 0.00$ ). Moreover, the results revealed that KZN (Mean IEC OSI=1.98) is significantly more dissatisfied than other provinces while MP (Mean IEC OSI=1.70) was the most satisfied about the services rendered by IEC officials.

<sup>2</sup> The IEC OSI was constructed based on the 12 question items through factor (Principal Component extraction and varimax rotation) and reliability analysis. The results of the analysis showed that it was possible to extract a single unrotated factor with an Eigenvalue of 6.31 that explains 52.62 percent of the common variance to all the seven items. The reliability (Kronbach's Alpha score) was reported at 0.92. Using the IEC OSI a series of analyses of variance (ANOVA's) and Tukeys multiple comparison tests were conducted to examine the impact of the demographic variables.

**Table 13.9: Satisfaction with services of IEC officials by province**

Response categories	N	Mean IEC OSI	Std. Deviation
WC	402	1.78	0.61
EC	376	1.77	0.44
NC	171	1.84	0.48
FS	231	1.73	0.60
KZN	399	1.98	0.47
NW	218	1.86	0.45
GT	502	1.86	0.57
MP	238	1.70	0.53
LP	260	1.76	0.51
Total	2797	1.82	0.53
(F=8.57; df= 8; sig. = 0.00)			

Results presented in Table 13.10 reveal that there were significant differences ( $F=2.58$ ;  $df= 3$ ;  $sig. = 0.05$ ) between **geo-type**. Respondents in the rural formal (mean IEC OSI=1.90) and urban informal areas (mean IEC OSI=1.88) were the most dissatisfied with the services IEC officials delivered.

**Table 13.10: Satisfaction with services of IEC officials by Geo-type**

Response categories	N	Mean IEC OSI	Std. Deviation
Urban formal	1833	1.81	0.55
Urban informal	193	1.88	0.50
Tribal	609	1.80	0.49
Rural formal	162	1.90	0.54
Total	2797	1.82	0.53
(F=2.58; df= 3; sig. = 0.05)			

Table 13.11 reveal that there were significant differences ( $F=2.283$ ;  $df= 5$ ;  $sig. = 0.044$ ) between age categories. Young respondents (18 – 34 years) appeared more dissatisfied with the services of IEC officials than their older counterparts (45+ years). There were no significant differences among the various income categories.

**Table 13.11: Satisfaction with services of IEC officials by Age category**

Response categories	N	Mean IEC OSI	Std. Deviation
18-24 yrs	158	1.89	0.53
25-34 yrs	639	1.86	0.56
35-44 yrs	684	1.80	0.51
45-54 yrs	529	1.82	0.55
55-64 yrs	386	1.81	0.53
65+ yrs	399	1.77	0.49
Total	2795	1.82	0.53
(F=2.28; df= 5; sig. = 0.04)			

Table 13.12 indicates that respondents with no schooling (1.92) were significantly more dissatisfied with the services that IEC officials render than were those with secondary schooling (1.79) or a degree or post graduate (1.76) qualification ( $F=2.53$ ;  $df= 6$ ;  $sig. = 0.02$ ).

**Table 13.12: Satisfaction with services of IEC officials by education**

Response categories	N	Mean IEC OSI	Std. Deviation
No schooling / Grade 0	260	1.92	0.55
Primary	498	1.82	0.49
Secondary	851	1.80	0.52
Grade 12 / Matriculation	709	1.82	0.57
Diploma	196	1.85	0.54
Degree / Post graduate	256	1.76	0.50
Total	16	1.91	0.49

(F=2.53; df = 6; sig. = 0.02)

Table 13.13 reveals that there were significant differences between race groups (F=3.17; df = 3; sig. = 0.02). Coloureds (Mean IEC OSI =1.89) respondents were the most dissatisfied while whites (Mean IEC OSI=1.80) were the most satisfied with the services that IEC officials provide.

**Table 13.13: Satisfaction with services of IEC officials by race**

Response categories	N	Mean IEC OSI	Std. Deviation
African	1872	1.82	0.51
Coloured	370	1.89	0.61
Indian/Asian	162	1.88	0.52
White	392	1.80	0.56
Total	2796	1.82	0.53

(F=3.17; df = 3; sig. = 0.02)

### 13.3 Satisfaction with IEC voting stations

The results show overwhelmingly that the highest proportion of respondents were satisfied with the IEC's voting stations (Table 13.14). For instance, 95 percent of respondents were satisfied with the secrecy of their vote, 94 percent with access to the voting stations, 93 percent with the neatness and cleanness of the voting station, 93 percent with availability of materials and equipment, 92 percent with availability of facilities and 92 percent with safety and security at the voting station.

**Table 13.14: How satisfied were you with the IEC voting stations in terms of the following?**

	Very satisfied	Satisfied	Neither nor	Dis-satisfied	Very dis-satisfied	Don't know	Total
Access to voting stations	40%	54%	2%	3%	<1%	1%	100%
Neatness and cleanness	41%	52%	4%	2%	<1%	1%	100%
Availability of facilities	38%	54%	4%	2%	<1%	1%	100%
Availability of materials and equipment	39%	54%	4%	1%	<1%	1%	100%
Providing for disabled people	43%	40%	6%	6%	1%	4%	100%
Providing for the elderly	43%	41%	5%	6%	2%	3%	100%
Safety and security at the voting station	41%	51%	4%	3%	1%	2%	100%
Secrecy of your vote	52%	43%	2%	1%	<1%	2%	100%
Conduct of party agents	28%	57%	8%	3%	1%	4%	100%
Conduct of observers	28%	58%	7%	2%	1%	4%	100%

We next examined whether province, geo-type, age, income, education, gender and race had a significant effect on satisfaction with the voting station. An IEC voting station index (IEC VSI) was computed based on the 10 question items about the IEC voting stations. These questions asked respondents how satisfied they were in terms of 1) access to voting stations, 2) neatness and cleanness, 3) availability of facilities, 4) availability of materials and equipment, 5) providing for disabled people, 6) providing for the elderly, 7) safety and security at the voting station, 8) secrecy of



the vote, 9) conduct of party agents, and 10) conduct of observers. The response options ranged from 1 (very satisfied) to 5 (very dissatisfied). Higher values indicated a greater degree of dissatisfaction. It should be noted that 'don't know' = 8 was recoded into 'neither satisfied nor dissatisfied' = 3.<sup>3</sup>

Table 13.15 shows that there were significant differences as to satisfaction with IEC voting stations among the provinces ( $F=7.59$ ;  $df = 8$ ;  $sig. = 0.00$ ). The results revealed that KZN (Mean IEC VSI=1.88) was significantly more dissatisfied than any of the other provinces about IEC voting stations. Though not as much as in KZN, there was also, compared with other provinces, a significant level of dissatisfaction in NW (Mean IEC VSI=1.82).

**Table 13.15: Satisfaction with IEC voting stations by province**

Response categories	N	Mean IEC VSI	Std. Deviation
WC	400	1.72	0.61
EC	387	1.73	0.44
NC	175	1.67	0.41
FS	231	1.62	0.54
KZN	401	1.88	0.51
NW	222	1.82	0.47
GT	515	1.74	0.54
MP	238	1.66	0.51
LP	267	1.69	0.45
Total	2836	1.74	0.52

( $F=7.59$ ;  $df = 8$ ;  $sig. = 0.00$ )

Table 13.16 There were significant ( $F=3.00$ ;  $df = 3$ ;  $sig. = 0.03$ ) differences between geo-type. Urban informal residents (Mean IEC VSI=1.80) were more dissatisfied with IEC voting stations than residents of rural formal, traditional and urban formal areas.

**Table 13.16: Satisfaction with IEC voting stations by geo-type**

Response categories	N	Mean IEC VSI	Std. Deviation
Urban informal	196	1.80	0.50
Traditional areas	614	1.77	0.49
Rural formal	166	1.78	0.51
Total	2836	1.74	0.52

( $F=3.00$ ;  $df = 3$ ;  $sig. = 0.03$ )

Table 13.17 demonstrates that there were significant ( $F=4.54$ ;  $df = 5$ ;  $sig. = 0.00$ ) differences between age categories younger age groups were more dissatisfied than older age groups with IEC voting stations. In other words the level of satisfaction with IEC voting stations increased with increase in age with young (18 – 24 years) (Mean IEC VSI=1.85) respondents being significantly more dissatisfied about voting stations, than older respondents, particularly the 65+ year age group (Mean IEC VSI=1.67)..

<sup>3</sup> The IEC VSI was constructed based on the 10 question items through factor (Principal Component extraction and varimax rotation) and reliability analysis. The results of the analysis showed that it was possible to extract a single unrotated factor with an Eigenvalue of 5.07 that explains 50.67 percent of the common variance to all the seven items. The reliability (Kronbach's Alpha score) was reported at 0.89. Using the IEC VSI a series of analysis of variance (ANOVA's) and Tukeys multiple comparison tests were conducted to examine the impact of the demographic variables.

**Table 13.17: Satisfaction with IEC voting stations by age**

Response categories	N	Mean IEC VSI	Std. Deviation
18-24 yrs	161	1.85	0.52
25-34 yrs	646	1.79	0.54
35-44 yrs	699	1.72	0.48
45-54 yrs	536	1.71	0.52
55-64 yrs	392	1.73	0.55
65+ yrs	400	1.67	0.49
Total	2834	1.74	0.52
(F=4.54; df = 5; sig. = 0.00)			

There were no significant differences in levels of satisfaction with IEC voting stations among the various income categories (F=1.59; df = 7; sig. = 0.13).

Table 13.18 indicates that there were significant (F=2.49; df = 6; sig. = 0.02) differences in level of satisfaction among different education levels. Respondents with no schooling (Mean IEC VSI=1.84) were significantly more dissatisfied with IEC voting stations than those with secondary schooling (Mean IEC VSI=1.73), grade 12 / matriculation (Mean IEC VSI=1.72) and a degree or post graduate qualification (Mean IEC VSI=1.67)

**Table 13.18: Satisfaction with IEC voting stations by education**

Response categories	N	Mean IEC VSI	Std. Deviation
No schooling / Grade 0	263	1.84	0.53
Primary	508	1.73	0.51
Secondary	866	1.73	0.50
Grade 12 / Matric	715	1.72	0.54
Diploma	196	1.74	0.48
Degree / Post graduate	261	1.69	0.50
Total	16	1.84	0.38
(F=2.49; df = 6; sig. = 0.02).			

Results presented in Table 13.19 reveals that Coloureds (Mean IEC VSI=1.81) were significantly more dissatisfied than the rest of the race groups regarding IEC voting stations (F=3.42; df = 3; sig. = 0.02).

**Table 13.19: Satisfaction with IEC voting stations by race**

Response categories	N	Mean IEC VSI	Std. Deviation
African	1897	1.73	0.50
Coloured	375	1.81	0.59
Indian/Asian	166	1.72	0.50
White	397	1.71	0.52
Total	2835	1.74	0.52
(F=3.42; df = 3; sig. = 0.02)			

### 13.4 Freeness and fairness of respondent's most recent electoral experience

The vast majority (89 percent) reported that their most recent electoral experience was free and fair. About nine percent indicated that they did not know and two percent reported that it was not free and fair.

## 14. Voter Education

### 14.1 Awareness of IEC voter education campaigns/programmes through various channels

This section reports on the voter education provided by the IEC. Respondents were asked to indicate whether they were aware that the IEC embarks on voter education campaigns / programmes through various channels before any elections were conducted. Fifty-eight percent were aware that the IEC conducts voter education before an election compared to 42 percent of the respondents who were unaware.

Further analysis showed that there significant differences in the levels of awareness of the IEC voter education campaigns / programmes across province, race, education level, geographic location, and income. For instance:

- GT had the highest proportion (70 percent) of respondents who were aware of the IEC's voter education campaigns, while the WC had the lowest proportion (46 percent).
- Urban-formal areas had the highest proportion (64 percent) of respondents who were aware of the IEC voter education campaigns as opposed to rural-formal areas (44 percent).
- Awareness of the IEC voter education campaigns differ by age, with the middle age categories 35-44 years and 45-54 years having the highest proportion of respondents who were aware of these campaigns (69 percent and 66 percent respectively).
- The level of awareness of the IEC voter education campaigns increased with education level. For instance, respondents with no schooling had a much lower proportion of respondents who were aware of the IEC voter education programmes (38 percent) than those with degree/post graduate qualification(81 percent).
- In terms of race, whites had the highest proportion of respondents who were aware of the voter education programmes (69 percent) compared to Africans who had the lowest proportion (57 percent).

### 14.2 Information received from the IEC through its voter education campaigns/programmes

A key task of the IEC is to inform and educate the electorate about elections. The survey explored whether South Africans were receiving information through the voter education campaigns/programmes conducted by the IEC. The results showed that 32 percent had received information from the IEC through its voter education programmes compared to 68 percent who said they did not receive information from the IEC.

Further analysis showed that of proportions of those who had received information (32 percent) differed by province, age group, race and education level. For example,

- GT (44 percent) had the highest proportion followed by LP (41 percent) and MP (37 percent) that received information from the IEC through its voter education campaigns / programmes.
- The 18-24 age-group had the lowest proportion of respondents (21 percent) who received information, and differed by almost 20 percent from the 35-44 age-group (39 percent).
- The proportion of those who received information increased with increase in education level – from a low of 29 percent for those with no schooling to 50 percent for those with degree/post graduate.
- Coloureds had the lowest percentage of respondents (25 percent) who received information from the IEC through its voter education campaigns / programmes compared to Whites (31 percent), Indians/Asians (31 percent) and Africans (33 percent).

### 14.3 Satisfaction with the IEC voter education campaigns/programme

This section relates only to respondents (32 percent) who participated in the IEC voter education campaigns/programmes. We wanted to know how satisfied the respondents were with the IEC voter education campaigns/programmes. Overall, the results showed that the highest percentage of respondents was satisfied with their most recent voting experience (Table 14.1). More specifically, 94 percent were satisfied or very satisfied with the content of the message, 92 percent with the communication style, 95 percent with the language used, 92 percent with the presentation style, 93 percent with the materials used, 84 percent with the channels used (izimbizo, school visits, religious groups, personal visits), and 91 percent with the media used.

**Table 14.1: Percentage of respondents on how satisfied or dissatisfied they were with the following aspects of the IEC voter education campaigns/programme?**

	Very satisfied	Satisfied	Neither Nor	Dissatisfied	Very dissatisfied	Don't know
Content (message)	31%	63%	3%	2%	<1%	1%
Communication style	37%	55%	3%	3%	1%	1%
Language used	44%	51%	2%	2%	1%	<1%
Presentation style	31%	61%	5%	2%	<1%	1%
Materials used	36%	57%	3%	3%	<1%	1%
Channels used (izimbizo, school visits, religious groups, personal visits)	25%	59%	8%	4%	<1%	4%
Media used	33%	58%	5%	2%	<1%	2%

#### Satisfaction with the IEC voter education campaigns/programme by province, geo-type, age, income, education, gender and race

Next we established whether province, geo-type, age, income, education, and race had a significant effect on satisfaction with the IEC voter education campaigns/programmes. A voter education campaign index (VEC) was constructed based on the seven question items. Respondent's satisfaction with regard to the IEC voter education campaigns/programmes were measured by 1) content of the message, 2) the communication style, 3) the language used, 4) the presentation style, 5) the materials used, 6) the channels of communication used (izimbizo, school visits, religious groups, personal visits), and 7) the media used. The response options ranged from 1 (very satisfied) to 5 (very dissatisfied) with the higher values indicating a greater degree of dissatisfaction. It should be noted that 'don't know' = 8 was recoded into 'neither nor satisfied nor dissatisfied' = 3.

The VEC Index was constructed based on the seven question items through factor (Principal Component extraction and varimax rotation) and reliability analysis.<sup>4</sup>

<sup>4</sup> The VEC Index was constructed based on the seven question items through factor (Principal Component extraction and varimax rotation) and reliability analysis. The results of the analysis showed that it was possible to extract a single unrotated factor with an Eigenvalue of 3.74 that explains 53.40 percent of the common variance to all the seven items. The reliability (Kronbach's Alpha score) was reported at 0.85. Using the VEC Index a series of analysis of variance (ANOVA's) and Tukeys multiple comparison tests were conducted to examine the impact of the demographic variables

ANOVA performs analysis of variance for factorial designs. Analysis of variance tests the hypothesis that the group means of the dependent variable are equal. The dependent variable is interval-level, and one or more categorical variables define the groups. These categorical variables are termed factors. ANOVA also allows you to include continuous explanatory variables, termed covariates. Other procedures that perform analysis of variance are ONEWAY, SUMMARIZE, and GLM. To perform a comparison of two means, use TTEST.

Once you have determined that differences exist among the means, post hoc range tests and pairwise multiple comparisons (Tukey's b) can determine which means differ. Range tests identify homogeneous subsets of means that are not different from each other. Pairwise multiple comparisons test the difference between each pair of means and yield a matrix where asterisks indicate significantly different group means at an alpha level of 0.05.

Table 14.2 shows that there were significant differences in levels of satisfaction with IEC education campaigns among the provinces ( $F=8.71$ ;  $df = 8$ ;  $sig. = 0.00$ ). The results revealed that respondent from KZN (Mean VEC=1.91) followed by LP (Mean VEC=1.89) and NW (Mean VEC=1.89) were the most dissatisfied with the IEC voter education campaigns/programmes. Conversely, FS (Mean VEC=1.56), GT (Mean VEC=1.68) and MP (Mean VEC=1.68) are the most satisfied with the IEC voter education campaigns/programmes.

**Table 14.2: Mean VEC on satisfaction with the IEC voter education campaigns/programme by province**

Response categories	N	Mean VEC	Std. Deviation
WC	59	1.76	0.47
EC	126	1.69	0.48
NC	75	1.86	0.44
FS	105	1.56	0.48
KZN	174	1.91	0.45
NW	61	1.89	0.56
GT	316	1.68	0.50
MP	116	1.68	0.52
LP	144	1.89	0.37
Total	1176	1.76	0.49

( $F=8.71$ ;  $df = 8$ ;  $sig. = 0.00$ ).

Results summarized in Table 14.3 show that there were significant differences in levels of satisfaction with IEC education campaigns between respondent living in different area types ( $F=3.06$ ;  $df = 3$ ;  $sig. = 0.03$ ). Respondents living in urban informal areas (Mean VEC=1.83) were the most dissatisfied while those living in urban formal (Mean VEC=1.73) were the most satisfied with the IEC voter education campaigns/programmes.

**Table 14.3: Mean VEC on satisfaction with the IEC voter education campaigns/programme by geo-type**

Response categories	N	Mean VEC	Std. Deviation
Urban formal	791	1.73	0.50
Urban informal	71	1.83	0.53
Traditional	265	1.82	0.45
Rural formal	49	1.79	0.44
Total	1176	1.76	0.49

( $F=3.06$ ;  $df = 3$ ;  $sig. = 0.03$ ).

Table 14.4 shows that there were significant differences in the level of satisfaction with IEC voter education campaigns/programmes among the age categories ( $F=6.68$ ;  $df = 5$ ;  $sig. = 0.00$ ). Overall, the young (18-24 year) respondents (Mean VEC=1.83) were the least satisfied while 55-64 years old were the most satisfied (Mean VEC=1.72) with the IEC voter education campaigns/programmes.

**Table 14.4: Satisfaction with the IEC voter education campaigns/programme by age**

Response categories	N	Mean VEC	Std. Deviation
18-24 yrs	138	1.83	0.44
25-34 yrs	301	1.75	0.52
35-44 yrs	294	1.73	0.46
45-54 yrs	210	1.76	0.52
55-64 yrs	122	1.72	0.46
65+ yrs	111	1.79	0.46
Total	1176	1.76	0.49

( $F=6.68$ ;  $df = 5$ ;  $sig. = 0.00$ ).

Results summarized in Table 14.5 indicate that the lower the level of education, the less satisfied one was with the IEC voter education campaigns/programmes ( $F=2.44$ ;  $df = 6$ ;  $sig. = 0.02$ ). For instance, those respondents with no schooling (Mean VEC=1.93) were the most dissatisfied than those with a diploma (Mean VEC=1.69) were the most satisfied with the IEC voter education campaigns/programmes.

**Table 14.5: Satisfaction with the IEC voter education campaigns/programme by education**

Response categories	N	Mean VEC	Std. Deviation
No schooling / Grade 0	80	1.93	0.44
Primary	150	1.76	0.46
Secondary	346	1.77	0.49
Grade 12 / Matric	358	1.73	0.49
Diploma	100	1.69	0.49
Degree / Post graduate	135	1.73	0.53
Total	1176	1.93	0.12

$(F=2.44; df = 6; sig. = 0.02).$

Finally, there were no significant differences among the various race groups, gender and income categories with regards to level of satisfaction with the IEC voter education campaigns / programmes.

## 15. Voting irregularities

### 15.1 Voting irregularities at a voting station

In this section the focus is on voting irregularities. Respondents who voted in 2004 elections were asked to indicate whether they observed or experienced any voting irregularities. Table 15.1 shows that majority (over 73 percent) did not at all observe any form of irregularities. Among the few that observed some form of irregularities, 17 percent either observed or experienced intimidation very often or sometimes, 14 percent reported interference of political party officials / agents, 13 percent indicated that there was a lack of space in voting station compromising the secrecy of the votes, 10 percent observed the opening of ballot boxes before voting stations closed, 14 percent observed late opening of voting station and 13 percent observed the early closing of voting stations.

**Table 15.1: Percentages of respondents on irregularities observed or experienced by voters at a voting station**

	Very often	Sometimes	Rarely	Not at all	Total
Intimidation	6%	11%	10%	73%	100%
Interference of party officials / agents	5%	9%	11%	75%	100%
Lack of space in a voting station to ensure that my vote is secret	6%	7%	10%	77%	100%
Opening of ballot boxes before voting stations closed	4%	6%	7%	83%	100%
Opening of voting station late	4%	10%	9%	77%	100%
Closing of voting station early	4%	9%	9%	78%	100%

### Voting irregularities at a voting station by province, geo-type, age, income, education, gender and race

We established whether province, geo-type, age, income, education, and race had a significant effect on observation and experience of voting irregularities at voting stations. A voting station irregularities index (VSI) was constructed based on the 6 question items, namely respondents' experiences and

observation of 1) experiencing intimidation, 2) interference of political party officials / agents, 3) lack of space in a voting station to ensure that my vote is secret, 4) opening of ballot boxes before voting stations closed, 5) opening of voting station late and 6) closing of voting station early (See Table 15.1). The response options ranged from 1 (very often) to 4 (not at all) with the higher values indicating no degree of observation and experience of irregularities. Using the VSI Index a series of analysis of variance (ANOVA's) and Tukeys multiple comparison tests were conducted to examine the impact of the demographic variables<sup>5</sup>.

Table 15.2 shows that there are significant differences among the provinces ( $F=19.058$ ;  $df = 8$ ;  $sig. = 0.000$ ). Moreover, the results revealed that residents of the KZN (Mean VSI=3.43) province most often observed and experienced irregularities at the voting station followed by GT (Mean VSI=3.5). EC on the other hand had the least proportion of respondents that experienced or observed voting irregularities at the voting station, closely followed by MP (Mean VSI=3.82) and NC (Mean VSI=3.81).

**Table 15.2: Voting irregularities at a voting station by province**

Response categories	N	Mean VSI	Std. Deviation
WC	392	3.65	0.65
EC	383	3.83	0.57
NC	182	3.81	0.43
FS	221	3.76	0.53
KZN	411	3.43	0.77
NW	226	3.62	0.71
GT	522	3.47	0.78
MP	236	3.82	0.44
LP	275	3.66	0.59
Total	2848	3.64	0.67
$(F=19.06$ ; $df = 8$ ; $sig. = 0.00$ ).			

Table 15.3 shows that there were significant differences between respondent living in different area types ( $F=13.46$ ;  $df = 3$ ;  $sig. = 0.00$ ). The results indicate that respondent in urban informal areas (Mean VSI=3.46) most often observed and experienced irregularities at the voting station followed by urban formal areas (Mean VSI=3.61) and traditional areas (Mean VSI=3.72). Respondent living in rural formal areas (Mean VSI=3.83) least observed or experienced irregularities at the voting station.

<sup>5</sup> The VSI Index was constructed based on the six question items through factor (Principal Component extraction and varimax rotation) and reliability analysis. The results of the analysis showed that it was possible to extract a single unrotated factor with an Eigenvalue of 4.340 that explains 72.34 percent of the common variance to all the six items. The reliability (Kronbach's Alpha score) was reported at 0.92.

ANOVA performs analysis of variance for factorial designs. Analysis of variance tests the hypothesis that the group means of the dependent variable are equal. The dependent variable is interval-level, and one or more categorical variables define the groups. These categorical variables are termed factors. ANOVA also allows you to include continuous explanatory variables, termed covariates. Other procedures that perform analysis of variance are ONEWAY, SUMMARIZE, and GLM. To perform a comparison of two means, use TTEST.

Once you have determined that differences exist among the means, post hoc range tests and pairwise multiple comparisons (Tukey's b) can determine which means differ. Range tests identify homogeneous subsets of means that are not different from each other. Pairwise multiple comparisons test the difference between each pair of means and yield a matrix where asterisks indicate significantly different group means at an alpha level of 0.05.

**Table 15.3: Voting irregularities at a voting station by geo-type**

Response categories	N	Mean VSI	Std. Deviation
Urban formal	1864	3.61	0.68
Urban informal	195	3.47	0.83
Traditional	627	3.73	0.58
Rural formal	162	3.83	0.42
Total	2848	3.64	0.67

(F=13.46; df= 3; sig. = 0.00).

There are insignificant differences among the age categories, education level categories and the various race groups in explaining observation and experience of voting irregularities at a voting station.

## 15.2 Voting irregularities during the 2004 national and provincial elections

**Do you think that voting irregularities occurred during the 2004 national and provincial elections?**

Only ten percent thought that voting irregularities occurred during the 2004 national and provincial elections. Of those who indicated that voting irregularities had occurred, about 76 percent of them were satisfied with the way the IEC had addressed them. However, 12 percent were not satisfied and four percent indicated that they did not know whether or not they were satisfied.

## 15.3 The extent and impact of voting irregularities

This section looks at the impact of voting irregularities on various aspects, including the voting process, the freeness and fairness of elections and on our democracy in South Africa. In addition, the section examines the extent to which political party representatives campaign inside the voting station, the extent to which the IEC alone can address irregularities adequately, and the extent of the involvement of Parliament or another body whenever voting irregularities occur.

### 15.3.1 To what extent have voting irregularities affected the voting process?

The analysis was done on the 10 percent of respondents who indicated that they had experienced or observed irregularities at the voting station. Results presented in **Table 15.4** show that 71 percent of this group of respondents believed that voting irregularities had affected the voting process to a great extent or to some extent.

**Table 15.4: Percentage of respondents on the extent and impact of voting irregularities**

	To a great extent	To some extent	Minor extent	Not at all	Refused to answer	Do not know	Total
To what extent do you think voting irregularities have affected the voting process?	28%	43%	19%	8%	1%	1%	100%
To what extent do you think voting irregularities have affected the freeness and fairness of elections?	26%	38%	23%	12%	<1%	1%	100%
To what extent do you think voting irregularities had an impact on our democracy in South Africa?	30%	32%	17%	18%	1%	2%	100%
To what extent did political party representatives campaign inside the voting station	24%	33%	16%	20%	1%	6%	100%
To what extent do you think the IEC alone cannot address irregularities adequately	35%	30%	16%	12%	1%	6%	100%



	To a great extent	To some extent	Minor extent	Not at all	Refused to answer	Do not know	Total
To what extent do you think Parliament or another body must intervene whenever voting irregularities occur	41%	30%	10%	9%	3%	7%	100%

More specifically:

- MP (94 percent) had the highest percentage of respondents who indicated that voting irregularities had affected the voting process to a great extent or to some extent, followed by FS (92 percent) and NW (89 percent). EC (49 percent) has the lowest percentage.
- The 55-64 age group (83 percent) had the highest percentage of respondents who felt that voting irregularities had affected the voting process to a great extent or to some extent.
- Those earning the R15001+ income per month had the highest percentage of respondents who indicated that voting irregularities had affected the voting process while the R1-R750 income category group had the lowest percentage (63 percent).
- In terms of education level, the group of respondents with a diploma had the lowest percentage (44 percent) who believed that voting irregularities had affected the voting process.

### 15.3.2 To what extent have voting irregularities affected the freeness and fairness of elections?

In total, 64 percent of respondents believed that voting irregularities affected the freeness and fairness of elections (Table 15.4).

- FS had the highest percentage (90 percent) of respondents who believed that voting irregularities affected the freeness and fairness of elections to a great extent or to some extent, while EC with 23 percent, had the lowest percentage.
- Both urban formal and traditional areas had 66 percent of respondents who felt that voting irregularities affected freeness and fairness, while urban informal and rural areas had 49 percent and 53 percent respectively.
- The results showed that those respondents with no income group had the highest proportion of respondents who indicated that voting irregularities affected the freeness and fairness of elections to a great extent or to some extent, compared to those earning R1501-R3000 (54 percent).
- In terms of education level, the respondents with a diploma had the lowest proportion (39 percent) of respondents who felt that voting irregularities affected freeness and fairness of elections.

### 15.3.3 To what extent have voting irregularities impacted on democracy in South Africa?

Overall, 62 percent of respondents agreed that voting irregularities impacted on democracy in South Africa to a great extent or to some extent (Table 15.4).

- FS (96 percent), followed by NC and MP (93 percent) had the highest proportion of respondents who indicated that voting irregularities impacted on democracy in South Africa to a great extent or to some extent, while EC with 23 percent, had the lowest.
- Urban formal group (32 percent) had the lowest proportion of respondents, who indicated that voting irregularities impacted on democracy.

### 15.3.4 To what extent did political party representatives campaigned inside the voting stations?

Table 15.4 shows that 57 percent of respondents said that political party representatives campaigned inside voting stations to a great extent or to some extent.

- MP (92 percent) had the highest proportion of respondents who indicated that political party representatives campaigned inside voting stations. MP was followed by NC (86 percent) and NW (82 percent). EC had the lowest proportion (32 percent).
- Respondents in urban informal settlements had the lowest proportion of respondents (25 percent) who answered this way while other areas had higher proportions, for example, rural formal (51 percent), urban formal (59 percent), traditional areas (65 percent).
- Respondents earning R15001+ (83 percent) had the highest proportion that agreed with the statement, while R7501-15000 had lowest.
- The diploma and the degree/post graduate categories had the lowest proportions (31 percent and 48 percent respectively) of respondents while the no schooling category had the highest proportion (74 percent) of respondents agreeing that political party representatives campaigned inside voting stations.
- Males have a proportion of 50 percent, while females have a proportion of 64 percent of respondents who agree that party campaigning took place inside voting stations.
- In terms of racial groups, the Africans had the highest proportion (59 percent) of respondents agreeing that political party representatives campaigned inside voting stations while the Indians/Asians had the lowest proportion (44 percent).

### 15.3.5 To what extent can the IEC alone not adequately address irregularities?

Results showed in Table 15.4 indicate that 65 percent of respondents agreed that the IEC alone could not address irregularities. Key differences among the provinces, age groups, race groups, education levels and income categories are reported below.

- NW (87 percent) followed by MP (83 percent) were the two provinces with the highest proportion of respondents who agreed that the IEC alone could not address irregularities EC (46 percent) had the lowest.
- The 18-24 age group had the lowest proportion of respondents who agreed (33 percent) while the other age groups ranged from 62-78 percent.
- The two income categories, R7501-R15000 and R15001+ had lowest proportions (32 percent and 46 percent respectively) of respondents who agreed that the IEC could not alone adequately address the irregularities. The group with the highest proportion was the R751-R1500 group (73 percent).
- Both the groups with no schooling and primary schooling had 74 percent who agreed that the IEC alone could not address irregularities. The grade 12, diploma, and degree/post graduate groups had 53-58 percent of respondents agreeing.
- The coloured respondents had the highest proportion (74 percent) agreeing that the IEC alone could not adequately address irregularities whereas the Indian/Asian respondents had the lowest proportion (40 percent) who agreed.

### 15.3.6 To what extent should Parliament or another body intervene whenever voting irregularities occur?

Almost 71 percent of respondents agreed that Parliament or another body should intervene when voting irregularities occurred (see Table 15.4). Comparison by demographic variables showed that:

- The provinces with the highest proportion of respondents who agreed that Parliament or another body should intervene were FS (96 percent), MP (94 percent) and EC and NC (both 91 percent). LP had the lowest proportion (41 percent).
- Respondents from urban formal areas had the highest proportion who agreed (74 percent) and rural formal areas had the lowest proportion (52 percent).
- Respondents in the age 55 – 64 years (82 percent) and 65+ years (81 percent) had the highest proportion of respondents who agreed that Parliament or another body should intervene.
- Respondents in the no income group had the highest proportion of respondents who agreed (85 percent) followed by the R3001-R7500 group (82 percent).
- Respondents with secondary and degree/post graduate groups had the highest proportions of respondents who agreed that Parliament or another body should intervene (78 percent each), while the diploma group had the lowest proportion (58 percent).
- A higher proportion of females (79 percent)-than-males (63 percent) agreed that Parliament or another body should intervene in irregularities.

## 15.4 Addressing issues around voting irregularities by the IEC

### 15.4.1 Training for electoral officials

Table 15.5 indicated that a total of 73 percent of respondents agreed that the issue of training for electoral officials was adequately dealt with by the IEC.

**Table 15.5: Percentages of respondents who agree or disagree that the IEC has dealt with the following issues adequately?**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Do not know	Total
Training for electoral officials	22%	51%	5%	2%	1%	19%	100%
Safety and security within the voting station	30%	47%	4%	2%	1%	16%	100%
Communication by the IEC and its officials	24%	49%	6%	1%	1%	19%	100%
Voting irregularities	18%	40%	10%	4%	2%	26%	100%
Fraud and/or unethical practices among officials and voters	18%	35%	9%	6%	2%	30%	100%

Further analysis showed that:

- MP (83 percent) and LP (80 percent) had the highest proportion of respondents who agreed that this issue was adequately dealt with, while FS had the lowest (56 percent) of respondents who agreed.
- The young respondents 18-24 years (54 percent) had the lowest proportion who agreed that training of electoral officials was adequately dealt with.

### 15.4.2 Safety and security within the voting station

Seventy seven percent of respondents agreed that the IEC had adequately dealt with the issue of safety and security within the voting station (Table 15.5). When the data was disaggregated by demographic variables differences were found among the provinces, age groups, levels of income and education levels.

- LP (88 percent), EC (86 percent) and MP (83 percent) had the highest proportion of respondents who agreed that safety and security within voting stations was adequately dealt with.
- Respondents in traditional and rural formal areas differed by 10 percent (69 percent and 79 percent respectively) in terms of the proportion of respondents who agreed with the issue.
- Eighty-nine percent of respondents in the 65+ age group agreed that the IEC adequately dealt with the issue of safety and security.
- Respondents in the no income group had the lowest proportion (71 percent) while the highest income group (R15001+) had the highest proportion (85 percent) of respondents who agreed that the IEC adequately dealt with the issue of safety and security at voting stations.
- It is noteworthy that respondents with a degree/post graduate (85 percent) were most in agreement that the IEC dealt adequately with issues of safety and security at voting stations.

#### 15.4.3 Communication by the IEC and its officials

Table 15.5 indicates that 73 percent of respondents agreed that the IEC had adequately dealt with the issue of communication by its officials. The results of the survey show that there were differences among the provinces, age groups, levels of income and education levels on how the IEC dealt with communication of its officials.

- EC (85 percent), MP (85 percent) and LP (83 percent) were the three provinces with the highest proportion of respondents who agreed that the IEC had adequately dealt with the issue of communication by its officials.
- In terms of geographic location, the proportion of respondents who agreed ranged from 63 percent (urban informal) to 76 percent (urban formal).
- There was a difference of more than 30 percent between the 18-24 years age group (53 percent) and the 65+ years age group (87 percent) in terms of proportion of respondents agreeing that communication was dealt with adequately by the IEC.

#### 15.4.4 Voting Irregularities

Almost 68 percent of respondents agreed that the issue of voting irregularities was adequately dealt with by the IEC (Table 15.5). Differences among the provinces, age groups, levels of income and education levels are reported below.

- Both, MP and LP had more than 80 percent of respondents who agreed that voting irregularities were adequately dealt with by the IEC (83 percent and 81 percent respectively). KZN (42 percent) had the lowest proportion that agreed.
- Fifty-nine percent for both urban formal and rural formal felt the issue was adequately addressed. Urban informal (47 percent) had the least proportion of respondents who agreed.
- Just over 40 percent of respondents from the age group 18-24 years agreed that voting irregularities were dealt with adequately, compared to 71 percent from the 55-64 years age group.
- The R7501 – R15000 income category had the lowest proportion (47 percent) of respondents agreeing that voting irregularities was dealt with adequately, whereas the R15000+ income category had the highest proportion (67 percent).
- The Indian/Asian group had the lowest proportion (48 percent) of respondents who agreed that the IEC dealt with voter irregularities adequately. This was a small proportion in comparison to the other population groups (African – 59 percent, white – 59 percent, coloured – 58 percent).

#### 15.4.5 Fraud and/or unethical practices among officials and voters

Only 53 percent of respondents agree that the IEC had adequately dealt with issues of fraud and/or unethical practices (see Table 15.5).

- The province with the highest proportion of respondents who agreed were MP (79 percent) followed by WC (67 percent).
- The age category 18-24 had the lowest proportion (38 percent) of respondents agreeing that fraud was adequately dealt with by the IEC, while the 65+ age group had the highest proportion (66 percent).

#### 16. Satisfaction with institutions

##### 16.1 Satisfaction with government

###### *National Government*

When asked about their satisfaction with national government, African respondents were the most satisfied (58 percent) while white respondents were the least satisfied (26 percent). Surprisingly, respondents earning between R1 and R750 were the most satisfied with national government (61 percent) followed by those earning between R751 and R1500 (58 percent). In comparison those who earned the most (R15000+) were the least satisfied (29 percent).

LP is ahead of all the provinces (73 percent) in regard to satisfaction with national government, followed by MP (61 percent). Lagging behind is the WC with 38 percent. Respondents from traditional areas were the most satisfied with national government (62 percent). The urban formal areas remained the most sceptical of national government with 47 percent feeling satisfied.

The less educated the respondents the more satisfied they were with national government. Most satisfied were those with no schooling (67 percent); those with primary education (59 percent); and respondents who had secondary education (55 percent). Respondent with grade 12/matriculation graduates were less satisfied (48 percent), as were those with diplomas (41 percent) or with degrees or post graduate qualifications (35 percent).

###### *Provincial Government*

While Indian/Asian respondents were the most dissatisfied with provincial government (40 percent), white respondents showed almost the same level of dissatisfaction (39 percent). Africans were the most satisfied (55 percent). In terms of age, respondents belonging to the 35-44 year category were the most satisfied with their provincial government (55 percent). The least satisfied were respondents in the 65+ years category, with 48 percent.

At almost six in ten respondents (58 percent), the earning category of R751-R1500 was the most satisfied with their provincial government. The least satisfied fell into the R7501-15000 category with 42 percent. MP led all the provinces in satisfaction with the provincial government (63 percent) followed by LP (59 percent) and NW (57 percent). The least satisfied province was the NC with 39 percent.

Respondents from traditional areas were the most satisfied with provincial government (57 percent). Those from rural formal areas were the most dissatisfied (37 percent). The most educated respondents, namely those with degrees or postgraduate qualifications, were amongst the least satisfied (42 percent), while the most dissatisfied respondents of all were those with a diploma (38

percent). Respondents with no schooling were the most satisfied (59 percent) followed by those with primary education (55 percent).

### Local government

Indian/Asian respondents were the most satisfied (47 percent) with local government, followed by Africans (45 percent), whites (43 percent) and coloureds (43 percent). The 65 + yrs age group was the most satisfied age category with 50 percent saying they were satisfied with local government. The level of satisfaction was lowest amongst respondent with no income (40 percent) and those who earned between R7501 and R15000 per month (40 percent). The highest level of satisfaction in this respect occurred amongst respondents in the R751-R1500 income bracket (51 percent).

Interestingly, the WC was ahead of all the provinces (52 percent) in its satisfaction with local government. The least satisfied province was the NC (32 percent). Educationally, respondent with a diploma (38 percent) were the least satisfied, and those with primary education (49 percent), the most satisfied.

**Table 16.1: Percentage of respondents on level of satisfaction with national, provincial and local government**

	Response categories	National Government	Provincial Government	Local Government
<b>Race</b>	African	58%	55%	45%
	Coloured	40%	45%	43%
	Indian/Asian	37%	42%	47%
	White	26%	39%	43%
<b>Age category</b>	18-24 yrs	54%	52%	43%
	25-34 yrs	56%	52%	44%
	35-44 yrs	51%	55%	44%
	45-54 yrs	49%	50%	43%
	55-64 yrs	47%	51%	46%
	65+ yrs	47%	48%	50%
<b>Personal monthly income</b>	No income	53%	52%	40%
	R1-R750	61%	53%	49%
	R751-R1500	58%	58%	51%
	R1501-R3000	53%	52%	40%
	R3001-R7500	52%	54%	45%
	R7501-R15000	39%	42%	40%
	R15001+	29%	43%	45%
<b>Province</b>	WC	38%	46%	52%
	EC	46%	43%	34%
	NC	40%	39%	32%
	FS	56%	50%	41%
	KZN	51%	51%	45%
	NW	59%	57%	36%
	GT	50%	53%	47%
	MP	61%	63%	50%
	LP	73%	59%	51%
<b>Environmental milieu</b>	Urban formal	47%	50%	46%
	Urban informal	53%	49%	42%
	Traditional	62%	57%	43%
	Rural formal	57%	51%	43%
<b>Gender</b>	Male	52%	50%	42%
	Female	52%	53%	47%

	Response categories	National Government	Provincial Government	Local Government
Education	No schooling / Grade 0	67%	59%	48%
	Primary	59%	55%	49%
	Secondary	55%	54%	44%
	Grade 12 / Matric	48%	50%	45%
	Diploma	41%	46%	38%
	Degree / Post graduate	35%	42%	40%
<b>Total</b>		52%	52%	45%

*percentage saying satisfied / very satisfied*

## 16.2 Satisfaction with protection services

### *Satisfaction with courts*

Also in this category African respondents continued to be the most satisfied with 57 percent expressing confidence in the courts. Whites were the least satisfied (37 percent) while the difference between coloureds and Indian/Asian respondents at 46 percent and 43 percent respectively, was small.

The 25-34 years category was more satisfied with the courts (57 percent) than were the other age categories. Following closely behind was the 18-24 years category (55 percent), while the least satisfied was the 55-64 years category (45 percent). By income level, those who earned the least, from R1-R 750 were the most satisfied with the courts (60 percent). Those earning the most (R15001 +) were the least satisfied (38 percent).

### *Satisfaction with police*

Whites were the least satisfied with the police (40 percent) and Africans the most satisfied (52 percent) with coloureds and Indian/Asians falling in between, at 45 percent and 43 percent respectively. The most satisfied age category was the 65 + group (51 percent), slightly above the 55-64 year old group (50 percent). The least satisfied were respondent aged 45-54 years (47 percent).

The most satisfied of all income brackets was the R1-R750 (60 percent) followed by respondents in the R1501-R3000 group (57 percent). Despite their economic status, respondents who earned nothing were more satisfied (48 percent) than those who earned the most (30 percent). LP continued to be the province most satisfied with the police with 70 percent followed by the NW (60 percent). The least satisfied province in respect of the police was GT (37 percent). Although 49 percent of respondents in GT were dissatisfied with the police, the most dissatisfied province was MP (51 percent).

Respondents from traditional areas were the most satisfied with the service (53 percent) but were not significantly ahead of those residing in rural formal areas (48 percent). The most dissatisfied were the urban informal dwellers (36 percent). The most educated respondents continued to be the least satisfied (36 percent) while those with no education were the most satisfied (64 percent). However, more than two fifths (45 percent) of those with a diploma were dissatisfied with the police.

### *Satisfaction with defence force*

One third (33 percent) of white respondents were satisfied with the defence force as compared to 70 percent of Africans, who were in the majority. Almost six in ten respondents (58 percent) in the 18-24 years category were satisfied with the defence force. The least satisfied were respondents in the 55-64 years category, at 49 percent. Respondents in the R1-R750 income bracket were the most satisfied

group (59 percent), followed closely by those earning R1501-R3000 group (58 percent). The least satisfied was the R15001+ income bracket (24 percent).

LP was the most satisfied province in a number of spheres, and this was so also in regard to satisfaction with the defence force, at 77 percent. The WC, at 42 percent, was the least satisfied with the force followed by the EC (48 percent). Respondents in traditional areas were the most satisfied with the force (67 percent) followed by those in urban informal areas (58 percent) and from rural formal areas (52 percent). The least satisfied (49 percent) were those residing in urban formal areas.

The more educated the respondents the less satisfied they were with the defence force. Respondents with a degree or postgraduate education were the least satisfied (40 percent) while those with no schooling were the most satisfied (74 percent). Six in ten (60 percent) respondents with primary schooling were satisfied with the force.

**Table 16.2: Percentage of respondents on level satisfaction with protection services**

	Response categories	Courts	Police	Defence force
<b>Race</b>	African	57%	52%	70%
	Coloured	46%	45%	41%
	Indian/Asian	43%	43%	44%
	White	37%	40%	33%
<b>Age category</b>	18-24 yrs	55%	50%	58%
	25-34 yrs	57%	51%	57%
	35-44 yrs	53%	48%	55%
	45-54 yrs	49%	47%	52%
	55-64 yrs	45%	50%	49%
	65+ yrs	51%	51%	50%
<b>Personal monthly income</b>	No income	55%	48%	57%
	R1-R750	60%	60%	59%
	R751-R1500	57%	55%	58%
	R1501-R3000	53%	57%	58%
	R3001-R7500	49%	46%	55%
	R7501-R15000	44%	39%	48%
R15001+	38%	30%	24%	
<b>Province</b>	WC	48%	40%	42%
	EC	59%	53%	48%
	NC	52%	53%	61%
	FS	57%	57%	62%
	KZN	56%	55%	50%
	NW	68%	60%	67%
	GT	43%	37%	51%
	MP	59%	44%	62%
	LP	51%	70%	77%
<b>Environmental milieu</b>	Urban formal	48%	43%	49%
	Urban informal	59%	45%	58%
	Traditional	60%	53%	67%
	Rural formal	64%	48%	52%
<b>Gender</b>	Male	55%	49%	54%
	Female	52%	51%	55%
<b>Education</b>	No schooling / Grade 0	67%	64%	74%
	Primary	60%	55%	60%
	Secondary	57%	52%	57%
	Grade 12 / Matric	48%	47%	52%
	Diploma	42%	40%	36%
	Degree / Post graduate	39%	36%	40%
<b>Total</b>		53%	50%	55%

*percentage saying satisfied / very satisfied*



## 16.3 Satisfaction with IEC, SABC, other media and political parties

### *Satisfaction with IEC*

Africans were more satisfied (73 percent) than other groups with the IEC. The differences were not significant, however, with whites at 67 percent satisfaction, coloureds 62 percent, and Indians/Asians at 61 percent. In terms of age, those between 18-24 years were least satisfied with the IEC (61 percent). On the other hand, more than seven in ten respondents in all the remaining age categories were satisfied: 25-34 years (73 percent); 35-44 years (74 percent); 45-54 years (74 percent); 55-64 years (74 percent) and 65 + years (75 percent).

Unlike their attitude towards the institutions discussed previously, respondents earning R15001 + were the most satisfied with the IEC (80 percent). LP and MP were the most satisfied provinces (82 percent and 80 percent respectively). At least seven out of ten respondents from the WC, EC, NC, NW and GT said they were satisfied with the IEC. Levels of satisfaction with the IEC were lowest in KZN (64 percent) and FS (67 percent). Satisfaction with the IEC was highest in traditional areas (73 percent), ahead of urban formal areas (71 percent), rural formal areas (69 percent) and urban informal areas (66 percent).

The level of satisfaction of respondents with degrees or postgraduate qualifications (76 percent) was not significantly different from those with no schooling (71 percent).

### *Satisfaction with SABC*

White respondents, at 63 percent, had the lowest satisfaction levels with regards to the SABC, compared with 83 percent of Africans. Whites accounted for the highest proportion of dissatisfied respondents (25 percent). A little over eight in ten respondents (83 percent) in the 25-34 years category seemed satisfied with the national broadcaster. Just behind was the 18-24 years category (82 percent). The 65 years + group was the least satisfied, at 72 percent.

Respondents earning nothing were the most satisfied (81 percent) while those who earned the most (R15001 +) were the least satisfied (62 percent). Nine out of ten respondents (91 percent) in LP were satisfied with the SABC, followed closely by MP (88 percent). Satisfaction with the national broadcaster is lowest in WC, at 68 percent.

Equal proportions of respondents living in urban informal and traditional areas (84 percent each) were satisfied with the SABC. Satisfaction was somewhat lower in urban formal (77 percent) and rural formal (78 percent) areas.

A little more than nine out of ten (92 percent) respondents with secondary education said they were satisfied with the broadcaster. This was higher than those with no schooling or with primary education (both 83 percent). Respondents with a degree or postgraduate education were the least satisfied (65 percent).

### *Satisfaction with Other Media*

There was no significant difference between the race groups in terms of satisfaction with other media: Overall satisfaction among the different groups were African (77 percent); coloured (73 percent); Indian/Asian (74 percent) and white (74 percent).

The trend continued with respondents of different age groups: 18-24 years (77 percent); 25-34 years (77 percent); 35-44 years (76 percent); 45-54 years (79 percent) and 65 + years (77 percent). Respondents earning the most, those in the R15001 + and R7501-R15000 brackets were the least satisfied, with both at 69 percent.

The WC had the lowest proportion of respondents who were satisfied with other media (63 percent) while 16 percent in this province said they were neither satisfied nor dissatisfied. Respondents in NC and LP were the most satisfied with 84 percent and 84 percent respectively. Traditional areas accounted for the greatest proportion of respondents who were satisfied with other media (81 percent).

About 71 percent of the respondents with a degree or postgraduate education were satisfied with other media while 86 percent of those with secondary education were satisfied. Respondents with no schooling and those with primary education had, at 80 percent, the same level of satisfaction. Only 10 percent of respondents with a diploma were dissatisfied with other media as were 12 percent of those with a degree or postgraduate education percent.

### ***Satisfaction with Political Parties***

More than two-fifths (43 percent) of Africans were satisfied with political parties as were 31 percent of coloured respondents. The least satisfied were whites at 23 percent. In the age categories, respondents aged 45-54 years were the most satisfied (41 percent), slightly ahead of those of 25-34 years (40 percent) and 35-44 years (40 percent). Respondents earning R1-R750 were more satisfied (47 percent) than those with no income (40 percent) and than those earning the most (32 percent).

The WC was the least satisfied (25 percent) and LP (58 percent) the most satisfied of the provinces. Satisfaction was proportionately highest in traditional areas (47 percent) and lowest (33 percent) in rural formal areas. Slightly more than one in four respondents (28 percent) with a diploma were satisfied with political parties.

**Table 16.3: Percentage of respondents on level of satisfaction with IEC, SABC, other media and political parties**

	Response categories	IEC	SABC	Media	Political Parties
<b>Race</b>	African	73%	83%	77%	43%
	Coloured	62%	74%	73%	31%
	Indian/Asian	61%	76%	74%	26%
	White	67%	63%	74%	23%
<b>Age category</b>	18-24 yrs	61%	82%	77%	38%
	25-34 yrs	73%	83%	77%	40%
	35-44 yrs	74%	80%	76%	40%
	45-54 yrs	74%	76%	79%	41%
	55-64 yrs	74%	76%	72%	37%
	65+ yrs	75%	72%	77%	38%
<b>Personal monthly income</b>	No income	66%	81%	77%	40%
	R1-R750	76%	84%	76%	47%
	R751-R1500	72%	84%	79%	43%
	R1501-R3000	77%	82%	78%	36%
	R3001-R7500	74%	74%	77%	39%
	R7501-R15000	73%	73%	69%	33%
	R15001+	80%	62%	69%	32%

	Response categories	IEC	SABC	Media	Political Parties
<b>Province</b>	WC	70%	68%	63%	25%
	EC	71%	77%	81%	40%
	NC	73%	82%	84%	29%
	FS	67%	81%	75%	44%
	KZN	64%	81%	78%	33%
	NW	71%	83%	74%	30%
	GT	70%	77%	70%	44%
	MP	80%	88%	81%	50%
<b>Environmental milieu</b>	LP	82%	91%	84%	58%
	Urban formal	71%	77%	74%	36%
	Urban informal	66%	83%	76%	43%
	Traditional	73%	84%	81%	47%
<b>Gender</b>	Rural formal	69%	78%	77%	33%
	Male	72%	77%	74%	39%
<b>Education</b>	Female	70%	82%	78%	40%
	No schooling / Grade 0	71%	83%	80%	39%
	Primary	72%	83%	80%	44%
	Secondary	70%	92%	86%	41%
	Grade 12 / Matriculation	70%	75%	76%	38%
	Diploma	76%	74%	74%	28%
<b>Total</b>	Degrec / Post graduate	76%	65%	71%	32%
		71%	80%	76%	39%

*percentage saying satisfied / very satisfied*

#### 16.4 Satisfaction with Chapter 9 institutions

##### *Satisfaction with the Human Rights Commission*

There was no significant difference between the proportions of African and coloured respondents who were satisfied with the Human Rights Commission (HRC). Just over six in ten Africans said they were satisfied with the HRC and 58 percent of coloured respondents share that sentiment. Less than half of Indians/Asians (46 percent) and whites (49 percent) were satisfied with the HRC.

The 65 + years age category was the least satisfied with the HRC (54 percent). Respondents in the 18-24 years and 35-44 years categories were similarly satisfied at 62 percent and 63 percent respectively. Respondents earning R1-R750 (64 percent) and R7501-R15000 (66 percent) were not vastly different from each other in terms of satisfaction with the HRC.

MP was the province showing the greatest satisfaction with the HRC (76 percent). Close behind was LP with 72 percent. The least satisfied provinces were the EC and KZN, both at 50 percent. More than half (56 percent) of respondents with matriculation/grade 12 said they were satisfied with the HRC, as did nearly two-thirds (62 percent) of those with secondary education percent.

##### *Satisfaction with the Youth Commission*

Africans were the most satisfied (57 percent) with the Youth Commission (YC). White respondents were the least satisfied (37 percent). More than half of the youngest respondents said they were satisfied with the YC, namely 58 percent of the 18-24 years category and 51 percent of those aged 25-34 years. Satisfaction with the YC was also apparent amongst 55 percent of the 35-44 years category and in six in ten (60 percent) of respondents with a monthly income of R1 501-R3000.

LP residents were more satisfied (74 percent) with the YC than were those living in NC (35 percent), who were the least satisfied. Again, six in ten (60 percent) of respondents residing in rural formal areas said they were satisfied with the YC which was significantly different from those in urban formal areas (50 percent). Just over two-fifths (41 percent) of the most educated respondents said they were satisfied with the YC while the level of satisfaction stood at 55 percent amongst those with secondary education.

### *Satisfaction with the Gender Commission*

Over half (54 percent) of African respondents said they were satisfied with the Gender Commission (GC). This was also the case with 49 percent of coloured but only 33 percent of white respondents. However, the highest proportion of dissatisfaction occurred amongst Indian/Asians (18 percent).

The most satisfied in terms of age group were those aged 35 to 44 years (55 percent). The NC was home to the lowest proportion of those who were satisfied (30 percent). Respondents in LP were the most satisfied (75 percent) followed by MP (70 percent). Respondents with no education were the most satisfied (56 percent), while those with matriculation/grade 12 were the least so (48 percent).

**Table 16.4: Percentage of respondents on level of satisfaction with Chapter Nine institutions**

	Response categories	Human Rights Commission	Youth Commission	Gender Commission
<b>Race</b>	African	61%	57%	54%
	Coloured	58%	44%	49%
	Indian/Asian	46%	37%	38%
	White	49%	37%	33%
<b>Age category</b>	18-24 yrs	62%	58%	50%
	25-34 yrs	57%	51%	51%
	35-44 yrs	63%	55%	55%
	45-54 yrs	59%	51%	43%
	55-64 yrs	56%	50%	52%
	65+ yrs	54%	44%	51%
<b>Personal monthly income</b>	No income	59%	54%	50%
	R1-R750	64%	56%	57%
	R751-R1500	60%	56%	54%
	R1501-R3000	64%	60%	53%
	R3001-R7500	56%	48%	49%
	R7501-R15000	66%	53%	60%
	R15001+	52%	34%	45%
<b>Province</b>	WC	61%	50%	54%
	EC	50%	43%	47%
	NC	53%	35%	30%
	FS	68%	65%	66%
	KZN	50%	44%	30%
	NW	57%	44%	57%
	GT	59%	50%	54%
	MP	76%	74%	70%
	LP	72%	74%	75%
<b>Environmental milieu</b>	Urban formal	59%	50%	51%
	Urban informal	57%	57%	55%
	Traditional	60%	57%	52%
	Rural formal	60%	60%	51%
	Rural informal	60%	60%	51%
<b>Gender</b>	Male	59%	52%	50%
	Female	59%	54%	53%

	Response categories	Human Rights Commission	Youth Commission	Gender Commission
<b>Education</b>	No schooling / Grade 0	61%	55%	56%
	Primary	60%	54%	54%
	Secondary	62%	55%	53%
	Grade 12 / Matric	56%	53%	48%
	Diploma	57%	46%	50%
	Degree / Post graduate	58%	41%	52%
<b>Total</b>		59%	52%	52%

*Percentage saying satisfied / very satisfied*

## 16.5 Satisfaction with traditional structures and religious institutions

### *Satisfaction with traditional structures*

Africans were the most satisfied with traditional authorities (62 percent) compared to 25 percent of whites. Surprisingly, the most satisfied (59 percent) age group was the 18 to 24 year olds and the least satisfied (48 percent) were those aged 65+ years or more.

Less than a third (29 percent) of respondents earning the most (R15001+) were satisfied with traditional authorities. The most satisfied income bracket was R1-R750, with 63 percent of these respondents saying they were satisfied, followed closely by those in the R751-R1500 income bracket (62 percent).

LP residents were most satisfied (72 percent) with traditional authorities. MP came second with 63 percent of respondents declaring their satisfaction with traditional authorities. The NC was in the lowest rung with only 29 percent of respondents saying they were satisfied. It came as no surprise that respondents in traditional areas were the most satisfied (70 percent) with traditional authorities. Respondents in urban informal areas were more satisfied (61 percent) than those in urban formal areas (45 percent), who were the least satisfied.

Respondents with no schooling, at 72 percent, were the most satisfied with the traditional authorities followed by those with only primary education (65 percent). Over a third (34 percent) of the most educated respondents was satisfied with traditional authorities.

### *Satisfaction with religious institutions*

In the case of religious institutions, for the first time we see coloured and Indian/Asian respondents ahead of the other two race groups in terms of satisfaction. With 81 percent of coloureds and of Indians/Asians saying they were satisfied with religious institutions they were ahead of whites (77 percent) and Africans (75 percent).

Respondents in the 65 + years category were the most satisfied (84 percent) of all age groups. Those in the 18-24 years group were the least satisfied, at 73 percent. In terms of economic position, respondents with no income were the least satisfied with religious institutions (73 percent) while a little more than eight out of ten respondents (81 percent) of those earning R751 – R1500 were the most satisfied.

The FS was the province least satisfied with religious institutions (67 percent) followed by KZN (68 percent). GT was the third least satisfied province (71 percent). The EC was the most satisfied at 87 percent. Respondents in rural formal areas displayed the most satisfaction (83 percent) with religious institutions.

Male and female levels of satisfaction were 72 percent and 80 percent respectively. Uneducated respondents (85 percent) and those with primary education (83 percent) were the most satisfied with religious institutions. The least satisfied were respondents with matriculation/grade 12 (72 percent) and a diploma (73 percent). Interestingly, the most educated respondents were as satisfied, at 75 percent, as were those with secondary education (also 75 percent).

**Table 16.5: Percentage of respondents on level of satisfaction with traditional authorities and religious institutions**

	Response categories	Traditional authorities /leaders	Religious institutions
<b>Race</b>	African	62%	75%
	Coloured	36%	81%
	Indian/Asian	40%	81%
	White	25%	77%
<b>Age category</b>	18-24 yrs	59%	73%
	25-34 yrs	54%	70%
	35-44 yrs	54%	79%
	45-54 yrs	53%	79%
	55-64 yrs	51%	81%
	65+ yrs	48%	84%
<b>Personal monthly income</b>	No income	56%	73%
	R1-R750	63%	77%
	R751-R1500	62%	81%
	R1501-R3000	54%	76%
	R3001-R7500	43%	76%
	R7501-R15000	42%	76%
	R15001+	29%	76%
<b>Province</b>	WC	45%	81%
	EC	54%	87%
	NC	29%	86%
	FS	57%	67%
	KZN	53%	68%
	NW	59%	82%
	GT	49%	71%
	MP	63%	83%
	LP	72%	77%
<b>Environmental milieu</b>	Urban formal	45%	75%
	Urban informal	61%	72%
	Traditional	70%	78%
	Rural formal	59%	83%
<b>Gender</b>	Male	53%	72%
	Female	55%	80%
<b>Education</b>	No schooling / Grade 0	72%	85%
	Primary	65%	83%
	Secondary	59%	75%
	Grade 12 / Matriculation	49%	72%
	Diploma	37%	73%
	Degree / Post graduate	34%	75%
<b>Total</b>		54%	76%

*Percentage saying satisfied / very satisfied*

17. Access to basic services and voting

*It is important for me to vote whether or not I have access to basic services*

White respondents mostly agreed (78 percent) that it was important to vote whether or not they had access to basic services. A smaller proportion of coloureds (69 percent) and Indians/Asians (69 percent) agree while 73 percent of Africans share this sentiment.

Eight out of ten respondents (80 percent) falling in the 65 + years category agreed on the importance of voting whether or not they had access to basic services. Those in the 18-24 years (71 percent), 25-34 years (71 percent) and 45-54 years (71 percent) categories were not significantly different from each other in this respect. Over eight in ten (82 percent) of respondents who earned R7501-R15000 agreed with the statement and following closely behind were those who earned the most, at 81 percent. Those who agreed the least (70 percent) were respondents earning R1-R750.

The NC and KZN were not very different from one another with 82 percent and 79 percent respectively agreeing with the statement. MP (57 percent) was the province where respondents agreed the least. Respondents from rural formal areas agreed more (78 percent) with the statement than those from urban informal and traditional areas (both 70 percent). Seventy-two percent of the respondents with secondary education and matriculation/grade 12 were in agreement with the statement compared to the 80 percent amongst the most educated respondents.

*It is important for me to vote even if I do not have access to basic services*

Coloured respondents agreed less (62 percent) with the statement than did Africans (67 percent). The race group most in agreement with the statement was whites, at 77 percent.

Respondents over 65 years agreed the most (78 percent) with this statement, but only 63 percent of those in the 25-34 years category. Over eight in ten respondents (82 percent) within the R15001+ income bracket said it was important to vote even if they did not have access to basic services. There was no major difference between respondents in the R1-R750 (66 percent), R751-R1500 (69 percent), R1501-R3000 (69 percent) and R3001-R7500 (68 percent) categories and those with no income (67 percent).

MP and LP were the provinces where respondents agreed least, with both recording 58 percent. The province in which agreement was highest (81 percent) was the NC followed by KZN (76 percent). Respondents from rural formal areas agreed the most (74 percent) with the statement while those in urban informal areas agreed the least (60 percent). Only 65 percent of respondents with matriculation/grade 12 said they agreed, whereas 76 percent of the most educated did so.

*It is important for me to vote in order to have access to quality health, education and other basic services*

Over eight out of ten (81 percent) Africans said it was important to vote in order to get access to services while 73 percent of Indian/Asians and 77 percent of white respondents agreed. The majority of respondents in the 55-64 years and 65+ year categories (84 percent and 82 percent respectively) said that it was important for them to vote in order to have access to quality health, education and other basic services.

At 64 percent, respondents who earned the most were the least agreeable to this statement, significantly less so than those with no income (81 percent), or incomes of R751-R1500 (81 percent) or R3001-R7500 (80 percent).

Again the WC, at 71 percent, was the province where respondents agreed least with the statement. LP was home to respondents who agreed the most (87 percent) followed by the NC (85 percent). Urban informal area residents agreed least (73 percent) with the statement.

A little more than eight in ten (81 percent) respondents with no schooling or with primary or secondary schooling agreed with the statement. Agreement declined slightly to 79 percent amongst respondents with matriculation/grade 12 or a diploma or degree/postgraduate education (75 percent).

***It is important for me to vote because of high crime rate in my area***

Almost a third (30 percent) of white respondents and 43 percent of Africans agree that it is important to vote because of high crime in their areas percent. The age group that agrees the least is the 65 + category (37 percent) while respondents in the 18-24 years category, at 45 percent, agree the most. The latter however is not very different from those in the 35-44 years (40 percent), 45-54 years (42 percent) and 55-64 years (42 percent) age groups.

Respondents in the R7501-R15000 (30 percent) and R15000 + (29 percent) income brackets agree least with the statement. Although respondents in the no income bracket agree the most (44 percent), they are not significantly different from respondents in the R1-750 (41 percent), R751-R1500 (40 percent) and R1501-R3000 (42 percent) categories.

A little less than a third (30 percent) of respondents in the WC agreed with the statement, in contrast to those in MP, where 58 percent agreed. The EC (44 percent), NC (44 percent) and NW (45 percent) were not significantly different from one another.

Respondents in traditional areas agreed the most (48 percent) with the statement while urban informal areas had the least (32 percent). The most educated respondents agreed the least (32 percent) followed by those with diplomas (34 percent).

**Table 17.1: Percentage of respondents agreeing with regard to voting and access to basic services**

	Response categories	Whether or not I have access to basic services	Even if I do not have access to basic services	Access to quality health, education and basic services	Important to vote because of high crime rate in my area
<b>Race</b>	African	73%	67%	81%	43%
	Coloured	69%	62%	69%	37%
	Indian/Asian	69%	73%	73%	40%
	White	78%	77%	77%	30%
<b>Age category</b>	18-24 yrs	71%	65%	80%	45%
	25-34 yrs	71%	63%	78%	38%
	35-44 yrs	76%	72%	78%	40%
	45-54 yrs	71%	67%	79%	42%
	55-64 yrs	76%	73%	84%	42%
	65+ yrs	80%	78%	82%	37%
<b>Personal monthly income</b>	No income	73%	67%	81%	44%
	R1-R750	70%	66%	80%	41%
	R751-R1500	75%	69%	81%	40%
	R1501-R3000	77%	69%	79%	42%
	R3001-R7500	77%	68%	80%	34%



	Response categories	Whether or not I have access to basic services	Even if I do not have access to basic services	Access to quality health, education and basic services	Important to vote because of high crime rate in my area
<b>Province</b>	R7501-R15000	82%	73%	76%	30%
	R15001+	81%	82%	64%	29%
	WC	73%	70%	71%	30%
	EC	75%	72%	81%	44%
	NC	82%	81%	85%	44%
	FS	76%	69%	81%	38%
	KZN	79%	76%	74%	38%
	NW	65%	58%	83%	45%
	GT	75%	65%	82%	39%
	MP	57%	58%	82%	58%
<b>Environmental milieu</b>	LP	67%	58%	87%	43%
	Urban formal	75%	70%	80%	39%
	Urban informal	70%	60%	73%	32%
	Traditional	70%	65%	81%	48%
<b>Gender</b>	Rural formal	78%	74%	83%	35%
	Male	73%	67%	79%	40%
<b>Education</b>	Female	73%	68%	80%	42%
	No schooling / Grade 0	74%	67%	81%	46%
	Primary	74%	69%	81%	43%
	Secondary	72%	67%	81%	42%
	Grade 12 / Matric	72%	65%	79%	41%
	Diploma	76%	69%	75%	34%
<b>Total</b>	Degree / Post graduate	80%	76%	75%	32%
<b>Total</b>		73%	68%	80%	41%

Percentage saying strongly agree /agree

## 18. Impact of group membership on voting

### Religious activism

About two-thirds of the South African population were members of religious organisations, with more than half (54 percent) of them actively involved. A notable variation in this pattern was related to age, with less than half (47 percent) of the youth population (18 to 34 years old) being members of a religious organisation. The Asian/Indian population had the highest level of membership (79 percent), whilst the Africans and coloureds at 66 percent and 67 percent respectively had the lowest.

### Trade Unionism

As much as about 85 percent of South Africans were not unionised. It should be noted that two percent indicated that they did not know if they were unionised. The 13 percent that was unionised was mainly made up of individuals earning between R7500 and R15000 (40 percent) and only 7 percent of union members was active in union activities. The state of unionisation was roughly the same across racial groups.

### Political Affiliation

More than three quarters (75 percent) of South Africans were not registered members of any political party. The number was highest (84 percent) among the youth, between the ages of 18 to 24. Of the 23 percent that had party membership, only 12 percent were active and was predominantly

made up of individuals earning between R7500 and R15000 (36 percent) followed by those earning R15000 and more (33 percent). Africans make up the highest proportion of the South Africans with political party membership, whilst membership was lowest amongst Asians/Indians.

### Community development and self-help associations

Involvement in community development and self-help associations was extremely low at around 17 percent across the country. It was lowest in the EC at about 8 percent, followed by the WC at around 13 percent. Surprisingly, unemployed persons were most disinterested in being members of such organisations.

### Sports or social clubs

Sports or social clubs attract less than 35 percent of the South African population overall. Membership of such clubs was even less amongst the mid-20s and amongst the older, averaging around 12 percent.

### Youth or student associations

Just more than 86 percent of the youth were not members of an association, peaking among whites (90 percent). Non-membership was highest in the WC and MP (both 93 percent).

### Women's associations

Only 13 percent of females were members of a women's association. Income did not make any difference. Women across all income groups were similarly uninterested in women's associations. There were variations, albeit slight, in terms of race. Fewer white women (8 percent) were members of such associations as compared to black women, of whom 14 percent were members.

**Table 18.1 Percentage of respondents who have Membership affiliation**

	Active member	Inactive member	Not a member	Do not know
A religious group	54%	15%	31%	<1%
A trade union	7%	6%	85%	2%
Political party	12%	12%	75%	1%
A professional/business association	6%	5%	88%	1%
A community development self-help association	10%	7%	83%	1%
Sports or social club	17%	8%	74%	1%
Employers' association	6%	5%	89%	1%
Youth or students' associations	7%	6%	86%	1%
Women's association	9%	5%	86%	1%

## 19. Impact of political participation on voting

### Attendance at election campaign rallies

No less than 72 percent of South Africans never attended election campaign rallies. The WC had the highest proportion in this category (82 percent), followed by NC (77 percent) and KZN (75 percent).

Of the national average of 28 percent that did attend election campaign rallies, attendance was highest in NW (38 percent) and GT at 33 percent. Those who attended rallies tended to be between the ages of 25 and 54 years, earning between R7500 and R15000 and were more urban (30 percent

attendance) than rural-based (26 percent). More Africans (34 percent) than whites (10 percent) attended rallies.

### **Meetings of political parties**

More than two-thirds (70 percent) of South Africans across the country never attended meetings of political parties. This figure was highest in the WC (81 percent) and KZN (77 percent).

Those who attended tended to be age 25 years and older (up to 54 years of age) and attendance was higher in LP (38 percent) and GT (34 percent) than in other provinces. Mid-income earners attended more than low or no-income earners, as did men more than women. The highest proportion of those who never attended was found amongst Indians (89 percent), followed by whites (88 percent). A lower proportion attended political meetings in rural areas (29 percent), than in urban areas (32 percent).

### **Attendance at community meetings**

Around 58 percent of South Africans attended community meetings, of which 19 percent did so often. This included both low and mid-income earners, and a higher proportion of women (61 percent) than men (55 percent). The majority of young respondents (18-24 year olds) never attended. FS and LP had the highest rates of attendance at 67 percent, followed by the EC (64 percent) and GT (63 percent). Africans had the lowest proportion (32 percent) of respondents who never attended, whilst no less than 72 percent of whites never attended.

### **Attendance at days of public celebration**

About 62 percent of South Africans never attended days of public celebration. All age groups, with the exception of those who were 55 years and older felt similarly. Almost 60 percent of 18-24 year olds never attended, nor do 61 percent of 45-54 year olds. There was not much difference between income categories: 62 percent of no-income earners never attended, just two percentage points more than the group earning between R7500 and R15000. The differences manifested themselves racially with eighty-three percent of whites never attended, followed by Indians/Asians (78 percent) then coloureds (70 percent). Just 56 percent of Africans never attended. Geographically, the proportion of respondents who never attended was highest in rural areas (68 percent), compared to the 58 percent in urban areas.

### **Attendance at public marches**

About three-quarters (76 percent) of South Africans never attended public marches. The EC had the highest proportion of respondents who never attended at 89 percent, followed by NC (83 percent), then KZN (82 percent). Attendance was highest in NW (37 percent) and GT (34 percent). There was not much difference in terms of age groups: 78 percent among 18-24 year olds and 72 percent among 45-54 year olds never attended public marches. The proportion was even higher among older persons, at more than 84 percent but differed slightly among the various income groups. More among the group earning between R3500 and R15000 (29 percent) attended marches, in comparison with the 24 percent of those earning R750 and less or no income at all. A difference was evident between the racial groups. Whites (93 percent) had the highest proportion of respondents who never attended, followed by Indians (89 percent), coloureds (83 percent) and then Africans (73 percent).

### Attendance at government izimbizo

A large 76 percent of South Africans across the country never attended government izimbizo. Provincially, the highest number of respondents who never attended was in the WC (88 percent), followed by those in EC (83 percent). Only residents in the NW (42 percent) showed a notable interest in izimbizo. Their interest level was followed at quite a distance by that in GT and LP (both 28 percent).

Attendance at izimbizo was highest amongst Africans (26 percent), respondents between the ages of 24 to 54 years, and low to middle-income earners (R1500 to R15000) (24 percent). Geographically, attendance was highest amongst residents of traditional areas (25 percent), compared to only 20 percent of urban area residents.

### Attendance at voter education workshops

Eighty percent across the country never attended voter education workshops, the proportion being highest in the WC (89 percent), KZN (87 percent) and NC (85 percent). Roughly 76 percent of respondents between the ages of 25 and 64 never attended voter education workshops. The proportion was even higher among those younger than 25 years old (84 percent). This was worrisome because they were new voters, which suggests a lack of interest in voting and potential target group for the IEC. The proportion of those who never attended a voter education workshop was also high among the older than 64 year group (92 percent), which were respondents who probably already knew how to vote however. In terms of income levels, the R7500 to R15000 group made up the highest proportion of those who attended voter education. There was approximately the same rate of non-attendance amongst rural (80 percent) and urban (82 percent) residents.

**Table 19.1 Percentage of respondents involved in political participation**

	Very often	Often	Sometimes	Never	Do not know
Election campaign rallies	5%	7%	17%	71%	1%
Meetings of political parties	5%	8%	17%	70%	1%
Community meetings	16%	19%	23%	41%	1%
Functions held on National public holidays e.g. Freedom Day, Women's Day	9%	11%	18%	61%	1%
Public marches	5%	6%	13%	76%	1%
Government izimbizo	4%	7%	12%	76%	1%
Voter education workshop	3%	6%	9%	80%	2%

## 20. Conclusion

### Has Life improved in the last five years

There were mixed feeling regarding whether life had improved for South Africans or the respondents themselves and their immediate families and communities. About half the respondents 47 percent) believed that life had improved for most South Africans in the last five years. This assertion was mostly reported in the relatively poor province of LP but lowest in the WC and KZN. The patterns in response were similar with regard to families, communities and friends.

### **Identity documents**

Majority of the respondents (97 percent) had identity documents (IDs) and few that did not have were planning to obtain them. Pockets of people without IDs were found in KZN and in traditional areas and require immediate attention.

### **Registration as a voter**

Seventy-three percent of respondents were registered as voters with the lowest self-reported proportion of registered voters in KZN (67 percent and among residents of rural formal (64 percent) and urban informal areas (66 percent); among Africans (71 percent); and males (69 percent) as compared to 75 percent of females. Low voter registration (58 percent) was also reported among respondents with no income.

Majority of the respondents (97 percent) found it easy to register and were registered in the district they resided (89 percent). However, a relatively large proportion of rural formal residents (6 percent) did not find it easy to register. Urban formal respondents (13 percent) were not registered in the districts where they lived. Ninety-six percent of respondents had been issued with proof of registration.

The most common duration of time taken to register was 5-10 minutes, reported by 29 percent of respondents. The longest time of "over 30 minutes" taken to register was reported in NW (28 percent) and among Africans (12 percent).

The fact that Africans took the longest to register could be attributed to there being large in numbers of respondents at a given registration point. Relatively high levels of illiteracy among Africans (10 percent had no schooling) could have also contributed to the time taken to register. Coloured respondents took the shortest time to register, with 26 percent doing so within less than five minutes.

### **General perceptions of voting**

Overall, 80 percent of respondents were interested in the national and provincial elections. The lowest proportions of those interested were in WC and FS (74 percent), among coloured respondents (70 percent) and amongst youth aged 18-24 years (75 percent). Voter education could be used to educate people on the need to participate in voting.

### **Gender differences and voting**

Respondents across the different provinces, age groups, races and education levels were aware of the importance of groups such as women, youth, elderly, prisoners and people with disabilities being involved in voting. More females (64 percent) than males (51 percent) expressed a preference to vote for females and more males (81 percent) than females (76 percent) preferred to vote for men. Seven out of ten women compared to half of the men said that women needed to be more involved in politics to solve problems that concern them.

Approximately six out of ten respondents (61 percent) indicated that all incarcerated individuals (prisoners) should be allowed to cast their votes while only 21 percent felt that no prisoner should be allowed to vote. There was consensus among respondents in all age groups regarding the involvement of the youth in voting. The majority (84 percent) of respondents agreed that schools should play a leading role in educating the youth about voting.

There was agreement that the voting procedures take into account the needs of special groups such as women, youth, the elderly and respondents with special needs with 77 percent saying the needs of women were taken into account; youth (71 percent); elderly (69 percent) and respondents with special need such as disabilities (73 percent).

Only 33 percent of young respondents (18-24 years) said that voting procedures took the needs of the youth into consideration while 50 percent of the elderly said that their needs were taken into consideration. About 51 percent of respondents with physical disabilities indicated that the needs of women and respondents with disabilities were considered.

### **Voter behaviour and voting history**

Among respondents who did not vote in the last national and provincial elections, thirty-eight percent said they did not vote because they were under 18 years at the time and 22 percent said they were 'not interested'.

The survey showed that 81 percent of the respondents would vote if national and provincial elections were to be held tomorrow. The lowest proportions were in NW (73 percent), among 18-24 year olds (72 percent) and among coloureds (77 percent). Of those who did not intend to vote, 48 percent were not interested, and 14 percent were not registered as vote.

Just over 29 percent of the respondents said that they would vote if the queues were shorter while 30 percent would vote if they believed their vote would make a difference in the outcome of the election. Twenty two percent said they would vote if there was a political party in which they strongly believed.

If the party the respondents voted for had not met their expectations, 41 percent said that they would give their party of choice another chance next time there was an election; 30 percent would vote for another party; and 19 percent would not vote at all. This latter group that would abstain should be educated on their right to choose another party. Reasons should be sought as to why they would abstain.

If they felt that they could not vote for the political party that they normally support, 46 percent said that they would not vote while 40 percent would vote for another party. Forty-nine of those in LP, 48 percent in WC and similarly in EC said they would vote for another party. Forty-eight percent of Africans would rather abstain than vote for another party.

### **Awareness of the Independent Electoral Commission**

Only 73 percent had heard of the IEC while 24 percent had not. The sources of information for those who had heard about the IEC were mostly television channels such as SABC 1, 2 and 3, ETV and DStv (57 percent), and radio (46 percent). These same channels were cited as sources through which they could get information about voting.

About half of the respondents said that they had enough information about the services of the IEC while sixty percent reported that they had enough information on how to vote. More needs to be done during the voter education campaigns. Over three quarters were pleased with the performance of the IEC during the last elections. Those who were not pleased with the performance felt that the IEC should improve on efficiency, friendliness and helpfulness.

### **Satisfaction with the most recent voting experience**

The results showed that most respondents were satisfied with their most recent voting experience. Majority were satisfied with the secrecy of their vote; with the instructions and signage about where to go and what to do; with the time it took to get to the voting station; with the amount of money it cost to get to the voting station; with the time it took to vote; with the conduct of political parties' representatives outside the voting station and with the time that they had to stand in the queues.

Respondents in NW followed by those in KZN had the lowest proportions of respondents who were satisfied with their most recent voting experience, and WC and EC had the highest proportions. Among Africans and coloured respondents, lower proportions were satisfied than among Indians/Asians and whites.

### **Satisfaction with the services of IEC officials**

In general, the results showed that the vast majority were satisfied with the services provided by IEC officials. KZN had a higher proportion of those dissatisfied than the rest of the country. Respondents with no schooling were less satisfied than those with other educational levels, and coloured respondents were more dissatisfied than Africans.

### **Satisfaction with the IEC's voting stations**

The overwhelming majority of respondents were satisfied with most of the aspects of the IEC's voting stations. These aspects included, the secrecy of their vote; access to the voting stations; neatness and cleanness of the voting station; the availability of materials and equipment; the availability of facilities; and with safety and security at the voting station.

The results showed significant differences among the provinces. KZN had the highest proportion of respondents who were dissatisfied with voting stations, compared with the rest of the country. More young respondents than older age groups were dissatisfied. Respondents with no schooling compared to other education levels had the highest proportion of those dissatisfied with voting stations. A higher proportion of coloured respondents were dissatisfied than were Africans.

### **Freedom and fairness of respondent's most recent electoral experience**

Eighty nine percent of respondents thought that their most recent electoral experience was free and fair, with only two percent stating that it was not. Of those who indicated that their last voting experience was not free or fair, 47 percent felt that it was inaccurate.

### **Awareness of the IEC Voter Education Campaigns / programmes**

The survey showed that more than 58 percent of the respondents were aware that the IEC conducts voter education before an election compared to 42 percent of the respondents who were unaware. GT had the highest proportion of respondents who were aware that the IEC's conducts voter education campaigns. In terms of geographic location it was found that urban-formal dwellers had the highest proportion of respondents aware of IEC voter education campaigns. Furthermore, the level of awareness of the IEC voter education campaigns increased with age. Whites had the highest proportion of respondents aware of the voter education programmes compared to the black Africans who had the lowest proportion.

### **Information received through the IEC voter education campaigns/programmes**

About a third (32 percent) of the respondents received information from the IEC through its voter education programmes compared to 68 percent who said they did not receive information from the IEC. Differences were found by province, age group, race and education. For example, GT has the highest proportion followed by LP and (37 percent) that received information from the IEC through its voter education campaigns / programmes. Coloureds had the lowest proportion of informed respondents compared to Whites, Indians/Asians and Africans. In addition, the proportion of those who received information increased as education level increase.

### **Satisfaction with the IEC voter education campaigns/programme**

The survey results show that the highest proportion of respondents was satisfied with their most recent voting experience. More specifically, 94 percent were satisfied / very satisfied with the content of the message, 92 percent with the communication style, 95 percent with the language used, 92 percent with the presentation style, 93 percent with the materials used, 84 percent with the channels used (izimbizo, school visits, religious groups, personal visits), and 91 percent with the media used. KZN province followed by LP and NW were the least satisfied with the IEC voter education campaigns/programme. The results further show that respondents living in traditional areas (1.82) are the more dissatisfied than the urban formal dwellers (1.73) with regards to the IEC voter education campaigns/programme. The survey revealed that the lower the respondents level of education the less satisfied they are with the IEC voter education campaigns/programme.

### **Voting irregularities**

With regards to respondents who voted in the last elections, the survey found that relatively low numbers reported experiences and observations of voting irregularities. For example, less than a fifth of respondents observed or experienced the following: interference of political party officials / agents, lack of space in voting station compromising the secrecy of the votes, the opening of ballot boxes before voting stations closed, late opening of voting station and the early closing of voting stations.

The results revealed that respondents of KZN province most often observed and experienced irregularities at the voting station followed by GT. On the other hand, EC have least experience and observed voting irregularities at the voting station and is closely followed by MP and NC. The survey showed that larger proportions of respondents living in urban areas have observed and experienced irregularities at the voting station compared to respondents living in rural formal areas.

More than half did not think that voting irregularities occurred during the 2004 national and provincial elections. Only 10 percent thought that irregularities had occurred, while 34 percent of respondents did not know whether irregularities had occurred. Of those who observed or experienced voting irregularities the majority (76 percent) were satisfied with the way the IEC have addressed it. However, a smaller proportion (12 percent) was not satisfied and 4 percent indicated that they did not know.

### **Satisfaction with institutions**

Regarding satisfaction with institutions, more than two-thirds were satisfied with the IEC. This compares favourably to other institutions, as the public expressed greater satisfaction with the IEC than with Chapter 9 institutions (namely, the Human Rights Commission, the Youth Commission, and the Gender Commission); protection services (namely courts, police, and defence force); political parties, as well as traditional authorities. This could be interpreted as a sizeable level of confidence in the electoral commission. Confidence in the state is not expressed by the large majority of South



Africans, as just over half of South Africans are satisfied with national government and provincial government, while just under half are satisfied with local government. With only 39 percent expressing satisfaction with political parties, this could translate into significant levels of voter apathy. Lastly, the fact that only half feel satisfied with the police should be noted, as this could determine whether or not the police are equipped to control political intolerance on the day of election.

### **Access to basic services and voting**

Findings around the effect of access to basic services on voting reveal that, across the board, most South Africans believe that it is important to vote whether or not one has no access to basic services, and even if one has no access. Similarly, the large majority believe that it is important to vote in 'order to have access to quality health, education and other basic services'. This points to a belief that voting could bring about positive change. Interestingly, substantially fewer South Africans hold as strong a faith that political parties and government can reduce crime levels.

Of note, are the groups that believe the least in the importance of voting, indicating a certain level of voter apathy. Moreover, these groups of respondents are located in the R1-R750 salary bracket; LP and MP provinces, urban informal areas, and those with secondary education and Matriculation/Grade 12. Those who agreed the least that voting is important in order to access basic services were Indians/Asians and coloureds, those in the highest income category, those from the WC, those from urban areas, and the most educated.

With the exception of religious group membership, small proportions are members of other groups. This lack of membership includes political party membership. Research has shown that group membership is positively correlated with participation in civic activities such as voting. Regarding political participation, very few reported involvement in activities, such as attendance of public marches or political party meetings. A low level of political participation is another factor that has been linked to low voter participation.

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Findings around the effect of access to basic services on voting reveal that, across the board, most South Africans believe that it is important to vote whether or not one has no access to basic services, and even if one has no access. Similarly, the large majority believe that it is important to vote in 'order to have access to quality health, education and other basic services'. This points to a belief that voting could bring about positive change. Interestingly, substantially fewer South Africans hold as strong a faith that political parties and government can reduce crime levels.

Of note, are the groups that believed the least in the importance of voting indicating a certain level of voter apathy in these groups. Those in the R1-R750 salary bracket; LP and MP provinces, urban informal areas, and those with secondary education and Matriculation/Grade 12 agreed the least with the idea that voting is important irrespective of whether one receives basic services. Those who

agreed the least that voting is important in order to access basic services were Indians/Asians and coloureds, those in the highest income category, those from the WC, those from urban areas, and the most educated.

With the exception of religious group membership, small proportions were members of other groups. This lack of membership includes political party membership. Research has shown that group membership is positively correlated with participation in civic activities such as voting. Regarding political participation, very few reported involvement in activities, such as attendance of public marches or political party meetings. Low levels of political participation were another factor that has been linked to low voter participation.

## **21. Recommendations to the IEC**

This report has given wide-ranging descriptions of the current political and social environment. We believe this to be valuable information that will inform the IEC about the context within which its work is carried out. However, recommendations are confined to areas that are the responsibility of the Commission: the organisation of free and fair elections, and promoting the peaceful exercise of the franchise among South African citizens.

Racially-based thinking remains a reality in contemporary South Africa. It is therefore important that the IEC campaigns with particular intensity amongst groups (coloureds, whites) a significant proportion of whom feel that life has not improved, encouraging them to register and exercise the franchise.

Where a larger than usual proportion of the population does not register, or does not have the IDs that enable them to register the IEC should mount targeted campaigns to seek out and inform social groups and the inhabitants of areas where registration is lowest.

Registration for the most part appears to be a rapid and trouble-free process. Where, however, as in urban informal and traditional areas, it may take longer to register, the IEC should position extra personnel who in an appropriate and non-intrusive way can assist inexperienced, and in some cases illiterate voters.

Most voters know that they can only vote where they are registered; however, in the EC and KZN, provinces where there is a high rate of migration, there is significant ignorance of this fact. Therefore, there should be a programme that targets potential voters about this question in areas of high residential mobility.

In all these areas of concern, specific groups have been identified. Careful thought should therefore be given as how best to reach them. Depending on the group, this could be through local radio in the relevant language(s) or through other appropriate methods appropriate to particular circumstances.

The strength of this report is that it provides specific data for different groups and different areas of the country. Thus where, for instance, the data demonstrates that there are groups such as women, the elderly, or the disabled who feel that during elections there are things that could be done to make it easier for them to vote, then the IEC should look creatively at these issues, improve facilities where possible, and mount publicity campaigns to inform the public of measures that have been taken.

The main reasons given for not voting by those who say they will not, or may not, vote, are lack of interest or disillusion with politics. It is obviously difficult for the IEC to do much about this. The ultimate solution may be, in part, a better informed electorate that understands the importance of participation in processes that will deeply influence the future. Therefore we would recommend that

the IEC continues with and deepens national campaigns of voter education, and extends them beyond election times.

The majority of the electors know about the IEC - but through the media rather than directly from the IEC itself. This may suggest that direct IEC campaigns should be focussed primarily on marginalised and difficult to access groups, and that in its general campaign, the IEC should use existing media that have a widespread and predictable footprint.

The most educated and the better-off sections of society have the best knowledge of the IEC. This suggests that without ignoring these more privileged classes, the IEC in socio-economic terms should focus on the less educated and poorer sections of society.

The vast majority of South Africans are pleased with and trust the procedures and personnel of the IEC. This is clearly at the heart of the organisation's remit, and it is vital that this be maintained. However, there are some areas where there are significant variations from this pattern. In geographical terms, this is the case particularly in KZN. We believe that, even if historical factors may well be more responsible for this than the IEC itself, it is crucial that the IEC takes all possible measures to demonstrate its neutrality as an organisation and to ensure and visibly demonstrate the probity of its officials.

It is noticeable that while there is significant concern about the extent to which voting irregularities might affect the outcome of elections, there is at the same time a high level of satisfaction with the way in which the IEC runs the process. In addition, very few report having observed irregularities. This suggests that there is a fear of what *might* happen at some time in the future rather than a perception of what *does* happen now. If so, the IEC should not only maintain its current high standards, but must also pay great attention both to maintaining these standards and to informing the voting public that it is doing so.

APPENDIX A

Number of households at visiting point

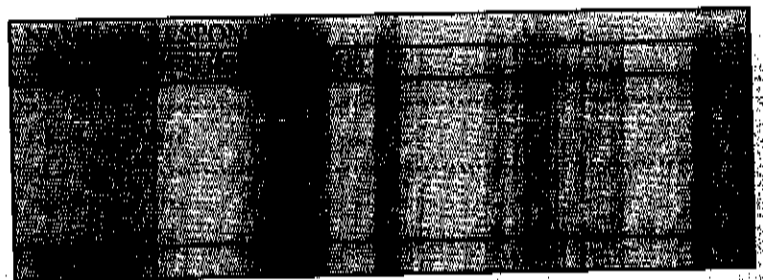
0	3
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Number of persons 18 years and older at visiting point

0	9
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Names of Persons Aged 16 and Older	
Themba	01
Thandi	02
Khosl	03
Jabu	04
Nokukhanya	05
Zithembiso	06
Musa	07
Zodwa	08
Nhlanhla	09
	10
	11
	12
	13
	14
	15
	16
	17
	18
	19
	20
	21
	22
	23
	24
	25



(1) Once you have completed the list of names, you need to move onto page iii, which you will see contains a grid of numbers, commonly referred to as a Kish grid. The grid is a tool that was developed to allow for the random selection of respondents. There are two pieces of information that you need in order to be able to make your selection. Firstly, you need the last two digits of the five-digit questionnaire number from the cover page. So, if the questionnaire number is 09548, the number you require is 48. If the questionnaire number happens to be 06400, then the number would be 00. These numbers are listed 1-100 in the first four *columns* of the grid. The second piece of information you require is the total number of persons at the visiting point aged 18 years and older and resident at least 15 days in the last month. This number forms the first *row* of numbers in the grid. The number at the intersection of the relevant column and row in the grid is the person number of the respondent as found in the table of names on page ii. This would be the person that you would subsequently go and interview. It is important that you *circle the numbers* in the grid, as shown in APPENDIX B.

APPENDIX B

Assuming that the questionnaire number is 00856 and the number of persons is 09 (as in Example 1), then the respondent's person number is 8. Going back to the table in Example 1, we can see that the respondent that would be selected for interviewing would be Zodwa.

GRID TO SELECT RESPONDENT

1	1	1	3	2	4	1	3	8	6	5	12	10	1	6	8	7	19	19	13	21	13	24	25	
1	2	3	4	3	1	2	2	4	8	3	7	2	5	14	4	15	4	8	6	16	14	22	19	
1	1	2	1	4	2	7	6	3	5	11	2	1	3	11	7	10	16	16	10	5	2	2	3	
1	2	3	2	1	3	5	8	2	4	2	4	8	11	10	16	6	9	10	15	11	12	11	18	
1	1	1	4	5	6	3	5	5	9	8	14	3	2	13	5	18	1	4	1	20	11	5	24	
1	2	2	2	3	5	8	7	7	1	4	9	14	8	2	17	17	14	12	14	22	10	3	14	
1	2	1	1	4	1	4	1	4	6	3	6	5	7	13	9	2	3	13	14	8	2	7	20	4
1	1	2	3	2	5	1	4	2	1	7	10	6	5	4	15	10	5	2	13	4	17	5	17	8
1	1	3	2	5	6	2	2	1	9	10	1	10	4	6	6	1	9	10	1	5	6	9	1	12
1	2	2	4	1	3	3	6	9	10	11	12	3	9	15	7	8	11	6	3	9	4	3	10	1
1	1	1	3	1	4	5	3	1	6	2	9	13	11	14	4	11	4	15	15	17	1	1	23	2
1	2	3	1	3	2	7	5	6	5	7	7	8	6	10	3	3	1	12	20	7	13	22	12	16
1	1	2	1	5	3	6	4	3	4	6	2	11	13	12	1	15	8	7	2	12	15	21	13	7
1	2	3	2	4	1	4	7	8	2	5	6	11	12	9	16	13	16	11	18	18	14	16	18	23
1	2	1	4	2	4	3	8	7	7	11	1	3	5	7	12	14	13	8	17	20	19	20	19	11
1	1	3	3	1	6	5	1	5	9	10	3	2	11	13	8	12	12	5	6	21	8	8	4	15
1	1	2	2	3	4	2	6	2	3	2	12	5	2	10	13	5	8	18	9	16	10	17	16	20
1	2	1	4	2	6	4	1	4	8	9	10	7	9	3	12	12	9	7	20	19	9	19	21	13
1	2	2	1	3	5	2	8	9	10	4	9	8	13	1	1	14	10	19	10	11	18	15	7	6
1	1	3	2	5	4	1	3	8	1	3	8	6	6	9	5	7	13	4	15	1	7	22	15	21
1	1	1	2	5	1	7	2	3	2	1	11	4	7	5	3	2	1	3	12	18	5	19	14	9
1	2	1	3	1	3	2	6	2	1	8	7	1	4	2	11	8	2	17	4	17	21	16	3	5
1	2	3	4	2	2	6	7	7	8	3	4	9	3	6	2	11	11	16	2	8	11	23	6	22
1	1	2	1	4	6	3	5	5	3	1	5	13	1	14	8	14	6	15	9	14	3	6	9	17
1	1	2	3	3	2	4	6	4	7	5	3	12	12	12	4	6	2	17	11	2	12	4	8	10

IEC QUESTIONNAIRE 2008

Number of persons in this household  
 Number of persons 18 years and older in this household

0	6
0	3

INTERVIEWER: PLEASE CIRCLE APPROPRIATE CODES

Household schedule	Write in from oldest (top) to youngest (bottom)	Age in completed years	Sex M=1 F=2	Race Group	Relationship to respondent	
Please list all persons in the household who eat from the same cooking pot and who were resident 15 out of the past 30 days  Note: Circle the number next to the name of the household head.	Nhlanhla	01	65	2	1	8
	Musa	02	46	1	1	2
	Zodwa	03	44	2	1	1
	Khangela	04	15	1	1	3
	Apostle	05	12	1	1	3
	Mbali	06	9	2	1	3
		07				
		08				
		09				
		10				
		11				
		12				
		13				
		14				
		15				
		16				
		17				
		18				
		19				
		20				
		21				
		22				
		23				
		24				
		25				

Race Group codes
1 = African/Black
2 = Coloured
3 = Indian/Asian
4 = White
5 = Other

Relationship to respondent codes
1 = Respondent
2 = Wife or husband or partner
3 = Son or daughter
4 = Father or mother
5 = Brother or sister
6 = Grandchild
7 = Grandparent
8 = Mother- or father-in-law
9 = Son- or daughter-in-law
10 = Brother- or sister-in-law
11 = Other relation
12 = Non-relation

**APPENDIX C: IEC VOTER PARTICIPATION SURVEY**

## APPENDIX D: HSRC RESEARCH TEAM

The HSRC worked in co-operation with IEC staff, providing opportunities for them to participate in and be exposed to the different phases of the project. HSRC and other personnel who worked on different aspects of this project are:

### **Joseph Mbithi wa Kivilu – Director**

Dr Joseph Mbithi wa Kivilu is the director and head of the Centre for Socio-Economic Surveys of the Knowledge Systems group. He holds a doctorate in educational psychology from the University of Alberta, Canada and a master's degree from Kenyatta University, Nairobi, Kenya.

Before joining the HSRC, Dr Kivilu worked as a lecturer at Kenyatta University in Nairobi, Kenya. Dr Kivilu also worked as a research consultant as part of a post-graduate fellowship for the Centre for Research in Applied Measurement and Evaluation based in the University of Alberta. His work here involved consulting with graduate students and faculty members on research design, research instrument development, sampling, data analysis and modelling and report writing.

Dr Kivilu has extensive experience in social scientific research, especially in the areas of educational and psychological assessment, research design and methodology, planning and management of large-scale surveys, design of research instruments and statistical modelling. He has undertaken projects for organisations such as the South African National Department of Education, Gauteng Department of Education, USAID, DANIDA, UNESCO, UNICEF and the World Bank.

Recent publications include "Factors influencing the level of performance in Mathematics and Language among learners in South Africa: a multi-level analysis", "Origin of Public Surveys in South Africa", in *Encyclopedia of Public Opinion Surveys*, and "Understanding of the structure of data when planning for analysis: Application of Hierarchical Linear Models".

**Project Leader: Yul Derek Davids**, is a research manager with extensive survey experience in more than twelve African countries. His key areas of expertise are project conceptualisation, proposal writing, questionnaire design, sample drawing, fieldwork logistics, data management, data analyses, report writing, presentations of results, and project reporting. He holds an MA in Research Psychology from the University of Western Cape. He is currently a PhD candidate in the Political Science Department at Stellenbosch University. In June 2002 he was awarded the Afrobarometer Fellowship which enabled him to attend advanced courses on Survey Research and Statistical Analysis at the University of Michigan. Before coming to the HSRC he was the manager of the Public Opinion Service of the Institute for Democracy in South Africa where he managed more than thirty national representative surveys which included the Afrobarometer surveys in Southern Africa. He also did consultancy work for the International Foundation for Elections Systems (IFES) in Uganda and Management Systems International (MSI) in Nigeria as well as for USAID in Tanzania.

**Assistant Project Leader: Ms Susan Sedumedi**, is a chief researcher experienced in qualitative and quantitative research design including questionnaire design, focus group facilitation, and qualitative and quantitative data analysis including statistical analysis. She has a Masters degree in research psychology from Rhodes University. She has taught research methodology and social statistics at the University of Limpopo. She has been involved in commissioned survey research, evaluation research and needs assessment studies for several public and private sector organisations including Telkom, University of Limpopo, and the Department of Health. She is currently doing her PhD in the area of HIV/AIDS and social relationships.

**Jare Struwig** is a senior research manager in the Socio-Economic Surveys section of the HSRC. She holds a masters degree in Research Psychology from the University of Pretoria. Jare has extensive



experience in social science research, especially in the areas of research design and methodology, planning and management of large-scale surveys, design of research instruments and statistical analysis. She was involved with the design and conceptualisation of the South African Social Attitude Survey, a longitudinal study that has been conducted since 2003. She has undertaken projects for various government departments and also for organisations such as the South African Broadcasting Corporation and the National Road Agency.

**Ms Bonglwe Mncwango** is a senior researcher in the Knowledge Systems cross-cutting unit. She holds an MA in industrial sociology from the University of the Witwatersrand.

Her areas of interest include labour market analysis with special emphasis on new forms of work, the changing quality of work, and emotions in the work place, particularly in the service industry.

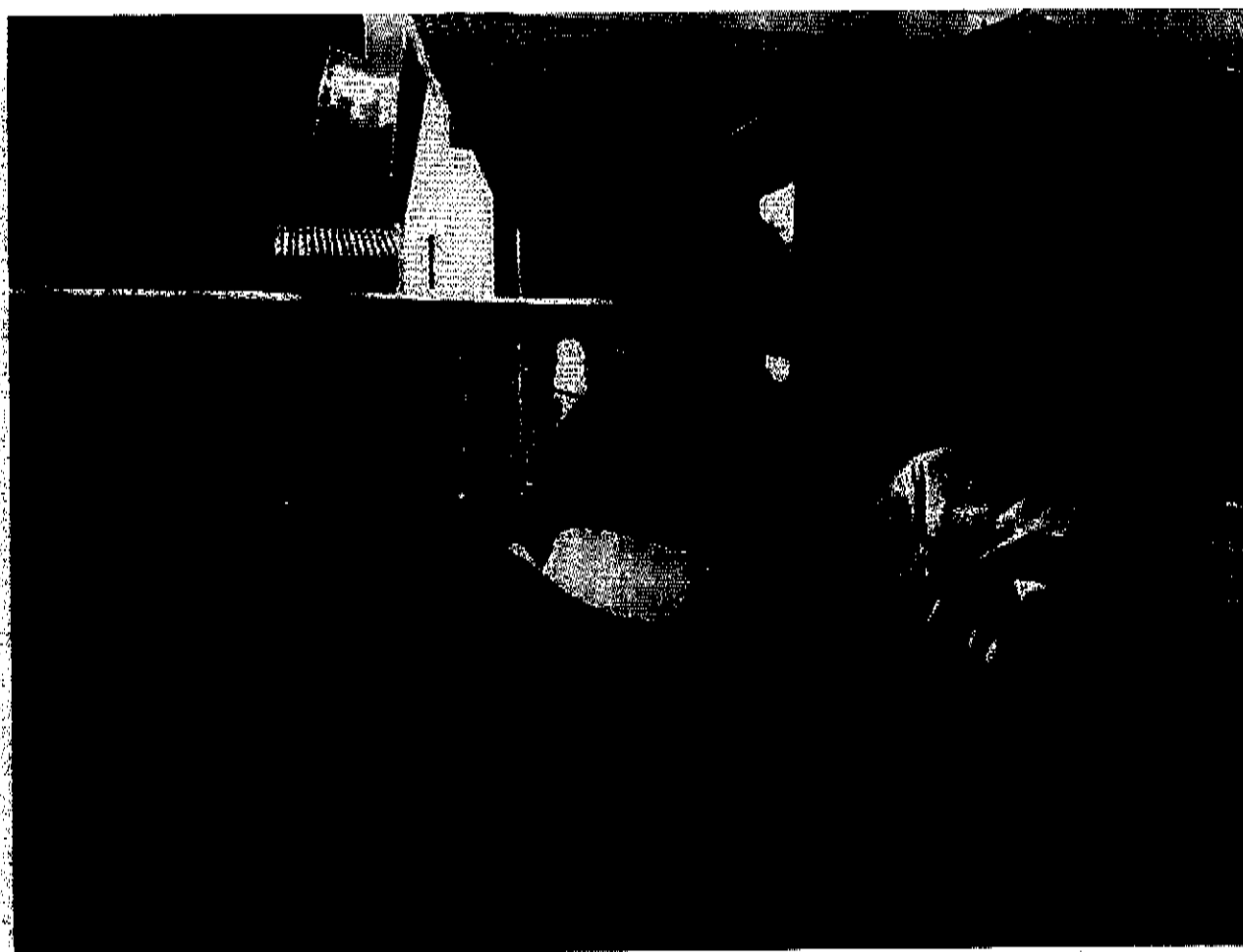
She has undertaken projects for organisations such as the South African National Roads Agency, National Film and Video Foundation of South Africa, THETA and Statistics.SA.

**Mandla Diko** is a Statistician in the Centre for Socio-Economic Surveys. His expertise includes drawing of survey samples, fieldwork quality control, and data analysis and modelling. Previously he has worked at the University of Fort Hare, Department of Statistics. His research interests include Statistical Analysis of Multivariate data, particularly categorical data analysis and modelling.

**APPENDIX E**  
**List of Field Supervisors**

<b>Supervisor</b>	<b>Province</b>
Solly Siema	North West
Enency Mbatha	Mpumalanga
Rosina Langa	Limpopo
Sydney Fryer	Northern Cape
Peter Jacobusen	Gauteng
Sarah Singh	KwaZulu-Natal
Barbara Moahloli	KwaZulu-Natal
Joy Conradie	Western Cape
Badiri Moila	Eastern Cape
Marinda Fouche	Free State

**HSRC Fieldworkers**



**APPENDIX F**

**Table 3.1: Percentage of respondents on status of life for the following groups by province**

	Most people in South Africa			Personally			Family			Community			Peers and Friends		
	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened
WC	33 %	31 %	35 %	19 %	55 %	26 %	20 %	54 %	26 %	19 %	49 %	32 %	15 %	59 %	25 %
EC	36 %	38 %	23 %	32 %	42 %	25 %	32 %	43 %	25 %	35 %	38 %	24 %	30 %	44 %	23 %
NC	51 %	22 %	23 %	32 %	40 %	28 %	32 %	41 %	25 %	34 %	32 %	31 %	28 %	44 %	23 %
FS	50 %	28 %	20 %	41 %	38 %	20 %	41 %	38 %	21 %	43 %	38 %	18 %	39 %	41 %	16 %
KZN	40 %	35 %	24 %	27 %	53 %	19 %	27 %	52 %	20 %	29 %	48 %	21 %	26 %	50 %	17 %
NW	56 %	26 %	18 %	28 %	48 %	24 %	31 %	44 %	25 %	31 %	41 %	27 %	32 %	45 %	22 %
GT	43 %	26 %	27 %	36 %	43 %	20 %	36 %	43 %	20 %	30 %	36 %	28 %	31 %	40 %	21 %
MP	53 %	33 %	11 %	42 %	39 %	19 %	45 %	39 %	16 %	48 %	39 %	12 %	47 %	38 %	12 %
LP	79 %	15 %	5 %	64 %	30 %	6 %	66 %	27 %	7 %	72 %	20 %	6 %	66 %	25 %	6 %
Total	47 %	29 %	22 %	35 %	44 %	21 %	35 %	44 %	21 %	36 %	39 %	23 %	33 %	44 %	19 %

**Table 3.2: percentage of respondents on status of life for the following groups by geographical location**

	Most people			Personally			Family			Community			Peers and Friends		
	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened
Urban, formal	43 %	27 %	28 %	35 %	43 %	22 %	35 %	43 %	21 %	34 %	38 %	25 %	32 %	43 %	20 %
Urban, informal	47 %	36 %	16 %	28 %	50 %	22 %	29 %	49 %	21 %	31 %	44 %	23 %	28 %	52 %	16 %
Traditional areas	58 %	30 %	11 %	40 %	44 %	15 %	41 %	43 %	16 %	45 %	39 %	14 %	40 %	42 %	13 %
Rural, formal	46 %	36 %	15 %	23 %	48 %	29 %	24 %	46 %	29 %	27 %	46 %	27 %	25 %	49 %	24 %
Total	47 %	29 %	22 %	35 %	44 %	21 %	35 %	44 %	21 %	36 %	39 %	23 %	33 %	44 %	19 %

Table 3.3: percentage of respondents on status of life for the following groups by age category

	Most people			Personally			Family			Community			Peers and Friends		
	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened
18 - 24	52 %	28 %	17 %	39 %	43 %	17 %	39 %	43 %	17 %	38 %	39 %	20 %	36 %	46 %	15 %
25 - 34	49 %	29 %	19 %	36 %	47 %	18 %	37 %	44 %	18 %	39 %	37 %	21 %	36 %	41 %	17 %
35 - 44	48 %	30 %	21 %	35 %	44 %	21 %	35 %	45 %	20 %	37 %	39 %	22 %	34 %	44 %	18 %
45 - 54	43 %	30 %	25 %	33 %	45 %	22 %	34 %	43 %	23 %	34 %	40 %	23 %	31 %	45 %	19 %
55 - 64	41 %	28 %	29 %	30 %	41 %	29 %	32 %	41 %	27 %	32 %	37 %	29 %	30 %	41 %	25 %
65 +	40 %	28 %	30 %	32 %	45 %	23 %	31 %	45 %	23 %	30 %	41 %	25 %	26 %	46 %	22 %
Total	47 %	29 %	22 %	35 %	44 %	21 %	35 %	44 %	21 %	36 %	39 %	23 %	33 %	44 %	19 %

Table 3.4: percentage of respondents on status of life for the following groups by personal monthly income

	Most people in South Africa			Personally			Family			Community			Peers and friends		
	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened
No income	50 %	31 %	18 %	34 %	46 %	20 %	35 %	44 %	20 %	38 %	38 %	22 %	35 %	43 %	18 %
R1 - R750	51 %	34 %	14 %	36 %	44 %	20 %	38 %	42 %	19 %	41 %	39 %	19 %	35 %	44 %	16 %
R751 - R1500	45 %	32 %	20 %	34 %	43 %	22 %	35 %	44 %	21 %	36 %	40 %	22 %	32 %	44 %	20 %
R1501 - R3000	51 %	26 %	22 %	36 %	46 %	18 %	35 %	46 %	19 %	38 %	36 %	24 %	32 %	46 %	20 %
R3001 - R7500	47 %	24 %	26 %	40 %	41 %	19 %	42 %	42 %	17 %	38 %	39 %	19 %	38 %	41 %	17 %
R7501 - R15000	53 %	16 %	29 %	48 %	34 %	18 %	48 %	32 %	19 %	39 %	31 %	27 %	45 %	33 %	19 %
R15001 +	38 %	18 %	41 %	41 %	30 %	29 %	42 %	27 %	31 %	32 %	28 %	40 %	35 %	32 %	30 %
Refuse or Do not know	34 %	28 %	35 %	26 %	52 %	22 %	27 %	51 %	22 %	23 %	48 %	25 %	24 %	53 %	19 %
Total	46 %	29 %	22 %	34 %	45 %	21 %	35 %	44 %	21 %	36 %	39 %	23 %	33 %	44 %	19 %

Table 3.5: percentage of respondents on status of life for the following groups by education level

	Most people in South Africa			Personally			Family			Community			Peers and friends		
	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened
No schooling/ Grade 0	58 %	25 %	13 %	41 %	34 %	25 %	42 %	33 %	23 %	46 %	32 %	19 %	40 %	36 %	19 %
Primary	46 %	33 %	19 %	30 %	48 %	22 %	30 %	48 %	22 %	33 %	42 %	23 %	27 %	50 %	19 %
Secondary	44 %	33 %	21 %	31 %	46 %	22 %	32 %	45 %	22 %	36 %	39 %	22 %	32 %	44 %	20 %
Grade 12/ Matric	44 %	30 %	25 %	35 %	48 %	17 %	36 %	46 %	17 %	34 %	42 %	22 %	33 %	47 %	16 %
Diploma	54 %	17 %	26 %	44 %	37 %	18 %	43 %	37 %	19 %	41 %	32 %	23 %	45 %	33 %	18 %
Degree/ Post Graduate	48 %	18 %	31 %	45 %	33 %	21 %	44 %	35 %	20 %	35 %	35 %	27 %	38 %	38 %	22 %
Refuse or Do not know	57 %	14 %	29 %	33 %	38 %	29 %	33 %	29 %	38 %	33 %	33 %	33 %	19 %	52 %	24 %
Total	47 %	29 %	22 %	35 %	44 %	21 %	35 %	44 %	21 %	36 %	39 %	23 %	33 %	44 %	19 %

Table 3.6: percentage of respondents on status of life for the following groups by race

	Most people in South Africa			Personally			Family			Community			Peers and friends		
	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened	Improved	Stayed the same	Worsened
African	55 %	29 %	14 %	40 %	44 %	16 %	40 %	43 %	16 %	43 %	36 %	17 %	39 %	42 %	14 %
Coloured	32 %	35 %	31 %	22 %	46 %	32 %	23 %	44 %	32 %	21 %	41 %	35 %	21 %	47 %	28 %
Indian or Asian	27 %	27 %	45 %	30 %	44 %	27 %	32 %	42 %	26 %	24 %	42 %	32 %	24 %	44 %	29 %
White	27 %	22 %	49 %	23 %	46 %	30 %	24 %	47 %	29 %	21 %	42 %	33 %	21 %	48 %	28 %
Total	47 %	29 %	22 %	35 %	44 %	21 %	35 %	44 %	21 %	36 %	39 %	23 %	33 %	44 %	19 %

Table 6.1: percentage of respondents who agreed with the statements compared by province

	WC	EC	NC	FS	KZN	NW	GT	MP	LP	Total
I vote because my vote makes a difference	73 %	72 %	72 %	75 %	76 %	73 %	74 %	75 %	83 %	75 %
After being elected all parties are the same, so voting is pointless	33 %	33 %	31 %	20 %	33 %	34 %	33 %	36 %	23 %	31 %
It is the duty of all citizens to vote	82 %	88 %	88 %	85 %	79 %	72 %	75 %	82 %	83 %	81 %
My vote will ensure that I get quality health, education and other basic services	66 %	65 %	65 %	75 %	60 %	71 %	69 %	72 %	76 %	68 %
High crime rate in my area may influence my decision to vote	56 %	44 %	41 %	35 %	43 %	38 %	47 %	60 %	51 %	47 %
Politics is too complicated for me to understand	48 %	50 %	60 %	48 %	37 %	58 %	43 %	67 %	46 %	49 %
Each person can freely choose who to vote for without feeling forced by others	92 %	96 %	96 %	93 %	91 %	90 %	92 %	95 %	92 %	93 %
The party that I voted for did not protect my interests	38 %	39 %	45 %	40 %	38 %	53 %	37 %	43 %	35 %	40 %
Voting should be made compulsory	37 %	36 %	57 %	38 %	53 %	55 %	56 %	50 %	44 %	47 %

**Table 6.2: percentage of respondents who agreed with the statements compared by geographical location**

	Urban, formal	Urban, informal	Traditional areas	Rural, formal	Total
I vote because my vote makes a difference	74 %	71 %	75 %	76 %	75 %
After being elected all parties are the same, so voting is pointless	32 %	36 %	29 %	26 %	31 %
It is the duty of all citizens to vote	81 %	77 %	82 %	84 %	81 %
My vote will ensure that I get quality health, education and other basic services	66 %	69 %	71 %	74 %	68 %
High crime rate in my area may influence my decision to vote	49 %	45 %	41 %	43 %	47 %
Politics is too complicated for me to understand	44 %	58 %	55 %	58 %	49 %
Each person can freely choose who to vote for without feeling forced by others	93 %	89 %	93 %	94 %	93 %
The party that I voted for did not protect my interests	38 %	45 %	41 %	40 %	40 %
Voting should be made compulsory	48 %	46 %	47 %	44 %	47 %

**Table 6.3: percentage of respondents who agreed with the statements compared by age category**

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 +	Total
I vote because my vote makes a difference	67 %	72 %	78 %	76 %	77 %	80 %	75 %
After being elected all parties are the same, so voting is pointless	29 %	33 %	32 %	32 %	28 %	32 %	31 %
It is the duty of all citizens to vote	77 %	79 %	81 %	83 %	85 %	84 %	81 %
My vote will ensure that I get quality health, education and other basic services	65 %	66 %	66 %	71 %	72 %	72 %	68 %
High crime rate in my area may influence my decision to vote	43 %	46 %	47 %	49 %	46 %	52 %	47 %
Politics is too complicated for me to understand	44 %	58 %	55 %	58 %	49 %	44 %	58 %
Each person can freely choose who to vote for without feeling forced by others	91 %	92 %	94 %	93 %	94 %	93 %	93 %
The party that I voted for did not protect my interests	24 %	41 %	44 %	46 %	43 %	42 %	40 %
Voting should be made compulsory	48 %	44 %	48 %	48 %	49 %	47 %	47 %



**Table 6.4: Percentage of respondents who agreed with the statements compared by personal income**

	No income	R1 - R750	R751 - R1500	R1501 - R3000	R3001 - R7500	R7501 - R15000	R15001 +	Refuse or Do not know	Total
I vote because my vote makes a difference	71 %	76 %	75 %	80 %	79 %	79 %	84 %	72 %	74 %
After being elected all parties are the same, so voting is pointless	32 %	34 %	34 %	27 %	25 %	31 %	21 %	28 %	31 %
It is the duty of all citizens to vote	79 %	82 %	84 %	83 %	84 %	84 %	84 %	77 %	81 %
My vote will ensure that I get quality health, education and other basic services	69 %	69 %	73 %	71 %	65 %	60 %	58 %	62 %	68 %
High crime rate in my area may influence my decision to vote	46 %	48 %	47 %	46 %	47 %	42 %	52 %	48 %	47 %
Politics is too complicated for me to understand	53 %	59 %	59 %	44 %	35 %	32 %	29 %	32 %	49 %
Each person can freely choose who to vote for without feeling forced by others	93 %	92 %	95 %	94 %	90 %	91 %	97 %	90 %	93 %
The party that I voted for did not protect my interests	38 %	44 %	45 %	45 %	37 %	36 %	31 %	32 %	40 %
Voting should be made compulsory	50 %	42 %	50 %	48 %	47 %	42 %	34 %	42 %	47 %

Table 6.5: Percentage of respondents who agreed with the statements compared by race

	African	Coloured	Indian or Asian	White	Total
I vote because my vote makes a difference	76 %	64 %	66 %	79 %	75 %
After being elected all parties are the same, so voting is pointless	30 %	36 %	45 %	23 %	31 %
It is the duty of all citizens to vote	81 %	80 %	76 %	85 %	81 %
My vote will ensure that I get quality health, education and other basic services	72 %	59 %	58 %	59 %	68 %
High crime rate in my area may influence my decision to vote	45 %	47 %	54 %	50 %	47 %
Politics is too complicated for me to understand	53 %	49 %	41 %	28 %	49 %
Each person can freely choose who to vote for without feeling forced by others	93 %	95 %	95 %	88 %	93 %
The party that I voted for did not protect my interests	42 %	40 %	39 %	25 %	40 %
Voting should be made compulsory	48 %	48 %	55 %	35 %	47 %

**Table 6.6: Percentage of respondents who agreed with the statements compared by education level**

	No schooling/ Grade 0	Primary	Secondary	Grade 12/ Matric	Diploma	Degree/ Post Graduate	Refuse or Do not know	Total
I vote because my vote makes a difference	75 %	75 %	73 %	74 %	77 %	79 %	71 %	75 %
After being elected all parties are the same, so voting is pointless	34 %	34 %	32 %	31 %	26 %	24 %	38 %	31 %
It is the duty of all citizens to vote	83 %	83 %	81 %	80 %	81 %	84 %	52 %	81 %
My vote will ensure that I get quality health, education and other basic services	76 %	73 %	69 %	66 %	62 %	59 %	50 %	68 %
High crime rate in my area may influence my decision to vote	48 %	45 %	48 %	45 %	43 %	51 %	48 %	47 %
Politics is too complicated for me to understand	63 %	61 %	54 %	42 %	34 %	24 %	38 %	49 %
Each person can freely choose who to vote for without feeling forced by others	95 %	94 %	94 %	91 %	88 %	94 %	86 %	93 %
The party that I voted for did not protect my interests	48 %	48 %	41 %	35 %	37 %	31 %	48 %	40 %
Voting should be made compulsory	56 %	48 %	51 %	44 %	38 %	38 %	48 %	47 %

Table 8.2: Percentage of respondents on prisoners' right to vote

Province	Awaiting trial	Convicted for any offence	Convicted for serious offences	Sentenced to short terms in prison	Sentenced to life imprisonment	Those who are appealing	All prisoners should be allowed to vote	No prisoners should be allowed to vote
WC	20.5%	6.3%	5.1%	10.2%	1.8%	8.5%	38.2%	32.1%
EC	5.1%	.5%	.4%	4.2%	.1%	2.9%	69.4%	23.8%
NC	17.6%	5.9%	2.6%	11.1%	1.1%	4.1%	66.4%	21.0%
FS	9.3%	9.3%	.7%	6.0%	1.7%	5.3%	59.7%	20.3%
KZN	20.4%	6.0%	3.2%	11.4%	2.6%	6.8%	62.5%	13.3%
NW	11.4%	6.0%	4.8%	9.2%	.6%	3.0%	59.1%	20.7%
GT	15.2%	10.0%	6.3%	9.1%	5.7%	6.4%	62.5%	21.6%
MP	9.6%	1.9%	.6%	5.6%	.2%	3.3%	66.3%	22.2%
LP	15.6%	6.4%	7.0%	12.7%	2.1%	11.2%	64.3%	15.8%
Total	14.7%	6.2%	3.9%	9.1%	2.5%	6.2%	60.7%	20.7%
Geo-type								
Urban, formal	14.0%	6.4%	4.7%	8.0%	3.2%	6.9%	58.8%	24.5%
Urban, informal	19.7%	14.1%	5.4%	11.1%	.5%	4.7%	56.8%	13.2%
Traditional areas	15.1%	3.4%	2.4%	11.0%	1.8%	5.2%	63.7%	16.6%
Rural, formal	11.7%	5.8%	1.4%	7.5%	.8%	5.6%	69.7%	15.2%
Total	14.7%	6.2%	3.9%	9.1%	2.5%	6.2%	60.7%	20.7%
Monthly income								
No income	17.3%	6.7%	4.1%	9.5%	1.9%	6.5%	64.2%	14.7%
R1 - R750	14.3%	6.2%	3.4%	11.1%	3.6%	5.1%	63.9%	15.2%
R751 - R1500	10.6%	6.1%	5.5%	8.6%	3.3%	4.8%	68.0%	18.4%
R1501 - R3000	13.8%	9.2%	5.3%	8.8%	3.1%	7.3%	61.0%	17.0%

R3001 - R7500	12.1%	6.0%	3.7%	7.1%	3.3%	4.5%	60.5%	26.2%
R7501 - R15000	19.1%	3.8%	2.5%	10.1%	1.9%	6.9%	39.0%	41.3%
R15001 +	15.9%	6.0%	2.3%	9.8%	2.3%	5.7%	29.1%	49.3%
Total	14.9%	6.6%	4.2%	9.4%	2.7%	5.9%	62.3%	18.6%
<b>Education level</b>								
No schooling	11.0%	4.0%	1.1%	9.1%	.8%	4.9%	70.7%	16.1%
Primary	13.1%	6.6%	3.3%	11.1%	2.7%	7.4%	62.9%	19.1%
Secondary	14.8%	6.4%	5.2%	8.0%	2.7%	6.0%	65.0%	16.4%
Grade 12/ Matric	15.3%	6.8%	3.6%	10.5%	2.7%	6.2%	60.4%	19.5%
Diploma	14.4%	3.5%	3.4%	6.6%	2.1%	4.3%	49.1%	33.7%
Degree/ Post Graduate	16.8%	4.8%	1.3%	7.4%	1.5%	7.2%	36.7%	44.4%
Total	14.6%	6.1%	3.8%	9.1%	2.5%	6.2%	60.7%	20.7%
<b>Gender</b>								
Male	15.6%	6.8%	4.3%	10.5%	2.1%	6.1%	57.6%	21.2%
Female	13.9%	5.6%	3.6%	7.8%	2.8%	6.2%	63.4%	20.3%
Total	14.7%	6.2%	3.9%	9.1%	2.5%	6.2%	60.7%	20.7%
<b>Race group</b>								
African	15.0%	6.7%	3.8%	10.2%	2.4%	6.0%	65.9%	14.7%
Coloured	13.0%	4.3%	4.7%	5.0%	4.3%	5.8%	61.9%	24.5%
Indian or Asian	13.5%	5.8%	6.0%	6.7%	4.3%	11.7%	46.1%	41.1%
White	14.7%	4.1%	3.3%	5.7%	.8%	5.8%	28.5%	52.8%
Total	14.7%	6.2%	3.9%	9.1%	2.5%	6.2%	60.6%	20.8%
<b>Age category</b>								

**2008 IEC Voter Participation Survey Report**

18 - 24	17.6%	5.7%	3.7%	11.5%	1.4%	6.4%	64.1%	13.1%
25 - 34	14.5%	6.1%	3.9%	7.8%	2.7%	4.5%	64.6%	17.4%
35 - 44	12.7%	7.9%	3.9%	9.3%	1.9%	7.3%	59.9%	22.4%
45 - 54	15.4%	7.3%	3.8%	8.3%	3.6%	8.3%	59.4%	22.6%
55 - 64	15.3%	4.9%	5.4%	11.0%	3.9%	6.1%	51.6%	29.8%
65 +	9.1%	3.3%	3.1%	4.7%	2.2%	4.3%	50.9%	37.8%
% of Total	14.7%	6.2%	3.9%	9.1%	2.5%	6.2%	60.7%	20.7%