



SOUTH AFRICA



**HSRC**  
Human Sciences  
Research Council

# ELECTION INDICATORS REPORT

# 2021

# KWAZULU NATAL



*Report Prepared for*

**Electoral Commission of South Africa (IEC)  
National Office**

Election House, Riverside Office Park,  
1303 Heuwel Avenue, Centurion

*By*

**Human Sciences Research Council (HSRC)**

Developmental, Capable and Ethical State (DCES)  
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This report is the first in a developed ‘Elections Indicators Report’ series, which is the culmination of a five-year project that builds on the longstanding research partnership between the Commission and the Human Sciences Research Council (HSRC)



**Simon Mamabolo**  
Chief Electoral Officer  
Electoral Commission of South Africa

The Electoral Commission conducts research and supports researchers in the area of electoral democracy and politics. The research products or reports influence the planning and electoral projects continuously. It is therefore that from time to time, we all have a duty to pause and reflect on our work with a view to enhancing what we are doing well and changing course wherever we need to. To this effect, the Electoral Commission of South Africa (IEC) has published an important tool to enable such reflection: The Elections Indicators Report. We believe this report will contribute to the necessary, collective effort of all in our country to deepen and grow our electoral democracy.

This report is the first in a developed ‘Elections Indicators Report’ series, which is the culmination of a five-year project that builds on the longstanding research partnership between the Commission and the Human Sciences Research Council (HSRC). The Commission prides itself on being an evidence-based election management body that places a strong emphasis on high-quality research to inform its operational planning. This new series is a reflection of this commitment.

The project focuses on obtaining an understanding of the views, preferences, evaluative and behavioural

predispositions of the South African voting public on election days, the young and the old: rural and urban with gender sensitivity and spread.

Apart from a national report, nine provincial reports have been prepared to better understand sub-national variation in trends and how these compare to the national picture. This report on KwaZulu Natal contains key indicators which are important guidelines upon which the Commission will base its work in the fulfilment of its constitutional obligation to deliver quality, free and fair elections. The report is useful to political parties and election contestants to influence and direct their campaigns. The report is equally useful for researchers and opinion makers in the political environment.

The four main sources for this report, and for those that will follow in the series, are:

- ***The IEC Voter Participation Surveys.***
- ***The IEC Election Satisfaction Surveys.***
- ***The HSRC South African Social Attitudes Survey (SASAS) series.***
- ***The IEC statistics on voter registration and electoral results.***

This first Elections Indicators Report is produced

soon after the publication of a global report by the Electoral Integrity Project on electoral democracy and electoral integrity, which strongly affirmed the work of the Electoral Commission. According to the Electoral Integrity Global Report 2019-2021 assessment, which provides an update on the quality of elections around the world, South Africa has the 2nd highest electoral integrity in Africa. Election management is regarded as one of the best ways in which electoral integrity can be advanced, and these findings are a powerful tribute to the quality of the work done by the Commission.

The Commission is greatly encouraged by the finding, contained in this Elections Indicators Report, that the Commission continues to be one of the most trusted institutions in South Africa. However, we remain concerned at the overall decline in levels of trust. We note that, when trust in other social and political institutions diminishes, confidence in the Electoral Commission is influenced by how people feel about the performance of those they have elected to political structures and who lead government. If satisfaction with political parties and government declines, institutional trust will follow the downward trend and faith in democratic elections will be undermined.

The Commission is pleased that the focus of the Elections Indicators Report goes beyond the dynamics of the election day. Importantly, it includes a range of measures from the pre-election period that provides a sense of the pre-electoral mood, to views and experiences of registration procedures, the campaign period, and the immediate aftermath following the election day.

South Africans love and are loyal to our country, with many stating that they would rather be citizens of South Africa than of any other nation in the world. What should concern all of us is that, despite this national pride, the number of citizens unhappy with the functioning of democracy exceeds those who are satisfied with our democracy. This dissatisfaction is driven by widespread discontent with government performance. This is reflected particularly in the

findings on the evaluations of the performance of local municipalities. The report shows that South Africans are generally unhappy with, among others, the services offered by municipalities.

It is concerning that many South Africans have concerns about the effectiveness of their vote. The Elections Indicators Report shows that in 2021 less than half of South Africans believe in the power of the vote and that the votes cast on election day makes a difference. Similarly, many South Africans voice concern about the degree to which elected representatives are responsive to their needs. However, 61% of South Africans believe in the duty to vote nationally, and this tendency remains common to most provinces. The Electoral Commission pledges to continue sustained efforts to encourage all eligible voters to join the 26.2-million who are registered on the voters roll.

While we continue to identify further opportunities for improvement, we are pleased to note that voters in this province found the registration process easy and that our voter education campaigns were effective. Voters also had good experiences at voting stations and were generally happy with the quality of services rendered by the Commission's officials. Almost all in the province expressed faith in the arrangements at voting stations to ensure the secrecy of their vote. The vast majority were also happy with the ballot paper used.

These are important foundations on which we will build and strive to improve.

This report contains vital information that is important, not only for the Electoral Commission, but for all in South Africa. Accordingly, the Commission invites South Africans to read the report and to use it, as we will, to guide our efforts to strengthen our democracy.

The Commission expresses its gratitude to the HRSC for an excellent body of work and to South Africans for participating in the surveys.

**Simon Mamabolo**

**Chief Electoral Officer**

**Electoral Commission of South Africa**

# ACKNOWLEDGEMENTS

This report represents the first in a newly developed Election Indicators Report series, which is the culmination of a two-year data curation project. It builds on a longstanding research partnership between the Electoral Commission of South Africa and the Human Sciences Research Council, focusing on understanding the views, preferences, evaluative and behavioural predispositions of the South African adult public as well as the voting public on Election Days.

This study and report were prepared by a Human Sciences Research Council (HSRC) team led by Benjamin Roberts, Jarè Struwig and Steven L. Gordon, and also comprising Samela Mtyingizane, Ngqapheli Mchunu, Thobeka Zondi, Mercy Ngungu and Kombi Sausi.

The work was carried out under the general direction of Narnia Bohler-Muller, the Divisional Executive of the HSRC's Developmental, Capable and Ethical State (DCES) Research Programme.

The team would like to acknowledge the generous support of the managing team at the Electoral Commission of South Africa. Special mention needs to be made of Shameme Manjoo and her successor, Moagisi Sibanda, as well as Dr Thabo Rapoo for their guidance, advice, support and input throughout the study. Electoral Commissioner, Dr Nomsa Masuku, is also to be thanked for her insight. The comments received from various members of the Commission's executive leadership at different stages of the research process are also gratefully acknowledged, in particular Mr Mawethu Mosery.

We would like to express our profound appreciation to the thousands of South Africans who have generously given their time to participate in the Voter Participation Survey and Election Satisfaction Survey series since the late 1990s. The opinions, preferences and experiences that were shared with our interviewing teams has made, and continues to make, and invaluable contribution to electoral planning and management in the country, as well as our understanding of the Electorate and how it is changing over time. The HSRC's provincial supervisors and data collectors were instrumental in ensuring that high quality information was collected.

A debt of gratitude is also due to the HSRC's administrative team, consisting of Busisiwe Mamba, Koshen Govender, Deshanie Reddy and Tanya Shanker, as well as to Keneilwe Dikobe of the Commission, for all their assistance.

**Dr Benjamin Roberts and Jarè Struwig**  
**South African Social Attitudes Survey (SASAS) Coordinators**  
**Human Sciences Research Council**





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**PART**

**A**

**ASSESSING  
ELECTORAL INTEGRITY IN  
SOUTH AFRICA**

# 1. ASSESSING ELECTORAL INTEGRITY IN SOUTH AFRICA

## 1.1 Introducing the report series

Elections in South Africa follow a five-year cycle, with national/provincial elections held together and municipal/local government elections held two years later. The Electoral Commission of South Africa has been involved in all South African elections and have successfully managed six national/provincial elections (1994, 1999, 2004, 2009, 2014 and 2019) and six municipal/local government elections (1995, 2000, 2006, 2011, 2016 and 2021). According to the South African Constitution (Act 108 of 1996) and the Electoral Commission Act (1996), the central roles of the Electoral Commission of South Africa (IEC) is to strengthen constitutional democracy and promote democratic electoral processes in the country. An important element of this mandate is to encourage voter participation. To this end, the Commission places great focus on increasing voter registration and turnout by investing in civic education and outreach programmes to encourage citizens to register and ultimately vote.

Since the late 1990s, the Electoral Commission of South Africa has partnered with the Human Sciences Research Council (HSRC), a statutory research institute, to undertake a programme of electoral research. This focuses on generating survey-based as well as qualitative insight to inform operational planning and outreach. In order to better understand the Electorate and maximise the reach and impact of outreach efforts, the Electoral Commission follows a specific framework of survey-based research on electoral matters. This framework of surveying includes a pre-election survey, the Voter Participation Survey (VPS), and an Election Day survey, the Election Satisfaction Survey (ESS). Both surveys are nationally representative series which have been conducted in a similar format for national and provincial, as well as municipal elections for more than a decade. Additional ad hoc research studies have been conducted, focusing on internal surveying of electoral staff on issues such as gender mainstreaming and the institutional vision, as well as research into ballot paper design, usability and spoiling.

This partnership between the Electoral Commission and the HSRC has generated datasets that relate to

the socio-political dynamics of voter turnout, voter behaviour and voter participation in South Africa. A challenge associated with these longitudinal projects is that voluminous amounts of data are generated, but are often treated as stand-alone projects and not merged to form longitudinal data series that can be used to readily identify trends and emerging patterns, as well as benchmark performance. Another challenge pertains to the risk that the technology used to analyse, manage and store data is at high risk of becoming obsolete over time, rendering existing data unusable.

In order to address these challenges, the Electoral Commission contracted the HSRC to undertake a project entitled: *Trends in Voter Participation and Election Satisfaction in South Africa: Curating, Mining and Analysing Successive Electoral Commission Surveys conducted by the HSRC*. The project entailed locating data from previous rounds of the Voter Participation Survey and Election Satisfaction Survey and analysing them in order to provide a longitudinal perspective of changing electoral attitudes, experiences and behaviour, as well as democratic values in South Africa. A secondary objective of this project is to embark on a data curation exercise in order to preserve the Electoral Commission datasets for future use. This will ensure that these datasets do not become obsolete and will also enable the Commission to grant data access to external researchers or stakeholders.

This report is the output of the first objective and the result of the tracing, combining and of mining Voter Participation Surveys (VPS) as well as Election Satisfaction Surveys (ESS) and analysing the combined datasets in order to give a longitudinal perspective of changing democratic values and behaviour in South Africa. Select indicators are presented in this volume, which represent the first in a planned statistical publication series on electoral indicators. Our hope is to produce a series that will serve as a key reference for those interested in gaining insight into emerging trends on key aspects of electoral performance and voter predispositions.

## 1.2 Conceptual framework

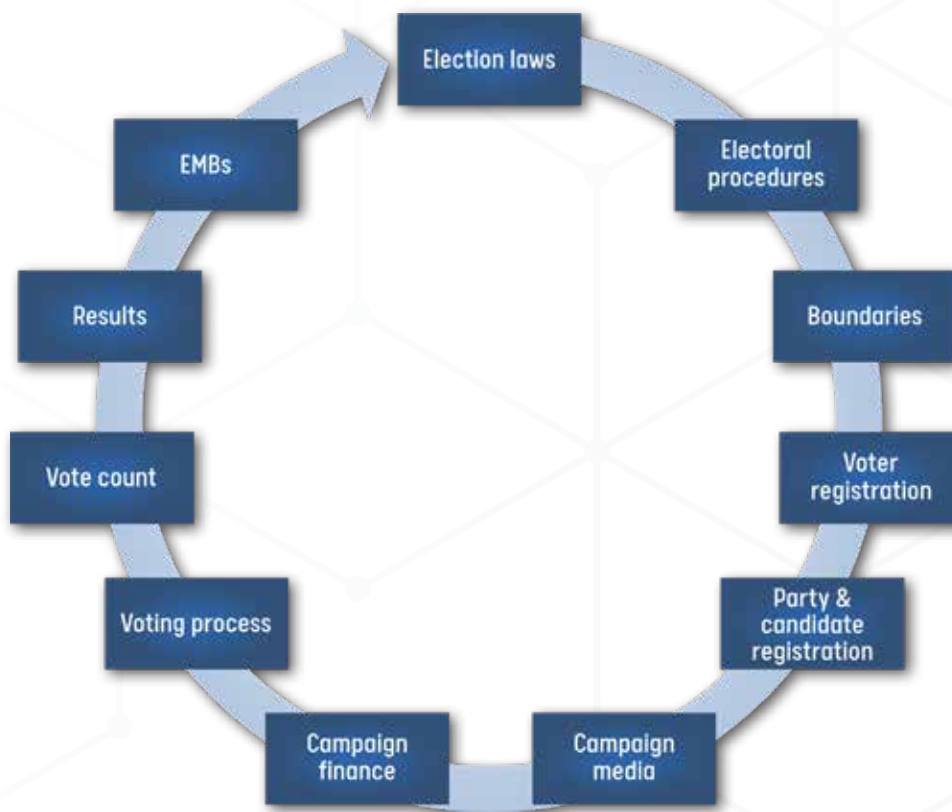
In planning this report series, we drew on three strands of the conceptual literature relating to models of political support, electoral integrity and election management. We briefly outline some of the ideas and components of these models, particularly those that had an influence on the decisions regarding the structure, content and scope of what ultimately appears in the reports.

### Electoral integrity

The last decade has witnessed a rapid growth in interest in the concept of ‘electoral integrity’, and an associated demand for policy-relevant research evaluating different election management structures

and processes – with the aim of measuring and assessing the quality of elections over time (Norris et al., 2013). This priority has emanated, in part, from a range of challenges facing ongoing efforts to deepen and consolidate liberal democracies around the world. This includes claims of democratic ‘deficits’, ‘recession’ and ‘reversals’, a rise in authoritarian populism, instances of electoral malpractice, and declining patterns of electoral participation (LeDuc et al., 2002; Plattner, 2015; Diamond, 2015, 2020; Levitsky & Way, 2015; Foa & Mounk, 2016). This agenda is founded on a recognition that elections serve as the lifeblood of liberal democracy, by promoting policy debate, electing representatives, and determining the composition of legislatures.

Figure 1: The electoral cycle used to guide the Electoral Integrity Project’s Perceptions of Electoral Integrity (PEI) research



Source: Electoral Integrity Project, Perceptions of Electoral Integrity (PEI) (Norris et al. 2014)

Electoral integrity can be understood in different ways. Some have tended to conceptualise it negatively by focusing on problems experienced in specific electoral contests, such as manipulation, fraud and malpractice (Schedler, 2002, 2013; Birch, 2010, 2011). Other accounts have adopted a positive approach to understanding integrity by concentrating more on whether elections are free and fair, credible,

competitive and democratic in character (Elklit & Reynolds, 2005; Munck, 2009; Norris, 2017). The Electoral Integrity Project (EIP, established 2012)<sup>1</sup> has argued for a definitional approach that draws on a positive, human rights framing of electoral integrity, which may be understood as the degree to which any given election meets “international conventions and global norms governing the appropriate conduct

1 More details on the EIP can be found at: <https://www.electoralintegrityproject.com>



of elections, applying universally to all countries worldwide throughout the electoral cycle” (Norris, 2013: 564; 2014, 2017, 2019). Accordingly, election integrity is achieved when electoral procedures meet established norms and standards at each of the different stages in the full election cycle. The latter covers the pre-election period, the campaigning phase, the election day itself, as well as the immediate post-election period.

It is this positive perspective and broader periodisation of the electoral cycle that are of significance for the present report series. The examination of election-related indicators in the South African case extends beyond measures that exclusively focus on the dynamics of election day itself. We also include a range of measures on the pre-election period in particular, to provide a sense of the pre-electoral mood, views and experiences of registration procedures, the campaign period, and the immediate aftermath of the election.

### Election management and popular confidence in the electoral process

Measuring and monitoring levels of public confidence in electoral processes are central to determining the integrity of elections. The legitimacy of the electoral process is widely considered as essential for the establishment, sustainability and consolidation of well-functioning democracies (Goodwin-Gill, 1998; Elklit & Reynolds, 2005). Research has suggested that in country contexts where the bonds of trust have eroded and citizens express doubt that elections are free and fair, the consequence may be diminishing turnout levels among voters and even public protest action as an extreme response to such discontent (Bratton & van de Walle, 1997; Elklit & Reynolds, 2002; Schedler, 2006; Birch, 2008).

This leads us to the salient institutional role of Election Management Bodies (EMBs) in administering elections and promoting voter education (Maphunye, 2019). The quality of elections and the way they are delivered by EMBs are thought to influence confidence in the electoral process and, by extension, processes of democratic consolidation (James et al., 2019). From an organisational perspective, election management is regarded as one of the ways in which electoral integrity can be advanced. This is based on an understanding that the institutional design features of an EMB will indelibly shape electoral performance and outcomes (Figure 2).

Figure 2: Envisaged causal linkages between EMB design, performance and outcomes



Source: James et al. (2019), p.302

Before the turn of the century, many well-established survey infrastructures did not include indicators examining perceptions of the legitimacy and procedural fairness of elections. This has begun to change, with many comparative and national surveys starting to routinely include at least some measures to gauge popular legitimacy. In the South African case, the Electoral Commission has since its inception been concerned about the public voice and evaluations of different aspects of electoral administration. The indicators presented in the report draw from Commissioned survey research by the EMB, and touch on various aspects of public confidence in electoral

processes and assessments of preparations and performance in relation to elections in the country. While measurement tools have been developed in recent years that draw on expert opinion on electoral design, readiness and outcomes, some in conjunction with public opinion research, the focus of our report series is on the voices of the adult public, and voters, more specifically on election day assessments. This does not preclude these views being compared at a later stage with expert opinion using common indicators, but for the present we limit ourselves to better understanding popular confidence in electoral processes.

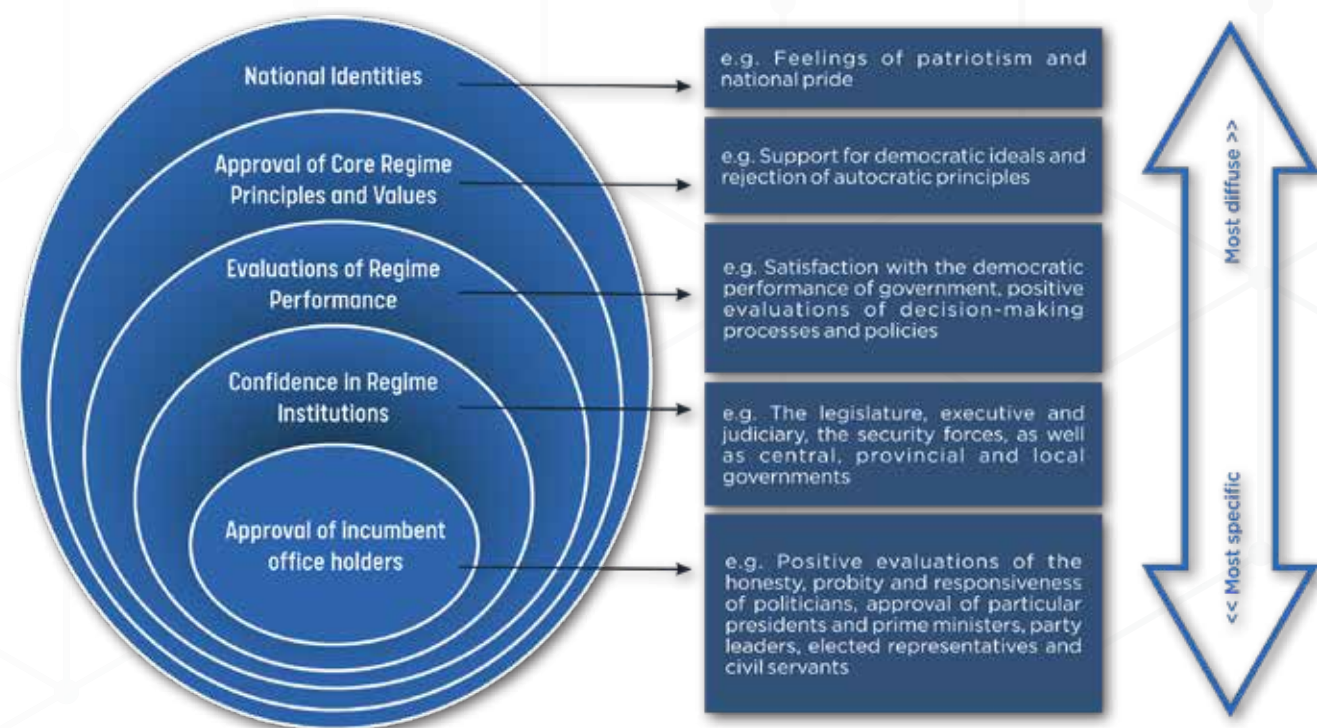
## Political support

To adequately capture political system support and general regime approval among the public, we make use of a conceptual framework developed by Norris (2011) that draws primarily on the work of David Easton (1975). Accordingly, indicators of political support are clustered into a multi-dimensional framework consisting of five components, ranging from the most generalised to the most specific. These components are: (i) national identities; (ii) approval of regime principles and values; (iii) evaluations of regime performance; (iv) confidence in regime institutions; and (v) approval of incumbent office-holders. Figure 3 depicts how these components are structured, moving from the most diffuse towards the most specific.

The first component identified by Norris, namely national identities, represents the most general set of attitudes towards belonging or attachment to the state. Common survey-based measures

and indicators for this dimension include national pride, patriotism and feelings of national identity. The second dimension of support - approval of regime principles and values - addresses support for fundamental democratic principles and values. The third dimension is evaluations of regime performance, and is conceived as the views of citizens towards the democratic performance of the government, as well as assessments of decision-making processes, policies and policy outcomes. Fourthly, confidence in regime institutions refers to trust in public sector institutions. Norris (2011) views the following as public institutions: the government legislature, the executive, the judiciary and courts, the security forces, the different tiers of government (national, provincial, local), and the civil service, in addition to political parties. The press and trade unions can also be included here. The last level of support is the approval of incumbent office-holders, which entails public attitudes towards the president, ministers, party leaders and elected representatives.

Figure 3: Conceptual overview of indicators of political system support



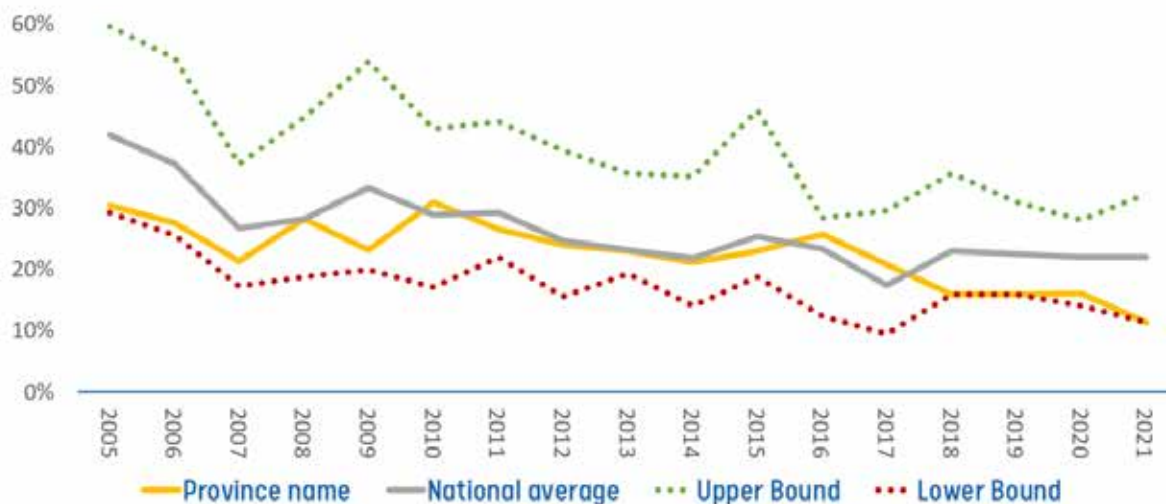
Source: Norris (2011:24) Democratic Deficit: Critical Citizens Revisited

## 1.3 Guide to indicators and their interpretation

The set of electoral indicators that presented in this report have been presented using a particular visual format that requires a brief explanation.

### Trends in province of focus compared to national trends

In the example graph below, the trend line corresponding to the province of focus in the report is highlighted in a bold yellow colour. For comparative purposes, the national average on the indicator is presented in a dark grey colour. This is important for determining whether the province fares better or worse in any given survey year than the average for the country. This allows for quick inferences to be drawn on provincial performance in this specific area of evaluation.



### Determining performance in province of focus relative to other provinces

Displaying the trends of each of the nine provinces as well as the national average over multiple survey years on a single graph would be impractical, since many of the lines would intersect, making it difficult to interpret. However, it is crucially important that we understand how the province of focus fares relative to other provinces, as well as the relative spread in provincial responses to the indicator in question. As such, we have inserted two additional lines in the graph, as follows:

- **Upper bound:** This is the highest provincial value on the measure in the specified survey year. Due to fluctuations in public evaluations, it should be noted that the highest value in each year will not necessarily correspond to the same province over time.
- **Lower bound:** This is the lowest provincial value on the measure in the specified survey year. Again, it is important to note that the lowest value in each year will not necessarily correspond to the same province over time, due

to variations in assessment among the public over time.

### Table of statistics

For those wanting the exact numbers associated with each data point in the graph, we have provided a table of statistics. This displays the provincial average, the national average, and the upper and lower bound figures. In addition, the province's rank position in each survey year is provided, with one indicating that the province has the highest value of all nine provinces, and nine the lowest relative value.

### Data sources

Four principal sources have been used: the IEC Voter Participation Survey (VPS) series, which is representative of citizens aged 16 years and older; the IEC Election Satisfaction Survey (ESS) series, which is a representative sample of the voting public on Election Day; the HSRC South African Social Attitudes Survey (SASAS) series, which is representative of the adult public older than 15 years; and official IEC statistics on registration and electoral results.





**PART**

**B**

**PRE-ELECTION  
PHASE**

## 2. PRE-ELECTION PHASE

### 2.1 Support for the political system

#### 2.1.1 National Pride

##### GOAL

To determine the general sense of belonging or attachment to the nation-state. This relates to general bonds of political support, as expressed through feelings of national pride. It underpins the priority of promoting social cohesion and national identity in the country

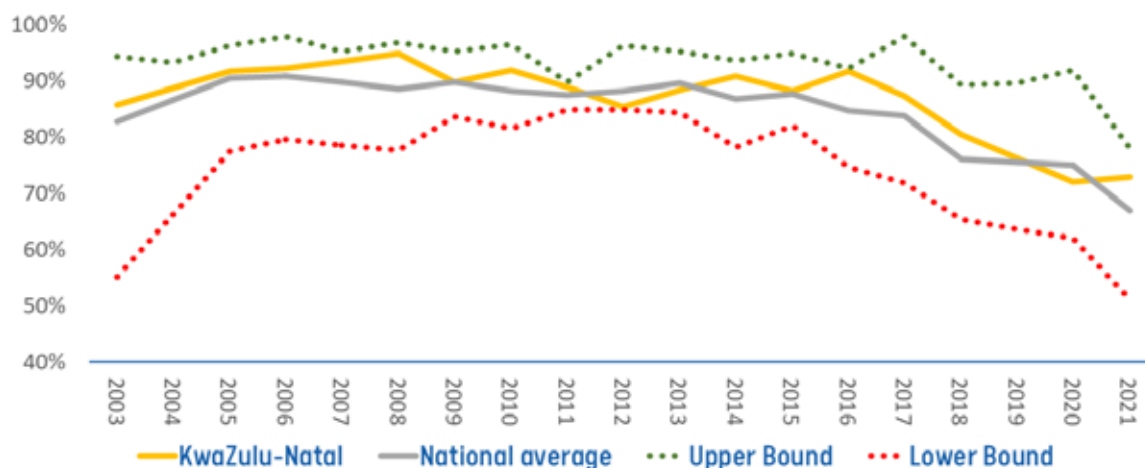
##### QUESTION

How much do you agree or disagree with the following statement? "I would rather be a citizen of South Africa than of any other country in the world." (% agree/strongly agree)

##### ANALYSIS

As is the case nationally, the KwaZulu Natal public is generally loyal to their country and has tended to exhibit relatively high levels of attachment to the state. On average, over the 2003-2021 period, 87% of adults in the province agreed that they would rather be a citizen of the country than any other nation. In line with the national trend, there has been a decline in national pride in KwaZulu Natal in recent years, falling from 92% in 2016 to 72% in 2020, with an almost equivalent level of pride observed in 2021 (73%). The rank position of KwaZulu Natal relative to other provinces has varied over time, from second highest in 2008 to second lowest in 2012. However, over the full period, the province ranked fifth overall, placing it in the middle of the provincial distribution.

**NATIONAL PRIDE: "I would rather be a citizen of South Africa than of any other country in the world", 2003-2021 (% agreeing)**



%	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Average
KwaZulu Natal	86	...	92	92	...	95	90	92	89	85	88	91	88	92	87	80	...	72	73	87
National Avg.	83	...	91	91	...	89	90	88	88	88	90	87	88	85	84	76	...	75	67	84
Upper Bound	94	...	96	98	...	97	95	97	90	96	95	94	95	92	98	89	...	92	78	89
Lower Bound	55	...	77	80	...	78	87	82	85	85	84	78	84	75	72	65	...	62	51	76
Rank (1=high; 9=low)	7	...	5	4	...	2	5	3	4	8	6	4	7	2	5	5	...	6	3	5

Data Source: HSRC South African Social Attitudes Survey (SASAS), 2003-2021

## 2.1.2 Demand for democracy: Support for democratic ideals

### GOAL

Evaluation of the importance of elements of democracy. This provides a sense of the demand for democracy by examining the salience attached to democratic ideals

### QUESTION

For each of six components of democracy, respondents were asked to indicate the extent to which they believed each were important (mean score, 0-10 importance scale, where 0=not important and 10=very important)

...that elections are free and fair?

...that politicians listen to people before making decisions?

...that ruling parties are punished in elections when they have done a bad job?

...that citizens are able to take part in peaceful and legal protest action to express their dissatisfaction?

...that everyone is free to express their political views openly, even if they are extreme?

...that opposition parties are free to criticise the government?

### ANALYSIS

In KwaZulu Natal, the importance attached to the six democratic ideals in 2021 remained relatively high, with average scores ranging between 7.0 and 8.1 on a 0-10 scale. The highest rated ideal was consistently 'free and fair elections' between 2013 and 2018'. However, over the 2013-21 period, there has been a decline in the importance attached to all ideals apart from 'freedom of expression' (ideal 5), with the largest drop evident for 'free and fair elections'. As a result of this, in 2021 'free and fair elections' was ranked the third most important ideal, after 'freedom of expression' and 'electoral accountability'. The observed trends are similar to the national average in terms of relative ranking of ideals and the scale of decline over the five years. Despite the modest decline in importance ratings, the provincial ranking for KwaZulu Natal has increased in all instances between 2013 and 2021, due to larger relative declines in importance ratings in other provinces.

#### DEMAND FOR DEMOCRACY: Importance attached to different democratic values or ideals, 2013-2021, mean scores based on a 0-10 importance scale)

Mean score, 0-10 scale	Ideal 1 Free and Fair Elections				Ideal 2 Elected Listen to the Public				Ideal 3 Electoral Accountability			
	2013	2016	2018	2021	2013	2016	2018	2021	2013	2016	2018	2021
KwaZulu Natal	8.5	8.2	7.4	7.2	8.0	7.6	7.4	7.1	7.7	7.5	7.2	7.3
National Avg.	8.2	8.1	7.2	6.7	7.4	7.5	7.0	6.4	7.4	7.4	6.9	6.4
Upper Bound	8.8	8.7	8.0	7.4	8.7	8.2	7.6	7.4	8.5	8.4	7.5	7.6
Lower Bound	7.3	6.7	5.5	5.6	6.5	5.4	4.5	5.0	6.5	5.5	5.3	5.0
Rank (1=high; 9=low)	5	5	4	2	3	5	3	2	4	4	3	2

Mean score, 0-10 scale	Ideal 4 Participation in Protest				Ideal 5 Freedom of Expression				Ideal 6 Viable Opposition			
	2013	2016	2018	2021	2013	2016	2018	2021	2013	2016	2018	2021
KwaZulu Natal	8.0	7.8	7.3	7.1	7.6	7.9	7.1	8.1	7.7	7.3	7.1	7.0
National Avg.	7.6	7.5	6.9	6.4	7.8	7.6	6.9	7.5	7.0	7.4	6.8	6.4
Upper Bound	8.5	8.2	7.5	7.6	8.8	8.2	7.5	8.4	7.9	8.6	7.6	7.4
Lower Bound	6.7	6.5	5.9	5.1	7.1	6.5	5.6	6.1	6.1	5.6	5.6	5.2
Rank (1=high; 9=low)	4	4	2	2	6	4	3	2	5	5	3	2

Data Source: IEC Voter Participation Survey (VPS) 2013-2021

## 2.1.3 Supply of democracy: Satisfaction with the functioning of democracy

### GOAL

Determine support for the way the country's political system is functioning

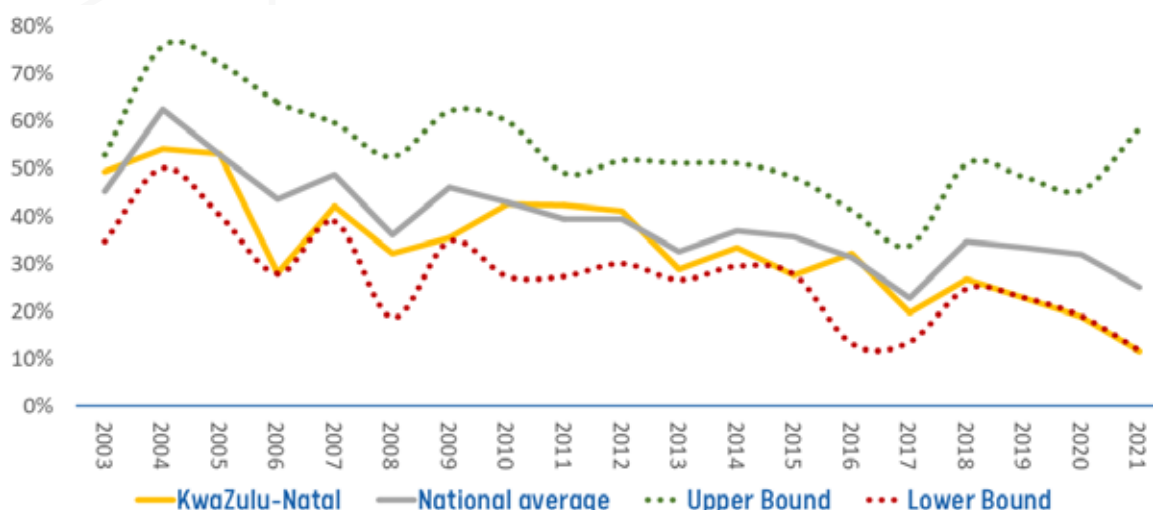
### QUESTION

How satisfied are you with the way democracy is working in South Africa? (% satisfied / very satisfied)

### ANALYSIS

There has been a general decline in satisfaction with the functioning of democracy among KwaZulu Natal residents since 2004, largely mirroring national trends. After a sharp drop in satisfaction in 2006, there was a favourable upswing in the 2008-2012 period, but this development was relatively short-lived and a decline occurred again between 2012 and 2013, followed by a fluctuating tendency between 2013 and 2016. In 2017, satisfaction reached a low point of 20%, though there was a slight recovery by late 2018, when satisfaction rose to 27%. This was followed by a sharp downturn between 2018 and 2021, with the 2021 figure (12%) representing the lowest recorded satisfaction level over the full 2003-2021 period. Satisfaction over the full period has fallen from around 50% in 2003-2005 to barely 10% in 2021. Relative to other provinces, KZN residents tend to be fairly critical of the way democracy is working, ranking in the bottom half for most years during this period, and lowest in 2020 and 2021.

SUPPLY OF DEMOCRACY: Satisfaction with the way democracy is working in South Africa, 2003-21 (%)



%	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Average
KwaZulu Natal	49	54	53	28	42	32	35	42	42	41	29	33	28	32	20	27	...	19	12	34
National Avg.	45	62	53	44	49	36	46	43	39	39	33	37	36	31	23	35	...	32	25	39
Upper Bound	53	76	72	64	60	52	62	60	49	52	51	51	48	41	34	51	...	45	58	51
Lower Bound	35	50	40	28	39	18	35	27	27	30	26	29	28	13	13	25	...	19	12	34
Rank (1=high; 9=low)	4	8	5	9	8	7	8	6	5	5	6	6	9	4	6	8	...	9	9	9

Data Source: HSRC South African Social Attitudes Survey (SASAS), 2003-2021

## 2.1.4 Supply of democracy: Country going in the right direction

### GOAL

Determine support for the country's current direction

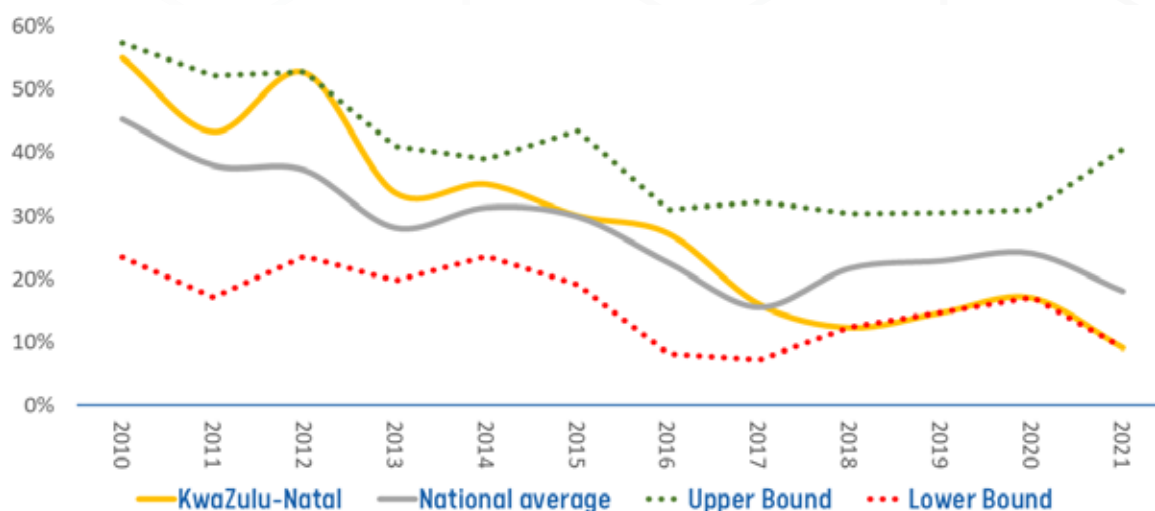
### QUESTION

Generally speaking, do you think that things in this country are going in the right direction or going in the wrong direction? (% right direction)

### ANALYSIS

In late 2010, 55% of KwaZulu Natal adults indicated that the nation was heading in the right direction. Despite fluctuations in this outlook in recent years, there has been a sustained general downward pattern during the decade, reaching an initial low point of 12% by late 2018. Although this trend reflects the national tendency, the province did not display the slight improvement that can be observed countrywide between 2017 and 2018. The 2018 figure for KwaZulu Natal represented the first occasion that the province fell below the national average over the 2010-2018 period. The average provincial ranking across this period was fourth, but this fell to ninth in 2018, suggesting that KwaZulu Natal residents remained circumspect while other provinces showed signs of change. Although there was an upward tendency between 2018 and 2020, the province continued to be the bottom ranked. In 2021, the share believing the country was heading in the right direction fell to a new low of 9%. This highly critical view in KwaZulu Natal will need to be closely monitored.

COUNTRY GOING IN RIGHT DIRECTION: Percentage who believe the country is going in the right direction, 2010-2021 (%)



%	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Average
KwaZulu Natal	55	43	53	34	35	30	27	16	12	...	17	9	29
National Avg.	45	38	37	28	31	30	23	15	22	...	24	18	28
Upper Bound	57	52	53	41	39	43	31	32	30	...	31	41	37
Lower Bound	24	17	24	20	24	19	8	7	12	...	17	9	22
Rank (1=high; 9=low)	2	4	1	3	4	5	4	4	9	...	9	9	4

Data Source: HSRC South African Social Attitudes Survey (SASAS), 2010-2021



## 2.1.5 Supply of democracy: Evaluation of performance against democratic ideals

### GOAL

Evaluation of elements of democracy. This provides a sense of perceived effectiveness in relation to the progressive realisation of democratic ideals

### QUESTION

For each of the six components of democracy, respondents were asked to indicate the extent to which they believed each applied to South Africa today (mean score, 0-10 applicability scale, where 0=does not apply at all; 10=applies completely)

...Elections in South Africa are free and fair.

...Politicians in South Africa listen to people before making decisions.

...Ruling parties in South Africa are punished in elections when they have done a bad job.

...Citizens in South Africa are able to take part in peaceful and legal protest action to express their dissatisfaction.

...In South Africa, everyone is free to express their political views openly, even if they are extreme.

...Opposition parties in South Africa are free to criticise the government.

### ANALYSIS

In KwaZulu Natal, the evaluation of the six dimensions of democracy varied, with average scores ranging between 3.2 and 7.2 on a 0-10 scale. On average, 'free and fair elections', received the most favourable rating, followed by the belief that our democracy offers 'viable opposition', 'freedom of expression' and allows 'participation in protest'. Residents in the province were less convinced that the 'elected listen to the public' or that there is 'electoral accountability'. Over the 2013-18 period, evaluations of the supply of 'the elected listen to public', 'electoral accountability', and 'participation in protest' improved, followed by a drop in 2021. In the cases of 'freedom of expression' and 'viable opposition', the decrease began in 2018 and continued into 2021. Only for 'free and fair elections' is a consistent year-on-year drop evident. In terms of provincial ranking, KwaZulu Natal generally ranked in the bottom half in 2013. Its position significantly improved between 2013 and 2018, but dramatically worsened for all except 'viable opposition' and 'freedom of expression' in 2021.

#### SUPPLY OF DEMOCRACY: Evaluations of different democratic values or ideals, 2013-2021 (mean scores based on a 0-10 scale)

	Ideal 1 Free and Fair Elections				Ideal 2 Elected Listen to the Public				Ideal 3 Electoral Accountability			
	2013	2016	2018	2021	2013	2016	2018	2021	2013	2016	2018	2021
Mean score, 0-10 scale												
KwaZulu Natal	7.2	6.9	6.3	5.1	3.9	4.6	4.8	3.2	4.0	4.7	5.0	3.6
National Avg.	7.3	7.3	6.6	5.7	4.6	4.5	4.2	4.0	4.4	4.5	4.5	4.0
Upper Bound	7.8	8.0	7.2	6.7	5.3	5.2	5.2	4.8	5.5	5.2	5.3	5.0
Lower Bound	6.2	6.5	5.1	5.1	3.4	4.1	2.8	3.2	3.4	3.7	3.3	3.5
Rank (1=high; 9=low)	5	8	6	9	6	4	3	9	7	5	3	8
	Ideal 4 Participation in Protest				Ideal 5 Freedom of Expression				Ideal 6 Viable Opposition			
	2013	2016	2018	2021	2013	2016	2018	2021	2013	2016	2018	2021
Mean score, 0-10 scale												
KwaZulu Natal	5.6	6.3	6.3	5.6	5.7	6.6	6.2	5.4	5.8	6.6	6.4	6.2
National Avg.	6.1	6.4	6.0	5.8	6.2	6.6	6.1	5.7	6.3	6.8	6.5	6.1
Upper Bound	6.8	7.3	6.5	6.5	6.7	7.7	6.6	6.6	6.8	7.8	6.9	6.9
Lower Bound	5.2	5.2	4.6	4.9	5.5	5.6	5.0	5.3	5.8	5.6	5.9	4.8
Rank (1=high; 9=low)	7	5	4	6	8	6	6	6	9	7	5	4

Data Source: IEC Voter Participation Survey (VPS) 2013-2021

## 2.1.6 Satisfaction with municipal performance

### GOAL

Determine levels of satisfaction with municipal performance

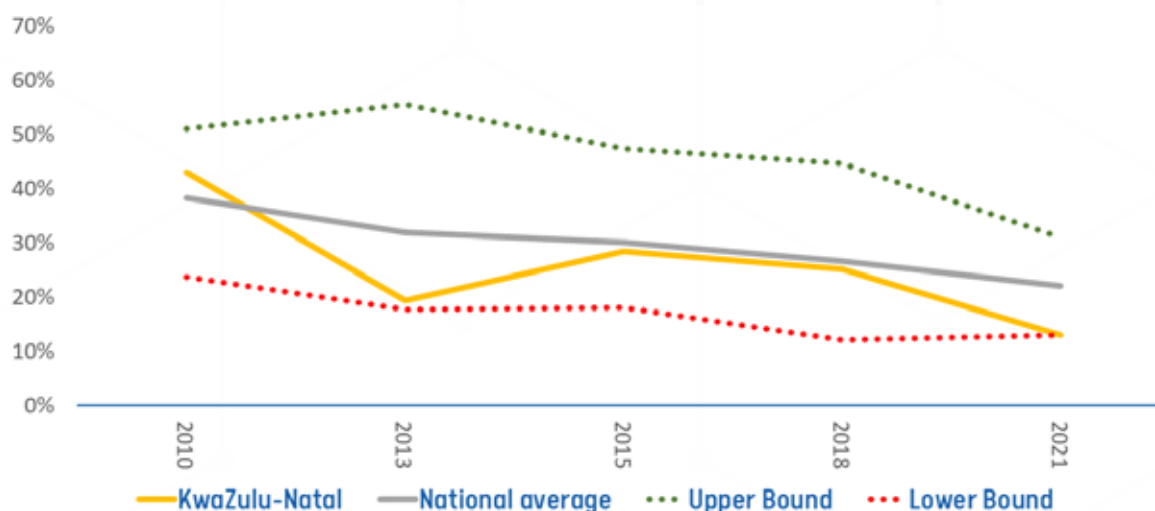
### QUESTION

How satisfied or dissatisfied are you with the way your municipality is performing its job at present? (% satisfied / very satisfied)

### ANALYSIS

The KwaZulu Natal public has tended to display general discontent with the performance of municipalities in the province. The share that was satisfied with municipal functioning was low in the survey years and averaged 26% for the 2010-2021 period, slightly below the national average of 30%. The share that was satisfied with municipal functioning in the province fell from 43% in 2010 to 19% in 2013. While this recovered to 28% by 2015, there was again an observable downturn in the satisfaction of citizens in subsequent survey years, declining modestly to 25% in 2018, followed by a sharp drop to 13% in 2021. Apart from 2013 and 2021, the KwaZulu Natal figures approximate the South African national average in municipal evaluations. In 2013, KwaZulu Natal residents were more critical than over of municipal performance, and this was again the case in 2021. Compared to other provinces, the rank position of KwaZulu Natal was in the top 3 or 4 provinces, with the exception of 2013 and 2021, when it ranked eighth and ninth respectively. Generally, municipal satisfaction is relatively low across all provinces, with a maximum value of 31% in 2021 and 43% across all four survey rounds. The particularly critical view on municipal performance among the KwaZulu Natal public in 2021 again confirms the growing political disillusionment evident in the province and may prove to be a key factor for turnout in future elections if the picture remains unchanged.

#### MUNICIPAL SATISFACTION: Satisfaction with the municipal performance, 2010-2021 (%)



%	2010	2013	2015	2018	2021	Average
KwaZulu Natal	43	19	28	25	13	26
National Avg.	38	32	30	27	22	30
Upper Bound	51	56	47	45	31	43
Lower Bound	24	18	18	12	13	19
Rank (1=high; 9=low)	3	8	3	4	9	6

Data Source: IEC Voter Participation Survey (VPS) 2010-2021



## 2.2. Public trust in political and social institutions

### 2.2.1. Trust in the Electoral Commission

#### GOAL

Public confidence in the Electoral Commission

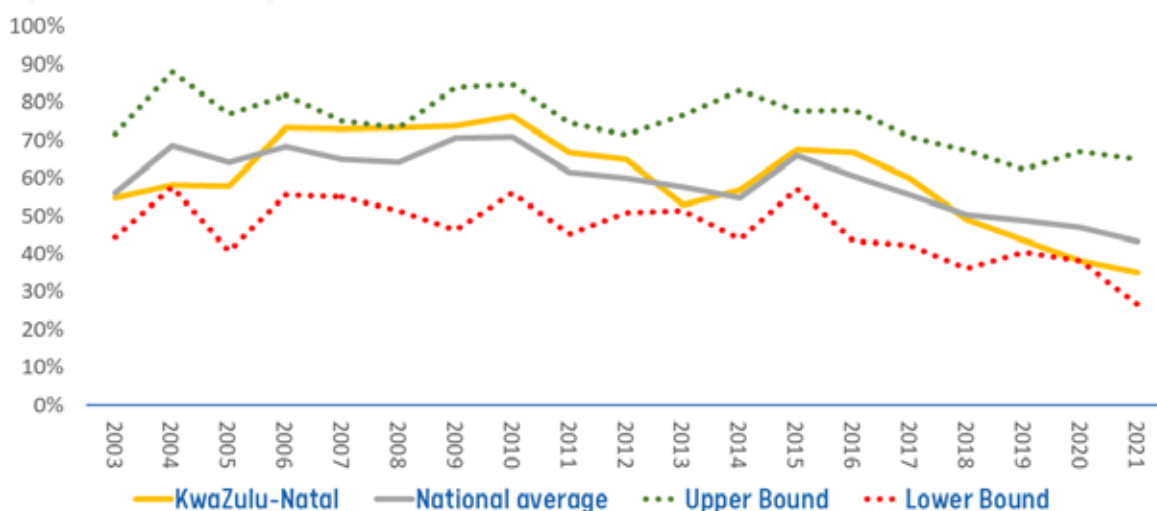
#### QUESTION

To what extent do you trust or distrust the Electoral Commission? (% trust / strongly trust)

#### ANALYSIS

In late 2021, about a third (35%) of the KwaZulu Natal public expressed trust in the Electoral Commission. This is the lowest recorded level of trust in the Commission in the province over the 2003-2021 period. After a period of relatively high trust between 2006 and 2010 (73-76%), a significant decline was observed between 2010 and 2013. Although this recovered somewhat between 2013-2016, it was followed by another substantial drop over the 2016-2021 period. In many respects, the provincial pattern mirrors the national trend over time, with higher-than-average trust levels between 2006-2012 and 2016-2017. Compared to other provinces, KwaZulu Natal ranked fourth on aggregate in terms of trust in the Commission across the full period, and has been in the top four in 11 of the 17 years examined. As with trust in other social and political institutions, trust in the Commission is influenced by general views on democratic performance. If satisfaction with democracy declines, so too does institutional trust. Despite diminishing trust in the Commission in recent years, it remains one of the most trusted political institutions in the province.

**CONFIDENCE IN THE COMMISSION: Proportion of the public who trust or strongly trust the Electoral Commission, 2003-2021 (%)**



%	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Average
KwaZulu Natal	55	58	58	73	73	73	74	76	67	65	53	57	68	67	60	49	...	38	35	61
National Avg.	56	69	64	68	65	64	71	71	61	60	58	55	66	60	55	50	...	47	43	60
Upper Bound	72	88	77	82	80	70	84	82	75	69	77	62	76	67	71	67	...	67	65	72
Lower Bound	44	58	41	55	53	51	46	56	45	51	51	44	57	45	51	36	...	38	27	54
Rank (1-high; 9-low)	5	8	7	4	3	1	4	3	4	3	8	4	4	2	3	5	...	9	7	4

Data Source: HSRC South African Social Attitudes Survey (SASAS), 2003-2021

## 2.2.2 Trust in National Government

### GOAL

Public confidence in National Government

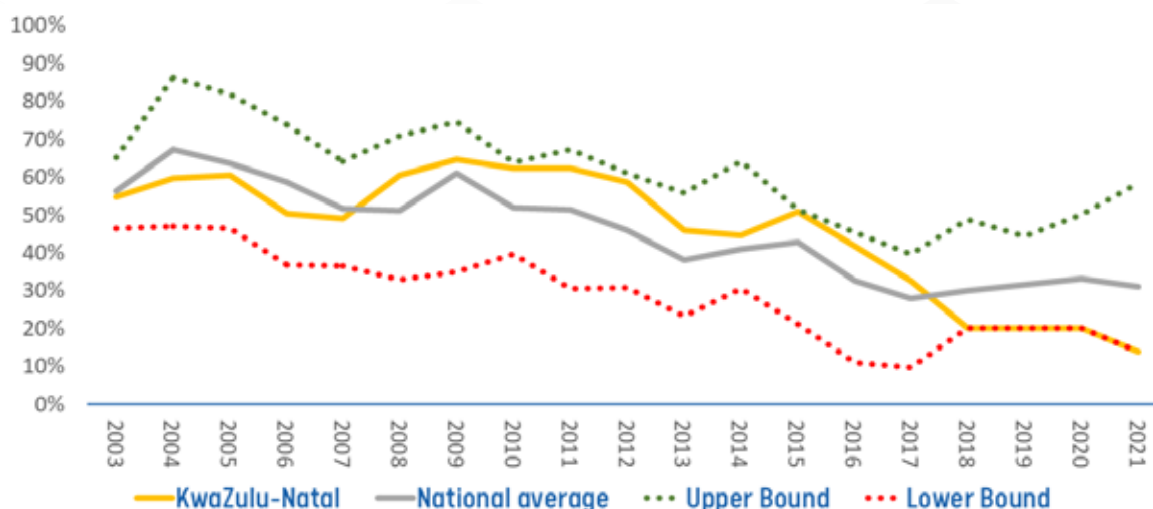
### QUESTION

To what extent do you trust or distrust National Government? (% trust / strongly trust)

### ANALYSIS

Between 2003 and 2007, KwaZulu Natal residents were less trusting of national government than average. This was followed by a more positive period that lasted from 2007 to 2012, with a peak of 65% in 2009 after the election of Jacob Zuma as President. There has been a steady weakening of trust in national government since 2012, broken only by a short-lived improvement in 2014-2015. A low-point was reached in 2021, when only 14% voiced trust. This represented a decline of more than 50 percentage points since 2009. While the province ranked sixth on average across the 2003-2021 period, it was placed in the top half between 2010 and 2017. The sharp fall in trust between 2017 and 2021 saw the province's rank fall from second highest to lowest.

**CONFIDENCE IN NATIONAL GOVERNMENT: Proportion of the public who trust or strongly trust National Government, 2003-2021 (%)**



%	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Average
KwaZulu Natal	55	60	60	50	49	60	65	62	62	59	46	45	51	42	33	20	...	20	14	46
National Avg.	56	67	64	59	52	51	61	52	51	46	38	41	43	32	28	30	...	33	31	46
Upper Bound	65	86	82	74	64	71	73	64	67	61	56	64	51	45	40	49	...	50	58	56
Lower Bound	46	47	46	37	37	33	35	40	30	31	23	30	21	11	10	20	...	20	14	32
Rank (1=high; 9=low)	7	7	6	8	7	3	5	2	3	2	4	4	2	2	2	9	...	9	9	6

Data Source: HSRC South African Social Attitudes Survey (SASAS), 2003-2021

## 2.2.3 Trust in Provincial Government

### GOAL

Public confidence in provincial government

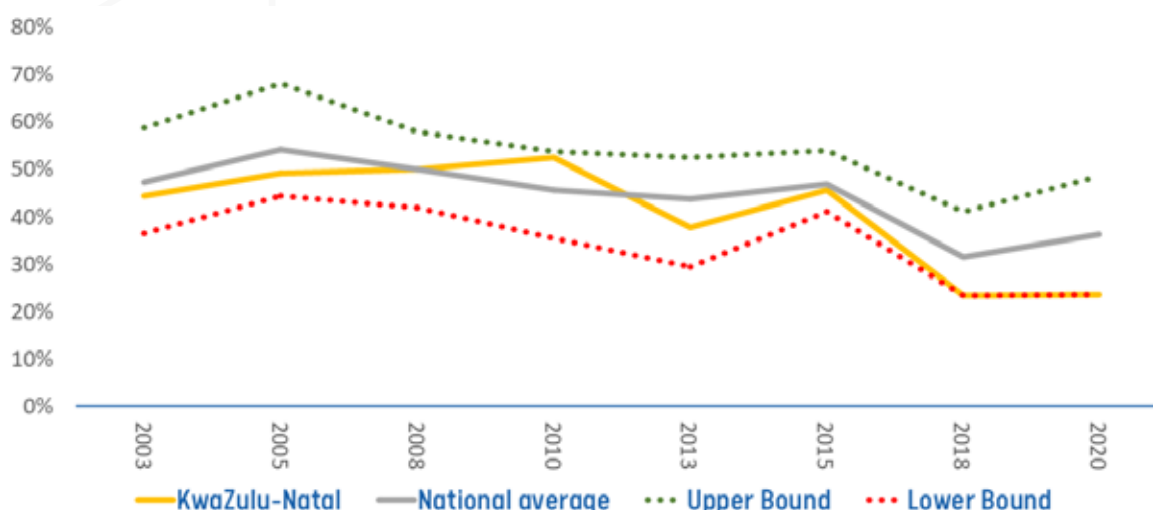
### QUESTION

To what extent do you trust or distrust provincial government? (% trust / strongly trust)

### ANALYSIS

In most SASAS rounds, KwaZulu Natal residents were fairly unhappy with the performance of their provincial government, averaging 41% across the 2003-2021 period. Confidence in this sphere of government was relatively steady over the 2003-2010 period and displayed a modest upward tendency. Between 2010 and 2013, there was a distinct drop in trust in the province, followed by an upswing between 2013 and 2015. Nonetheless, as with trust in national government, confidence fell appreciably between 2015 and 2018 (from 43% to 23%). The 2018 figure was the lowest point of confidence in provincial government, climbing marginally to 24% in 2020. For most of the period under assessment, KwaZulu Natal residents were less trusting than the national average. Trust in provincial government in KwaZulu Natal ranked eighth on average, and the province was in the bottom three in all years of observation apart from 2008 and 2010. In 2020, confidence in provincial government was lowest in KwaZulu Natal.

**CONFIDENCE IN PROVINCIAL GOVERNMENT: Proportion of the public who trust or strongly trust provincial government, 2003-2021 (%)**



%	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Average
KwaZulu Natal	44	...	49	...	...	50	...	52	...	...	38	...	46	...	...	23	...	24	...	41
National Avg.	47	...	54	...	...	50	...	46	...	...	44	...	47	...	...	31	...	36	...	44
Upper Bound	59	...	68	...	...	58	...	54	...	...	53	...	54	...	...	41	...	49	...	51
Lower Bound	37	...	44	...	...	42	...	36	...	...	29	...	41	...	...	23	...	24	...	37
Rank (1=high; 9=low)	8	...	7	...	...	3	...	2	...	...	7	...	7	...	...	9	...	9	...	8

Data Source: HSRC South African Social Attitudes Survey (SASAS), 2003-2021

## 2.2.4 Trust in Local Government

### GOAL

Public confidence in local government

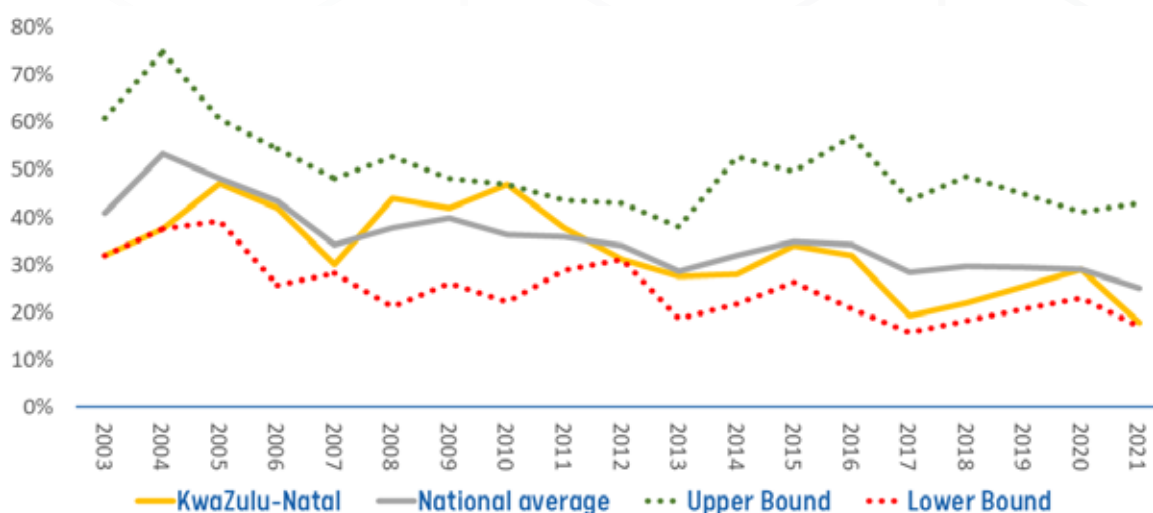
### QUESTION

To what extent do you trust or distrust local government? (% trust / strongly trust)

### ANALYSIS

Trust in local government is below that of other spheres of government, averaging 33% across the 2003-2021 period in KwaZulu Natal. A decline in trust in local government occurred in KwaZulu Natal between 2010 and 2021. During the decade, the level of confidence fell by 29 percentage points. For the bulk of the period under consideration, KwaZulu Natal residents were only moderately different from the national average in terms of trust. In 2003 and 2004, trust in KwaZulu Natal was the lowest of all provinces, but improved over the 2008-2010 period. The variance between KwaZulu Natal and the country average widened again in 2017. Confidence in local government plummeted to 19% before rebounding to 29% in 2020 and then falling again to 18% in 2021. The provincial ranking of KwaZulu Natal was sixth on average over the full period, the only years where this placement moved into the top five was 2008-2011, 2015, 2016 and 2020.

**CONFIDENCE IN LOCAL GOVERNMENT: Proportion of the public who trust or strongly trust local government, 2003-2021 (%)**



%	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Average
KwaZulu Natal	32	37	47	42	30	44	42	47	38	31	28	28	34	32	19	22	...	29	18	33
National Avg.	41	53	48	43	34	38	40	36	36	34	29	32	35	34	28	30	...	29	25	36
Upper Bound	61	75	61	55	48	53	48	47	44	43	38	53	50	57	44	49	...	41	43	44
Lower Bound	32	37	39	26	28	21	26	22	29	31	19	22	26	21	18	18	...	23	17	30
Rank (1-high; 9-low)	9	9	6	7	8	3	4	1	5	9	6	6	3	4	7	7	...	2	8	6

Data Source: HSRC South African Social Attitudes Survey (SASAS), 2003-2021

## 2.2.5 Trust in Parliament

### GOAL

Public confidence in parliament

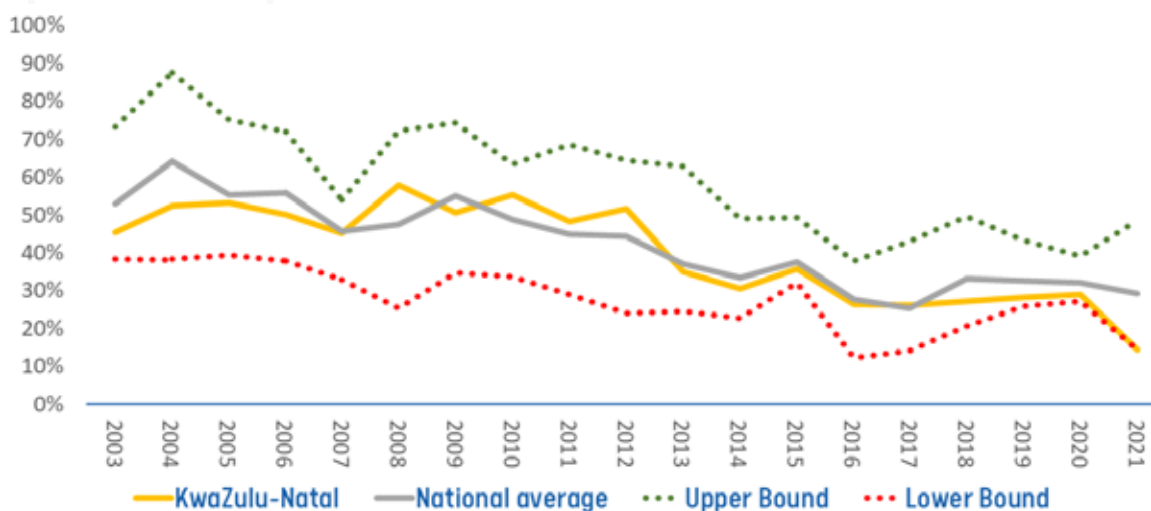
### QUESTION

To what extent do you trust or distrust parliament? (% trust / strongly trust)

### ANALYSIS

The data for KwaZulu Natal reveal that trust in Parliament remained fairly stable over the 2003-2007 period. After an upswing in 2008, trust in this institution steadily deteriorated. Over the decade between 2008 and 2021, the level of confidence in national parliament dropped by 44 percentage points, reaching a low-point of 14% in 2021. For the most part, the pattern in KwaZulu Natal mirrors the national decline that has occurred in trust in Parliament during the 2010s. In terms of provincial differences in trust levels, KwaZulu Natal was ranked as seventh out of the nine provinces on average across the 2003-2021 period, with an average of 40% trust in Parliament. Between 2003 and 2007, KwaZulu Natal was consistently ranked among the provinces with the lowest trust levels. Over the decade that followed, the provincial ranking alternated between being in the top half and bottom half of the distribution. Of particular note is the change between 2017 and 2018, where a lack of upswing in trust compared with other provinces resulted in the provincial ranking falling from fourth to seventh. In 2021, the provincial ranking slipped further, and KwaZulu Natal recorded the lowest level of trust in Parliament.

**CONFIDENCE IN PARLIAMENT: Proportion of the public who trust or strongly trust parliament, 2003-2021 (%)**



%	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Average
KwaZulu Natal	45	52	53	50	45	58	51	55	48	52	35	31	36	26	26	27	...	29	14	40
National Avg.	53	64	55	56	46	48	55	49	45	44	37	33	38	28	25	33	...	32	29	42
Upper Bound	73	88	75	72	54	72	74	59	68	64	63	49	49	38	43	49	...	39	49	54
Lower Bound	38	38	39	38	33	39	35	34	29	24	24	23	32	12	14	21	...	27	14	30
Rank (1=high; 9=low)	8	8	6	8	7	2	6	3	5	4	7	5	5	6	4	7	...	7	9	7

Data Source: HSRC South African Social Attitudes Survey (SASAS), 2003-2021

## 2.2.6 Trust in Courts

### GOAL

Public confidence in the courts

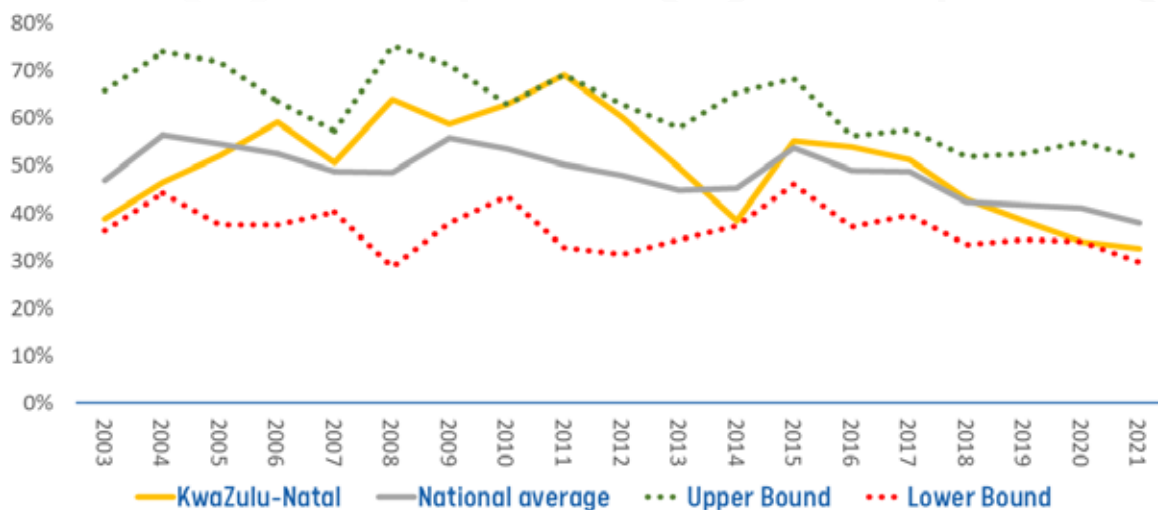
### QUESTION

To what extent do you trust or distrust the courts? (% trust / strongly trust)

### ANALYSIS

Over the 2003-2021 period, trust in the courts varied substantially in KwaZulu Natal. In 2003, a mere 39% of KwaZulu Natal residents trusted the courts and the province ranked eighth, implying lower than average trust. From 2003 to 2011, there was a general increase in trust, improving by 30 percentage points from 39% in 2003 to 69% in 2011. This trend was however reversed after 2011 and trust fell by 31 percentage points to a new low of 38% in 2014. Between 2014 and 2015 trust increased again to 55%, after which it decreased again. There was a steady decline in trust from 2015 to 2017, followed by a sharp drop between 2017 and 2021. Over this period, trust fell from 51% in 2017 to 33% in 2021. From 2014, the discrepancy between the KwaZulu Natal provincial and national averages were not as large as it was prior to this period. Between 2020 and 2021, KwaZulu Natal was ranked among the provinces with the lowest trust levels but featured in the top half in the remaining years. Overall, the provincial ranking of KwaZulu Natal was third over the full period.

**CONFIDENCE IN COURTS: Proportion of the public who trust or strongly trust the courts, 2003-2021 (%)**



%	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Average
KwaZulu Natal	39	46	52	59	51	64	59	63	69	60	50	38	55	54	51	43	...	34	33	50
National Avg.	47	56	55	52	49	49	56	54	50	48	45	45	54	49	49	42	...	41	38	48
Upper Bound	66	74	72	59	57	75	71	63	69	63	58	66	68	56	58	52	...	55	52	57
Lower Bound	36	44	38	37	40	29	38	47	33	31	34	37	46	37	40	33	...	34	30	43
Rank (1=high; 9=low)	8	8	5	3	3	2	4	1	1	2	5	8	3	2	4	3	...	8	7	3

Data Source: HSRC South African Social Attitudes Survey (SASAS), 2003-2021



## 2.2.7 Trust in Political Parties

### GOAL

Public confidence in political parties

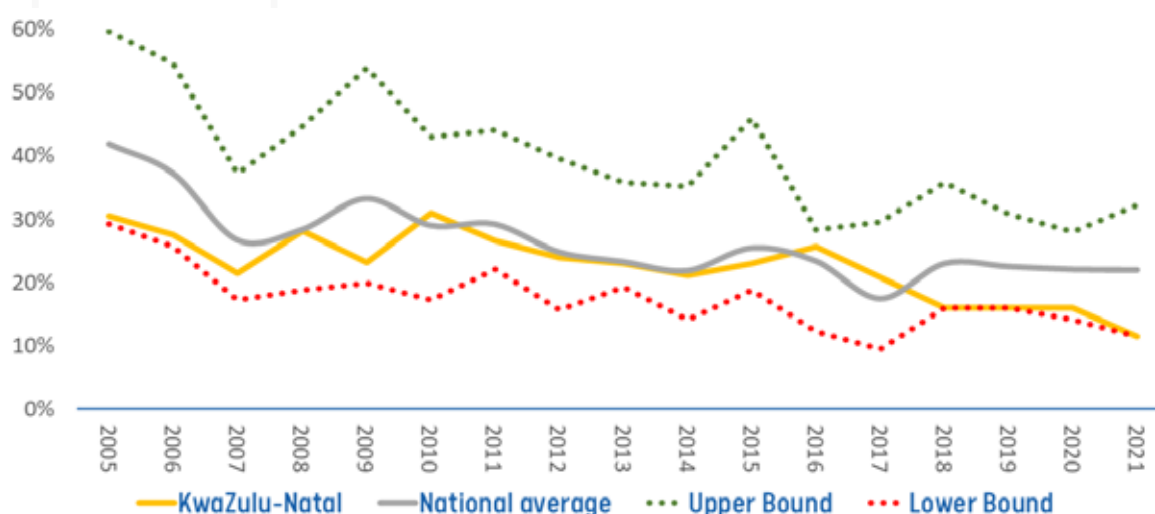
### QUESTION

To what extent do you trust or distrust political parties? (% trust / strongly trust)

### ANALYSIS

The data for KwaZulu Natal reveal that trust in political parties have remained low over the period, averaging 23% across the 2003-2021 period. Between 2005 and 2007, a distinct downswing in trust occurred. Confidence in political parties displayed a more fluctuating in the late 2000s, with a slight upward tendency, reaching a high of 31% in 2010. This was followed by a steady and general decline in trust until 2014. The 2014 to 2016 period was characterised by a modest increase, but a slump in trust occurred between 2016 and 2018, falling from 26% to 16%. The 2018 figure represents the first instance during the period of observation that trust in political parties in KwaZulu Natal fell below the 20% threshold. Confidence was not regained in the 2018 to 2021 period, remained virtually unchanged in 2020 (22%), and falling to 11% in 2021, the lowest figure observed to date. For most of the 2005-2021 period, KwaZulu Natal residents were less trusting than the national average. Comparatively, KwaZulu Natal ranked seventh on average and the province was in the bottom half in all years apart from 2010, 2013, 2016 and 2017. Of note is the change after 2017, where a lack of upswing in trust relative to other provinces resulted in the ranking for KwaZulu Natal falling from second in 2017 to ninth in both 2018 and 2021.

**CONFIDENCE IN POLITICAL PARTIES: Proportion of the public who trust or strongly trust political parties, 2005-2021 (%)**



%	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Average
KwaZulu Natal	30	28	21	28	23	31	27	24	23	21	23	26	21	16	...	16	11	23
National Avg.	42	37	27	28	33	29	29	25	23	22	25	23	17	23	...	22	22	27
Upper Bound	60	52	37	45	54	43	44	39	36	35	46	28	30	36	...	28	32	37
Lower Bound	29	26	17	19	20	17	22	16	19	14	13	15	9	16	...	14	11	21
Rank (1=high; 9=low)	8	8	8	5	6	4	7	6	3	5	6	3	2	9	...	8	9	7

Data Source: HSRC South African Social Attitudes Survey (SASAS), 2005-2021



## 2.2.8 Trust in Traditional Authorities/Leaders

### GOAL

Public confidence in traditional authorities/leaders

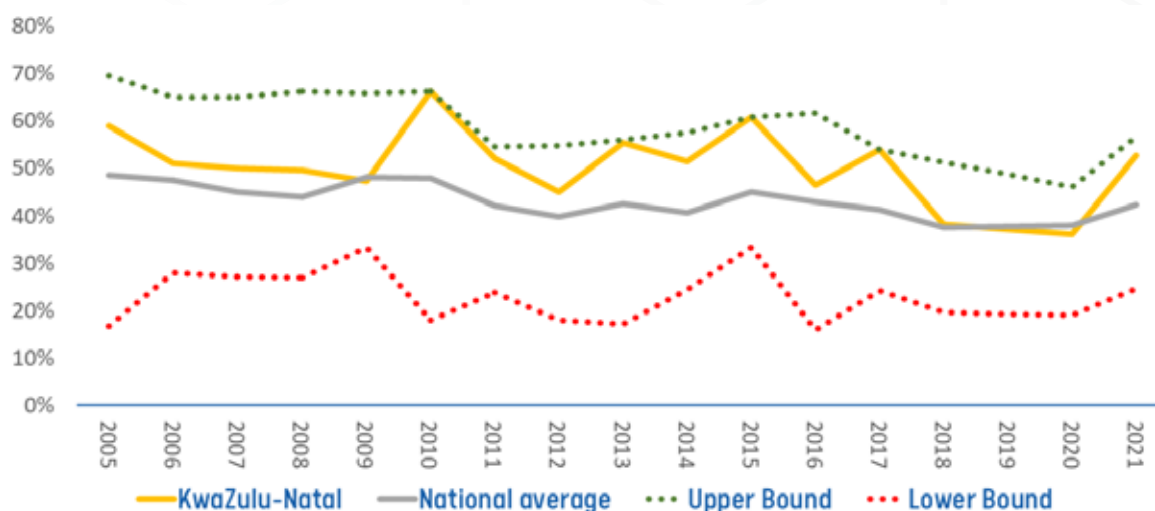
### QUESTION

To what extent do you trust or distrust traditional authorities/leaders? (% trust / strongly trust)

### ANALYSIS

From the data for KwaZulu Natal, it is evident that faith in traditional authorities was relatively high and stable during the 2005-2009 period. Between 2009 and 2010, trust in traditional authorities/leaders rose substantially from 47% to 66%. Over the next seven years, public confidence in traditional authorities in the province has remained fairly stable, fluctuating above the national average in a range between 47% and 61%. There was a modest decline in trust between 2017 and 2020, reducing from 47% to 36%. This was followed by a recovery to 53% in 2021. For most of the period under assessment, KwaZulu Natal residents were far more trusting of traditional authorities/leader than the national average. In term of provincial ranking, KwaZulu Natal ranked second on average and only ranked in the bottom half during 2020. From the results it is clear that residents from KwaZulu Natal still place high trust in traditional authorities/leaders.

**CONFIDENCE IN TRADITIONAL AUTHORITIES/LEADERS: Proportion of the public who trust or strongly trust traditional authorities/leaders, 2005-2021 (%)**



%	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Average
KwaZulu Natal	59	51	50	50	47	66	52	45	55	51	61	47	54	38	...	36	53	50
National Avg.	49	48	45	44	48	48	42	40	42	41	45	43	41	38	...	38	42	43
Upper Bound	70	65	65	66	66	66	55	55	56	57	61	62	54	51	...	46	57	55
Lower Bound	17	28	27	27	33	18	24	18	17	24	33	16	24	20	...	19	25	27
Rank (1-high; 9-low)	3	3	2	3	4	1	3	3	2	3	1	3	1	4	...	5	2	2

Data Source: HSRC South African Social Attitudes Survey (SASAS), 2005-2021

## 2.2.9 Confidence in Political Leaders

### GOAL

Determine support for the country's political leadership

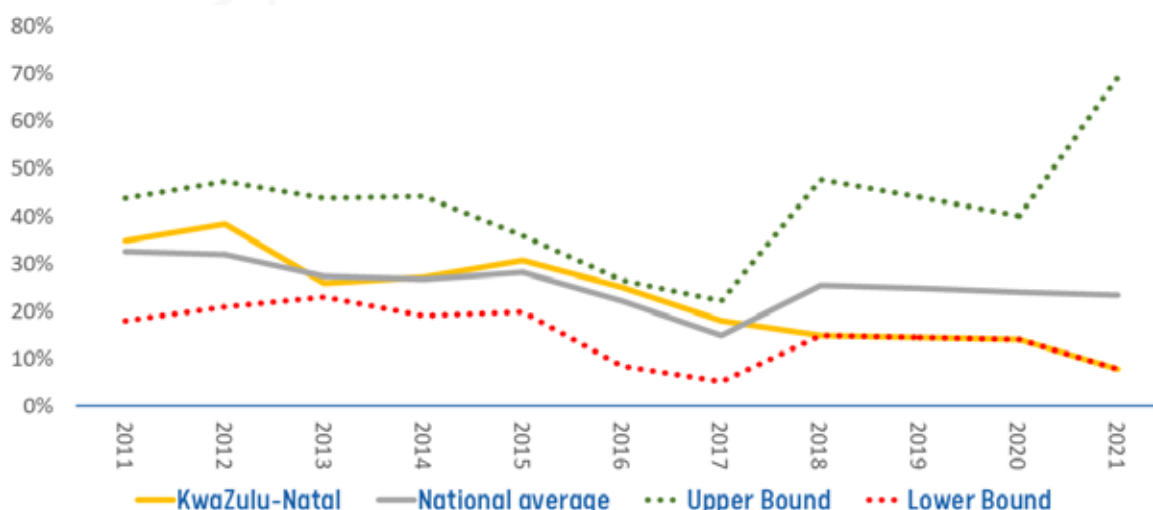
### QUESTION

How satisfied or dissatisfied are you with the current political leaders in South Africa? (% satisfied / very satisfied)

### ANALYSIS

Examining evaluations of political leadership over the decade between 2011 and 2021, the KwaZulu Natal public was generally critical, with 23% expressing satisfaction on average. In 2011-2012, slightly more than a third voiced confidence in political leaders. After a drop from 38% in 2012 to 26% in 2013, the 2013-2015 period was relatively stable. However, we observe a progressive decline in public confidence in political leadership in the country between 2015 and 2021. A 23 percentage point decline in trust occurred over these years, falling from 31% in 2015 to a mere 8% in 2021. This demonstrates a general sense of discontent in the political status quo observed throughout this section of the report. KwaZulu Natal was ranked the least trusting of the nine provinces in 2018 and 2021, and eighth in 2020.

**CONFIDENCE IN POLITICAL LEADERS: Proportion of the public who are satisfied or very satisfied with political leaders, 2011-2021 (%)**



%	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Average
KwaZulu Natal	35	38	26	27	31	25	18	15	...	14	8	23
National Avg.	33	32	27	27	28	22	15	25	...	24	23	26
Upper Bound	44	47	44	44	36	26	22	48	...	40	69	39
Lower Bound	18	21	23	19	20	8	5	15	...	14	8	20
Rank (1=high; 9=low)	6	3	5	5	4	4	3	9	...	8	9	6

Data Source: HSRC South African Social Attitudes Survey (SASAS), 2011-2021

## 2.2.10 Trust in Religious Institutions

### GOAL

Public confidence in religious institutions

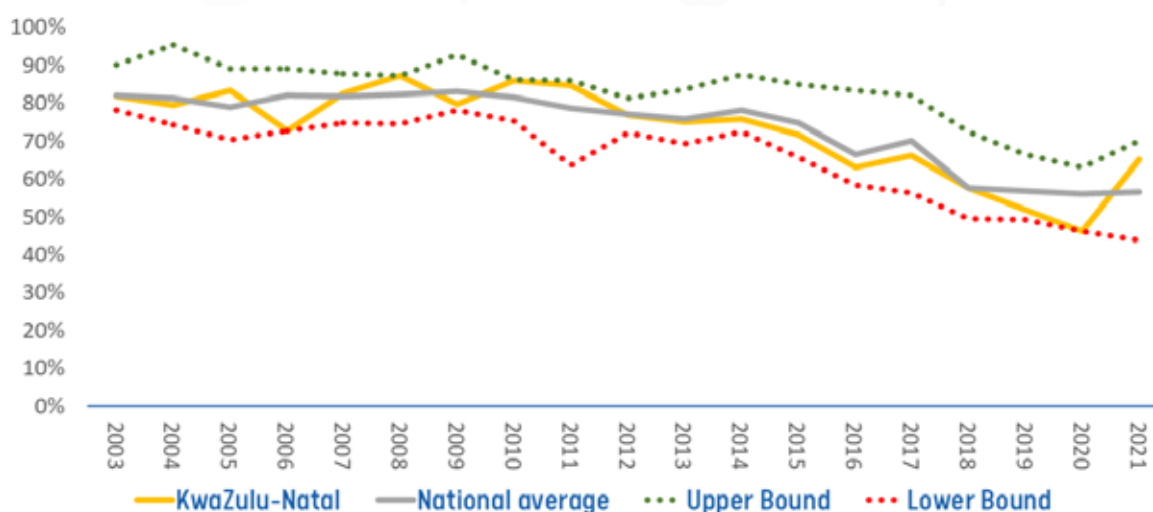
### QUESTION

To what extent do you trust or distrust religious institutions? (% trust / strongly trust)

### ANALYSIS

Religious institutions in South African typically receive the highest confidence levels of the social and political institutions examined in national surveys. This applies to KwaZulu Natal, where the public has voiced high levels of trust for most of the period under consideration. Between 2003 and 2011, trust exceeded 80% in all years apart from 2006. After 2011, a general downswing in trust can be noted, with evaluations of religious bodies and establishments declining by 39 percentage points from 85% in 2011 to 46% in 2020. For most of this period, KwaZulu Natal residents were less trusting than the national average. A sudden upswing to 65% occurred in 2021. Whether this persists remains to be seen. In term of provincial ranking, KwaZulu Natal ranked fifth on average, and was in the bottom three in 2004, 2006, 2007, 2009, 2012-2017 and 2020. It seems that disgruntlement with political institutions (especially since 2008) may have spilled over to other socio-cultural institutions and even impacted religious institutions, which have historically been highly trusted.

**CONFIDENCE IN RELIGIOUS INSTITUTIONS: Proportion of the public who trust or strongly trust religious organisations, 2003-2021 (%)**



%	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Average
KwaZulu Natal	82	79	83	73	83	87	80	86	85	77	75	76	72	63	66	58	...	46	65	73
National Avg.	82	81	79	82	82	82	83	81	79	77	76	78	75	66	70	58	...	56	56	74
Upper Bound	90	96	89	89	88	87	93	86	86	81	84	87	85	83	82	72	...	63	70	78
Lower Bound	78	74	70	73	75	74	78	75	64	72	69	72	66	58	56	50	...	46	44	71
Rank (1=high; 9=low)	4	7	4	9	7	1	8	2	3	6	6	7	7	7	6	3	...	9	3	6

Data Source: HSRC South African Social Attitudes Survey (SASAS), 2003-2021

## 2.3 Electoral predispositions: Psychological involvement in electoral politics

### 2.3.1 Political interest

#### GOAL

Determine public interest in South African electoral politics

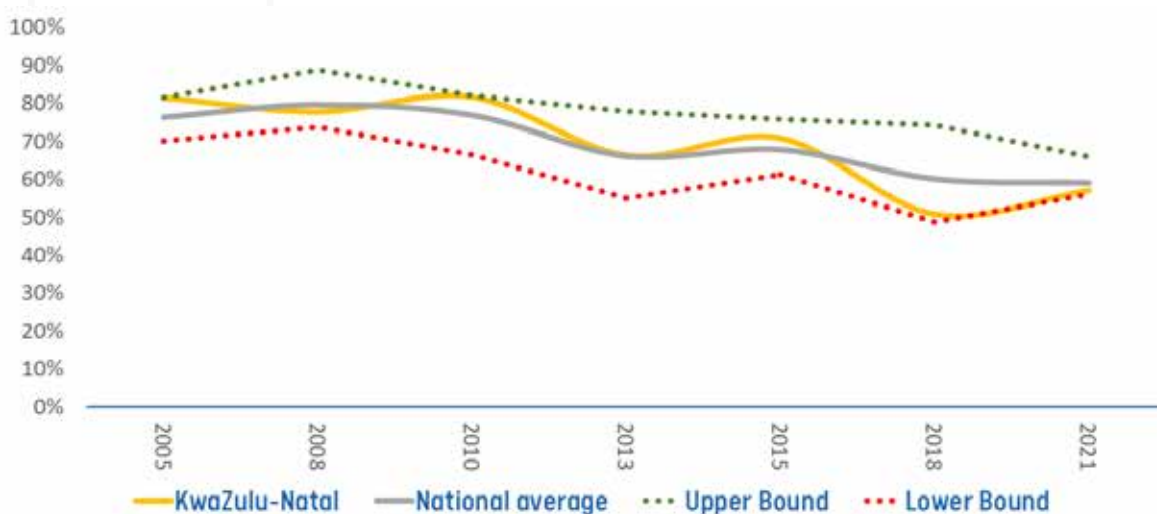
#### QUESTION

In general, how interested are you in government elections? (% very or quite interested)

#### ANALYSIS

It is apparent that a significant majority of KwaZulu Natal residents reported an interest in elections. In late 2005, slightly more than four-fifths (82%) indicated a fair level of interest in government elections. Interest levels remained relatively stable between 2005 and 2010, but thereafter there was a steady decline in interest. The share indicating that they were interested in government elections fell from 82% in 2010 to 51% in 2018, and then increased slightly to 57% in 2021. This change in attitudes seems to imply a dramatic decrease in political interest during the 2010s, and the 2021 figure remains 25 percentage points lower than what was observed in the province in both 2005 and 2010. The results for KwaZulu Natal generally mirror the national results but with a higher-than-average decline in interest in 2018. In terms of provincial ranking, KwaZulu Natal ranked fourth on average over the period. Of particular note is that in 2005 this province ranked highest in terms of interest, but in 2018 ranked eighth, rebounding slightly to sixth position in 2021.

**POLITICAL INTEREST: Proportion of the public who were either very or quite interested in government elections, 2005-2021 (%)**



%	2005	2008	2010	2013	2015	2018	2021	Average
KwaZulu Natal	82	78	82	66	71	51	57	69
National Avg.	76	80	77	66	68	60	59	69
Upper Bound	82	89	82	78	76	74	66	74
Lower Bound	70	74	67	55	61	49	56	67
Rank (1=high; 9=low)	1	6	2	6	3	8	6	4

Data Source: IEC Voter Participation Survey (VPS), 2005-2021

## 2.3.2 Politics easy to understand

### GOAL

Determine how easy the public finds it to understand politics in the country. This relates to the concept of internal political efficacy, which addresses the belief that one can understand politics and therefore participate in politics

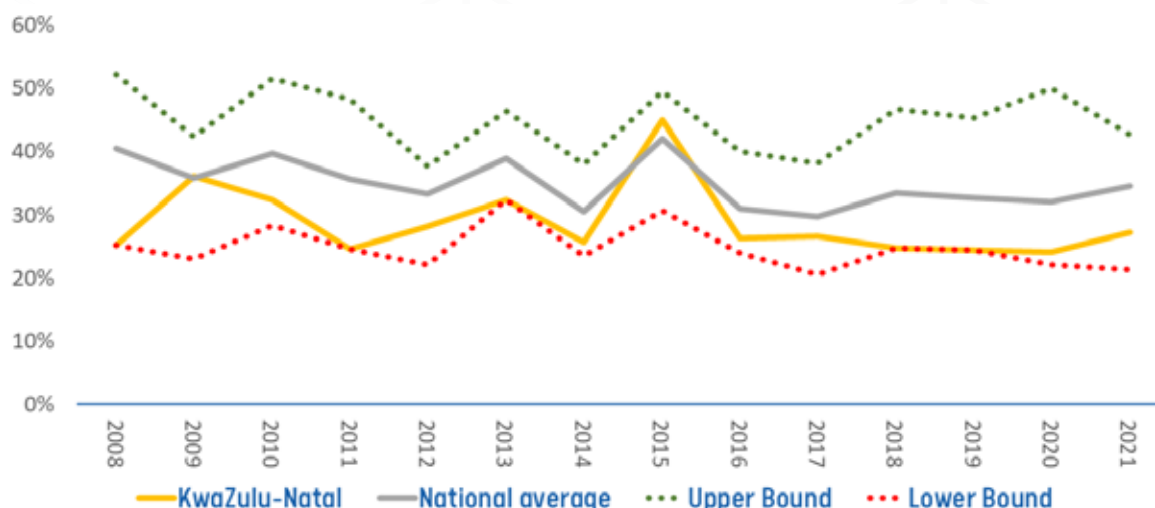
### QUESTION

To what extent do you agree or disagree with the following statement about voting? 'Politics is too complicated for me to understand'. (% never or seldom find it too complicated)

### ANALYSIS

KwaZulu Natal residents generally regard politics as difficult to understand. From the data collected between 2008-2021, less than a third (29%) on average reported that politics is easy to understand. The provincial public scored below the national average across the full period, except for 2015. The variance between KwaZulu Natal and other provinces was particularly evident in 2008, 2011 and 2018, when KwaZulu Natal was ranked lowest and only a quarter found politics easy to understand. The provincial ranking of KwaZulu Natal was lowest on average over the full period. The only years where this placement moved into the top four was in 2009, 2015 and 2017.

**INTERNAL POLITICAL EFFICACY: Proportion of the public who think that politics is relatively easy to understand, 2008-2021 (%)**



%	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Average
KwaZulu Natal	25	36	32	24	28	32	26	45	26	27	25	...	24	27	29
National Avg.	41	36	40	36	33	39	30	42	31	30	33	...	32	35	35
Upper Bound	52	42	52	48	38	46	38	49	40	38	47	...	50	43	41
Lower Bound	25	23	28	24	22	32	23	31	24	20	25	...	22	21	29
Rank (1=high; 9=low)	9	4	7	9	8	9	8	3	6	4	9	...	8	8	9

Data Source: HSRC Voter Participation Survey (VPS), 2008-2021



## 2.3.3 Belief in the power of one's vote

### GOAL

Determine internal political efficacy

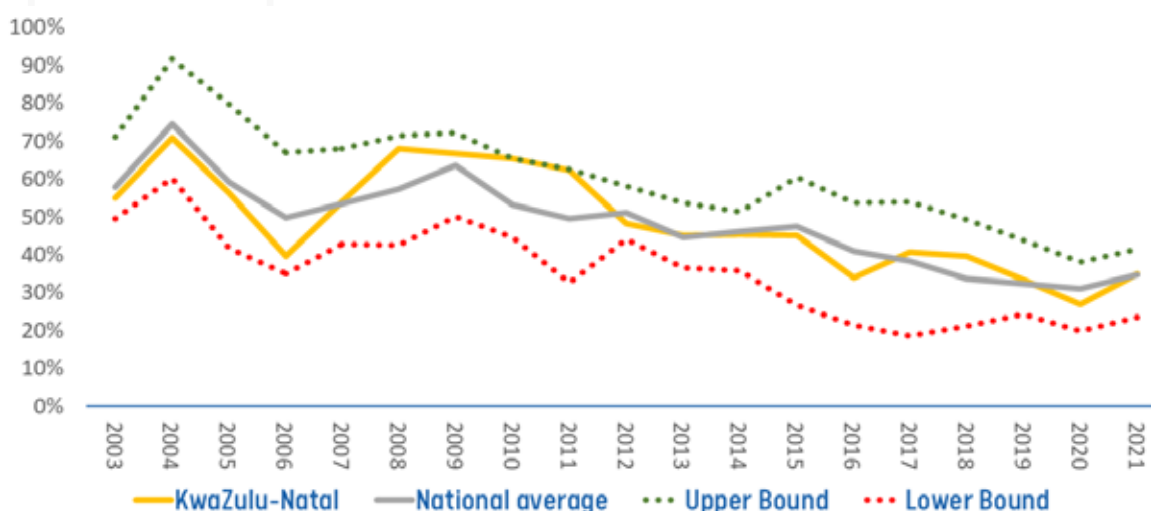
### QUESTION

To what extent do you agree or disagree with the following statement about voting? 'Whether I vote or not makes no difference' (% disagree / strongly disagree)

### ANALYSIS

On average over the 2003-2021 period, 49% of the KwaZulu Natal public believed that their vote made a difference. In 2003, 55% held such a belief, rising briefly to 71% in 2004, but then returning to 56% in 2005 and declining further to 40% in 2006. Many people in KwaZulu Natal were inclined to believe in their power to change the system this year. There was a modest increase in internal political efficacy between 2006 and 2009, reaching 68%, but from then onwards there has been a steady erosion in the belief in the power of one's vote. Between 2009 and 2013, the sense of internal political efficacy fell from 67% to 45%, stabilised briefly between 2013 and 2015, and fluctuated during 2015-2018. There was a sharp fall to a low of 27% in 2020. In 2021, the figure rose slightly to 35%, though this remains slightly more than 30 percentage points below the figures observed in 2008 and 2009. The provincial ranking of KwaZulu Natal was fourth on average over the full period and third in 2021. As with the national case, the 2019 and 2021 elections were therefore conducted in a context of the lowest levels of internal political efficacy observed to date in KwaZulu Natal.

**INTERNAL POLITICAL EFFICACY: Proportion of the public who disagreed with the statement: "whether or not I vote makes no difference", 2003-2021 (%)**



%	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Average
KwaZulu Natal	55	71	56	40	...	68	67	65	62	48	45	45	45	34	41	40	...	27	35	49
National Avg.	58	74	59	50	...	57	63	53	49	51	45	46	47	41	38	34	...	31	35	48
Upper Bound	71	92	80	67	...	71	72	65	63	58	54	51	60	54	54	49	...	38	42	58
Lower Bound	50	60	42	35	...	42	50	45	33	44	37	36	26	21	19	21	...	20	23	43
Rank (1=high; 9=low)	6	6	6	8	...	4	4	1	2	8	5	7	6	8	4	3	...	7	3	4

Data Source: HSRC South African Social Attitudes Survey (SASAS), 2003-2021

## 2.3.4 Views on the conduct of politicians and its effect on the meaning of voting

### GOAL

Determine external political efficacy

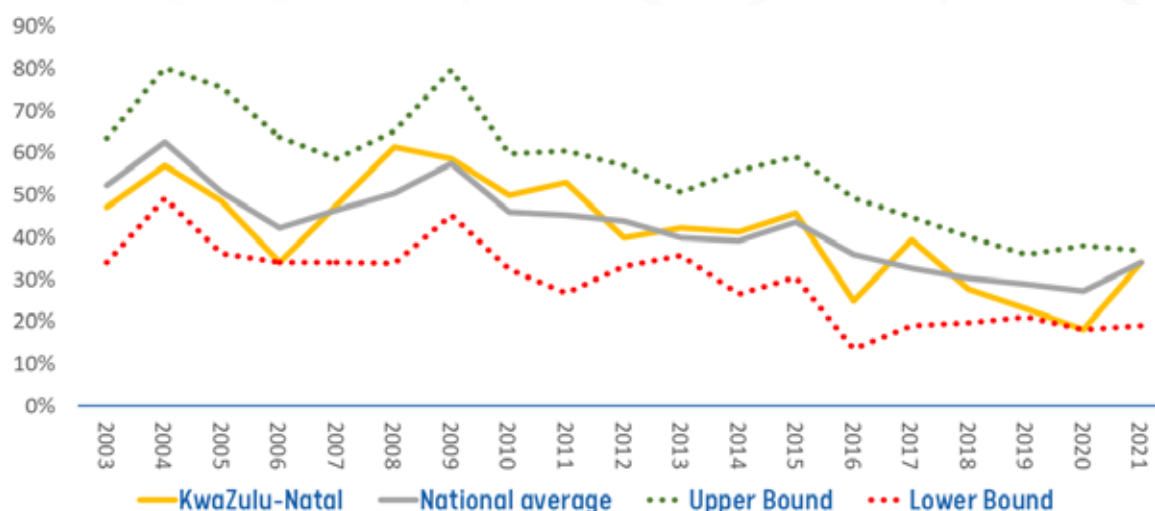
### QUESTION

To what extent do you agree or disagree with the following statements about voting: Voting is meaningless because no politician can be trusted? (% disagree or strongly disagree)

### ANALYSIS

Over the 2003-2021 period, only 42% on average displayed a sense of external political efficacy, rejecting the idea that voting had been rendered meaningless because of the conduct of politicians. In 2003, approximately half (52%) of the adult population expressed this opinion, in line with the national average. This fluctuated over the next few years, rising significantly in 2009, declining in 2010 through 2014, and rising again between 2015 and 2016. The 2017 to 2020 period was marked by a steady erosion in disagreement, declining from 40% in 2016 to 23% in 2020. Disagreement levels rose to 36% in 2021, mirroring a moderate upswing at the national level. The upper and lower provincial bounds also show a distinct downward tendency over time, suggesting that the national pattern is mirrored at the provincial level. The provincial ranking of Mpumalanga was second on average over the full period and period average was 45%.

**EXTERNAL POLITICAL EFFICACY: Proportion of the public who disagreed with the statement: "voting is meaningless because no politician can be trusted", 2003-2021 (%)**



%	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Average
KwaZulu Natal	52	65	62	64	...	53	80	58	59	49	41	27	37	40	19	20	...	23	36	45
National Avg.	52	63	51	42	...	51	57	46	45	44	40	39	44	36	33	30	...	27	34	43
Upper Bound	64	80	75	64	...	65	80	60	60	57	51	56	59	49	45	40	...	38	37	51
Lower Bound	34	49	36	34	...	34	45	32	27	33	36	27	30	13	19	20	...	18	19	39
Rank (1=high; 9=low)	3	5	2	1	...	5	1	2	2	3	5	9	5	4	9	9	...	7	3	2

Data Source: HSRC South African Social Attitudes Survey (SASAS), 2003-2021

## 2.3.5 Duty to vote

### GOAL

Determine the public belief in the civic duty to participate in elections

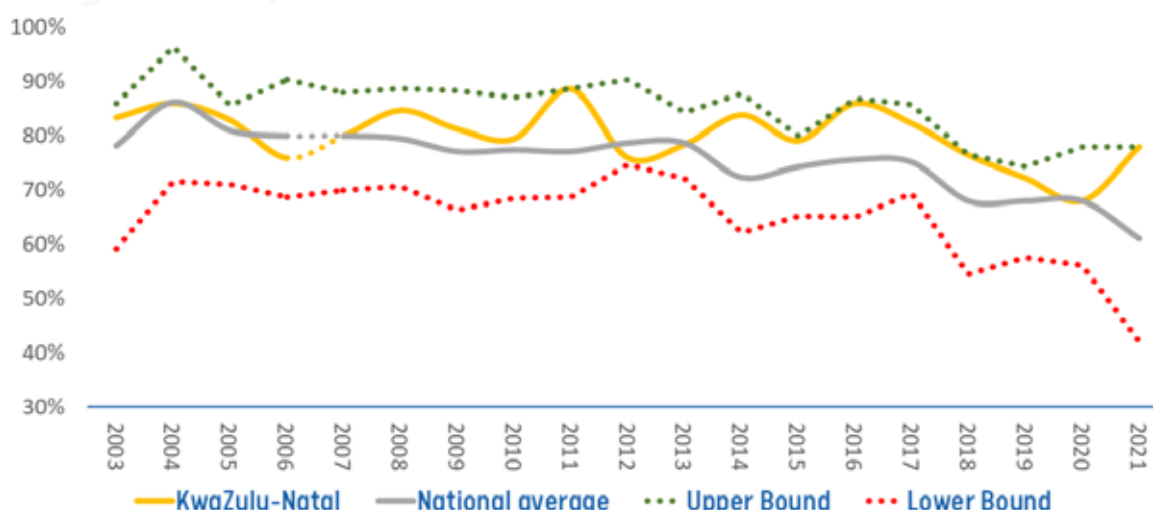
### QUESTION

To what extent do you agree or disagree with the following statements about voting?: It is the duty of all citizens to vote. (% agree or strongly agree)

### ANALYSIS

The belief in the duty to vote among the KwaZulu Natal public remains robust. In most survey rounds, the provincial population was more positive on this metric than the national average. However, the level of difference here was not especially large. Between 2003 and 2017, there has been modest fluctuation on this measure at a relatively high level (76-89%). There was a discernible decline in the duty to vote between 2017 and 2020, dropping from 82% to 68%. The 2021 figure however rose to 78%, with this 10 percentage point increase distinctive relative to the national picture. It remains to be seen whether this upturn will be enduring or short-term in character. The fluctuating tendency in the duty to vote needs to be monitored, as this has a significant bearing on electoral turnout. On average, KwaZulu Natal was ranked second highest in the observed level of duty to vote over the full period, and apart from 2020 was ranked in the top two over the 2014-2021 period.

**DUTY TO VOTE: Proportion of the public who agreed with the statement: "it is the duty of all citizens to vote", 2003-2021 (%)**



%	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Average
KwaZulu Natal	83	86	83	76	80	85	81	79	89	76	78	84	79	86	82	76	...	68	78	80
National Avg.	78	86	81	80	80	80	77	77	77	79	79	72	74	76	75	68	...	68	61	76
Upper Bound	86	96	86	90	90	86	88	87	89	90	84	84	80	87	86	76	..	78	78	81
Lower Bound	62	76	71	69	70	71	66	68	76	75	72	62	65	65	69	54	...	56	42	70
Rank (1=high; 9=low)	2	5	4	6	5	4	5	6	1	8	5	2	2	2	2	1	...	6	1	2

Data Source: HSRC South African Social Attitudes Survey (SASAS), 2003-2021

## 2.3.6 Voting intention

### GOAL

Evaluate the voting intention of the general population

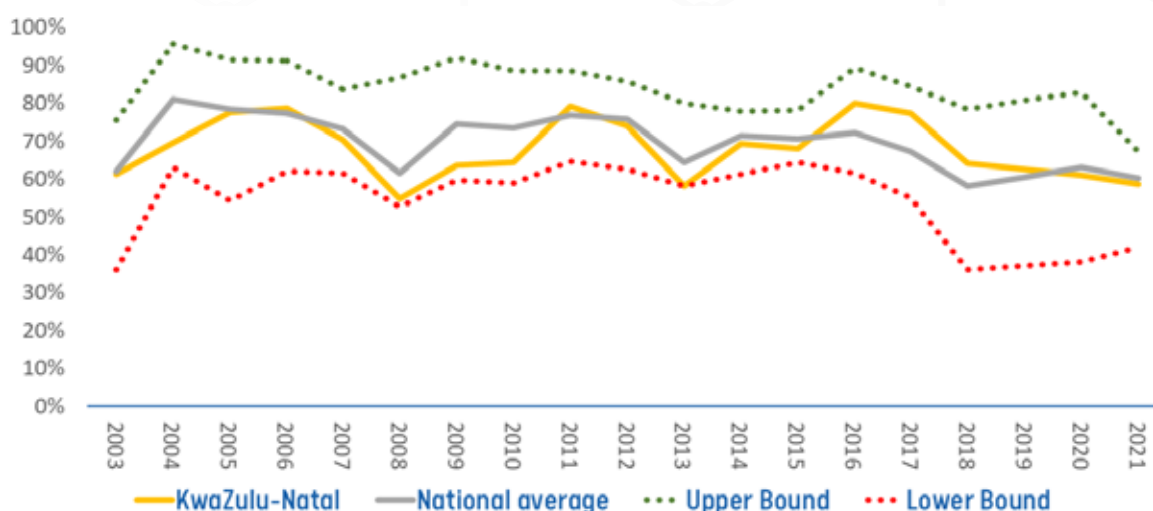
### QUESTION

If a government election was held tomorrow, would you vote? (% who would vote)

### ANALYSIS

In each round of the SASAS survey between 2003 and 2021, respondents were asked whether or not they would vote if a government election were to be held tomorrow. On average over this period, 68% of the KwaZulu Natal public reported an intention to vote. From a trend perspective, voting intention has generally varied modestly at a high-level, punctuated by short-lived downturns every few years. In late 2021, 59% stated that they would turn out to vote if such elections were held tomorrow. This is the lowest expressed intention to vote recorded in the province since 2013, when only 58% of residents said that they would vote. For most of the period under review, the KwaZulu Natal figure was near or slightly below the national average. However, in the 2016-2018 rounds, provincial residents displayed an above-average voting intention. During this period, the disparity between the provincial and national averages was eight percentage points. In these rounds, the province was ranked in the top three of all nine provinces, while it ranked seventh on this indicator over the full 2003-2021 period.

**VOTING INTENTION: Proportion of the public who would vote if a government election was held tomorrow, 2003-2021 (%)**



%	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Average
KwaZulu Natal	61	70	78	79	70	55	64	64	79	74	58	69	68	80	77	64	...	61	59	68
National Avg.	62	81	78	77	73	62	74	74	77	76	64	71	71	72	67	58	...	63	60	70
Upper Bound	76	96	92	91	84	87	92	89	87	86	80	78	78	89	84	68	...	83	67	79
Lower Bound	36	63	54	62	61	53	60	59	65	62	58	61	64	61	55	36	...	38	42	61
Rank (1=high; 9=low)	6	8	5	4	7	7	8	8	5	8	9	7	7	3	2	3	...	5	7	7

Data Source: HSRC South African Social Attitudes Survey (SASAS), 2003-2021

## 2.3.7 Planned abstention due to administrative barriers

### GOAL

Examining the share planning to abstain in elections due to administrative barriers

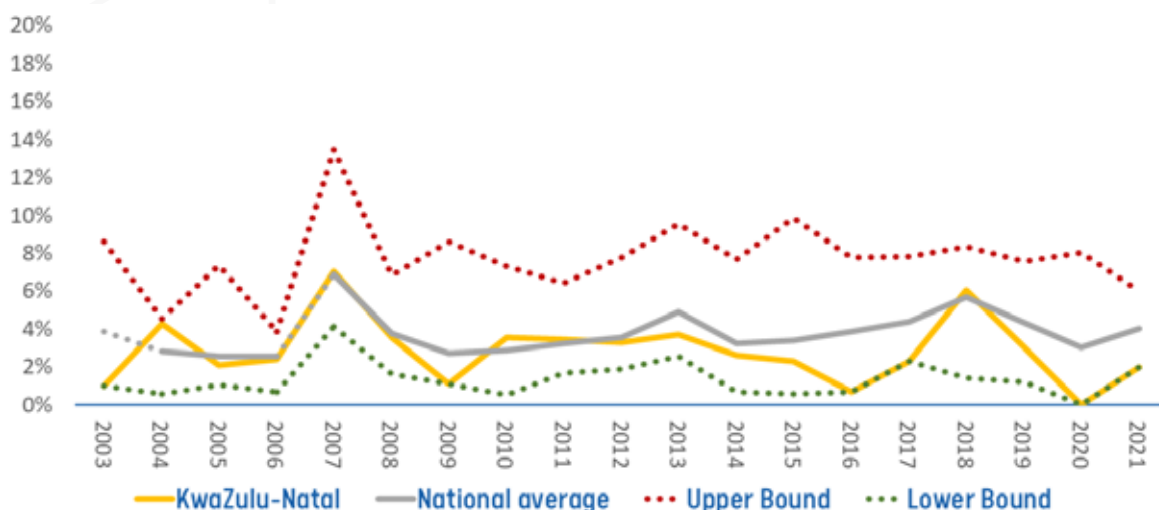
### QUESTION

What is your main reason for thinking that you would not vote if an election were held tomorrow? (% mentioning administrative barriers, averaged across voting age population)

### ANALYSIS

Planned abstention due to administrative barriers accounts for a small share of voting intentions. Administrative barriers include not being registered to vote, not being in possession of necessary documents, and the voting station being too far away from one's place of residence. Administrative barriers are not the primary reason that people in KwaZulu Natal do not vote. In 2021, only 2% of eligible adults in the province cited administrative barriers as the main reason that they would not vote if an election were held tomorrow. Reviewing how these results changed in the province over the 2003-2021 period, it was apparent that they did not have a sizable influence on voting decisions. The share of the voting age public in KwaZulu Natal reporting abstention due to administrative barriers was 3% on average over the full period, implying that these factors are not a significant obstacle with regards to participating in elections. Over the full period, on average, the provincial ranking of KwaZulu Natal was seventh.

**ADMINISTRATIVE BARRIERS: Proportion of the public who would not vote due to administrative barriers if government elections were held tomorrow, 2003-2021 (%)**



%	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Average
KwaZulu Natal	1	4	2	2	7	4	1	4	...	3	4	3	2	1	2	6	...	0	2	3
National Avg.	4	3	3	3	7	4	3	3	...	4	5	3	3	4	4	6	...	3	4	4
Upper Bound	1	1	1	1	4	2	1	1	...	2	3	1	1	1	2	1	...	8	6	5
Lower Bound	9	5	7	4	13	7	9	7	...	8	10	8	10	8	8	8	...	0	2	3
Rank (1=high; 9=low)	9	2	6	5	4	5	9	2	...	6	7	6	6	9	9	5	...	5	7	7

Data Source: HSRC South African Social Attitudes Survey (SASAS), 2003-2021



## 2.3.8 Voter registration patterns

### GOAL

Ensure that eligible voters are registered

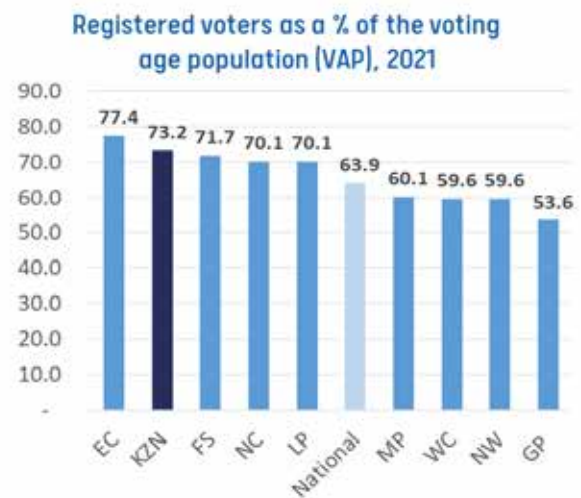
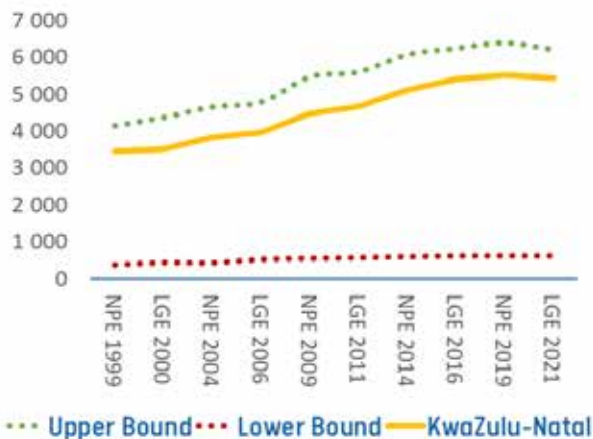
### QUESTION

Number of South Africans that are registered to vote in National and Provincial Elections; percentage of voting age population that is registered

### ANALYSIS

In 1999, 3.44 million eligible voters were registered to vote in the National and Provincial Elections in KwaZulu Natal. Over successive elections, through sustained efforts by The Commission, an additional 2.08 million voters were added to the provincial Voter's Roll over the two decades between 1999 and 2019. There was a modest decline to 5.45 million eligible voters in 2021, the first instance this has occurred over successive elections. Given the province's demography, it is unsurprising that KwaZulu Natal consistently has the second largest number of registered voters, after Gauteng. In 2019, the share of the voting age population (VAP) in the province that was registered was 78.6%, and the corresponding figure for 2021 was 73.2%. The latter is nearly 10 percentage points higher than the national average (63.9%). The province figure was also substantially higher than other provinces with large numbers of eligible voters, such as Gauteng, where only 53.6% of the VAP is registered. In coming years, voter registration drives in the province will need to try and reduce the share that remains unregistered, while also ensuring that young, first-time voters are encouraged to register.

**REGISTRATION PATTERNS: Number of registered voters, 1999-2021 (in thousands), and percentage of the voting age population that are registered in 2021**



	1999	2000	2004	2006	2009	2011	2014	2016	2019	2021	2021 as a % of voting age population
KwaZulu Natal	3 444	3 504	3 820	3 965	4 475	4 649	5 117	5 411	5 525	5 448	73.2
National Avg.	18 173	18 478	20 675	21 055	23 182	23 654	25 383	26 333	26 750	26 205	63.9
Upper Bound	4 154	4 373	4 651	4 786	5 462	5 593	6 064	6 235	6 381	6 196	77.4
Lower Bound	377	443	434	529	555	572	601	621	626	623	53.6

Data Source: Electoral Commission of South Africa (IEC) official registration statistics, 1999-2021

## 2.3.9 Perceived Ease of the registration process

### GOAL

Ease of registration

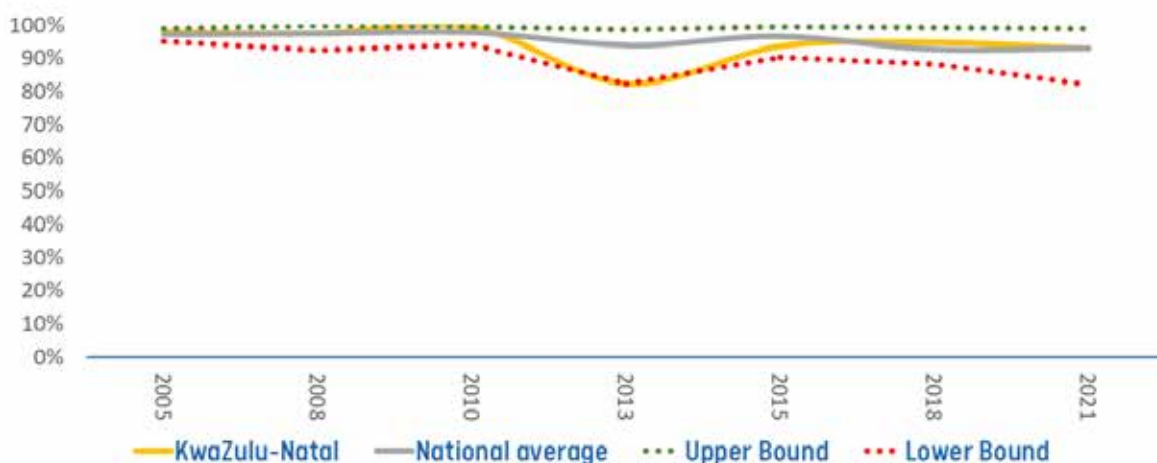
### QUESTION

How easy or difficult did you find it to register as a voter? (% easy or very easy)

### ANALYSIS

During successive Voter Participation Surveys conducted over the 2005-2021 period, there was near universal agreement among registered voters in KwaZulu Natal that the voting registration process was easy. KwaZulu Natal ranked among the top five provinces with regard to the share evaluating the process as easy. However, in 2013 there was a significant decline in the proportion reporting that the process was easy, resulting in the province being ranked lowest on this indicator. The factors that led to this change in perspective on registration in the province bears further consideration. In 2015, the proportion of registered voters finding the process easy increased again to 94%, with a similar figure evident in 2018 (95%) and 2021 (93%). Despite these fluctuations, the view that the registration process is straightforward is widespread in KwaZulu Natal, a pattern that is observed across all provinces.

#### EASE OF REGISTRATION: Perceived ease of the registration process, 2005-2021 (% finding it 'easy' or 'very easy')



%	2005	2008	2010	2013	2015	2018	2021	Average
KwaZulu Natal	98	98	99	82	94	95	93	94
National Avg.	97	97	98	94	97	93	93	96
Upper Bound	99	100	99	99	100	99	99	97
Lower Bound	95	92	94	82	90	88	82	94
Rank (1=high; 9=low)	4	5	2	9	8	4	6	8

Data Source: IEC Voter Participation Survey (VPS) 2005-2021

## 2.3.10 Duration of registration process

### GOAL

Determine the time taken to register as a voter

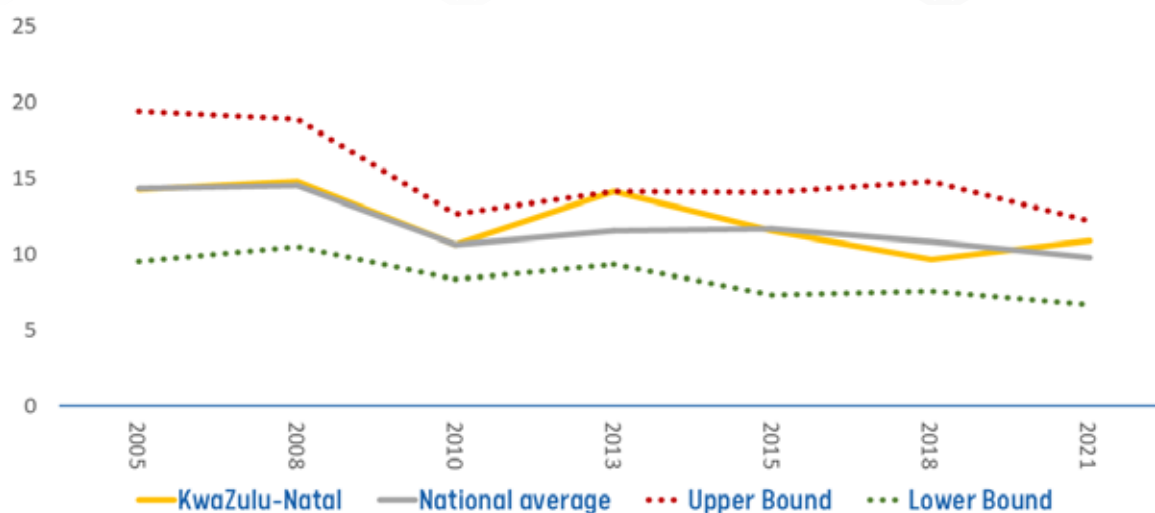
### QUESTION

How many minutes did it take you to register to vote? (average number of minutes)

### ANALYSIS

The average length of time to register in KwaZulu Natal is quite short, averaging 16 minutes in 2005. Since then, the mean time has declined, and was only 10 minutes in 2018 and 11 minutes in 2021. In most VPS rounds, the discrepancy between the provincial and national averages was not large. In 2018, the disparity between the two was just two minutes. This result is consistent with the general finding that administrative barriers do not prevent voters from participating in government elections in South Africa. Based on this evaluation of the ease of voting, it would appear that for most the registration process is fast and easy.

**TIME TAKEN TO REGISTER: Average number of minutes that it took citizens to register to vote, 2005-2021**



%	2005	2008	2010	2013	2015	2018	2021	Average
KwaZulu Natal	16	17	11	15	12	10	11	12
National Avg.	16	17	11	13	12	12	10	12
Upper Bound	23	22	14	16	15	16	12	14
Lower Bound	10	12	9	10	7	8	7	10
Rank (1=high; 9=low)	3	5	4	2	5	5	5	6

Data Source: IEC Voter Participation Survey (VPS) 2005-2021



**PART**

**C**

**CAMPAIGN  
PERIOD**

# 3. CAMPAIGN PERIOD

## 3.1. Campaign integrity

### GOAL

Determine public views on the integrity of aspects of the election campaign period

### QUESTION

In your view, how often do the following things occur in this country's elections? (i) TV news favours the ruling party; (ii) some people received cash, gifts or services in exchange for their vote; (iii) voters are bribed; (iv) journalists did not provide fair coverage of elections; (v) rich people buy elections; (vi) voters are not offered a genuine choice at the ballot box. (% very or fairly often)

### ANALYSIS

In 2021, the KwaZulu Natal public displayed high levels of scepticism regarding the integrity of electoral campaigns. Two-fifths (38%) believed that TV news favoured the ruling party, while 36% thought that journalists did not provide fair election coverage. Corruption concerns were also evident, with 44% saying people were receiving cash, gifts or services in exchange for their vote, 44% believed voters were being bribed, and 42% felt that wealthy elites were influencing elections. A fifth (22%) felt that voters were not being offered a genuine choice at the ballot box. These views may reflect general concerns rather than direct experiences, but irrespective of source, they could potentially influence future electoral participation.

**CAMPAIGN INTEGRITY: Percentage saying different electoral occurrences happen very or fairly often in the country, 2021 (%)**

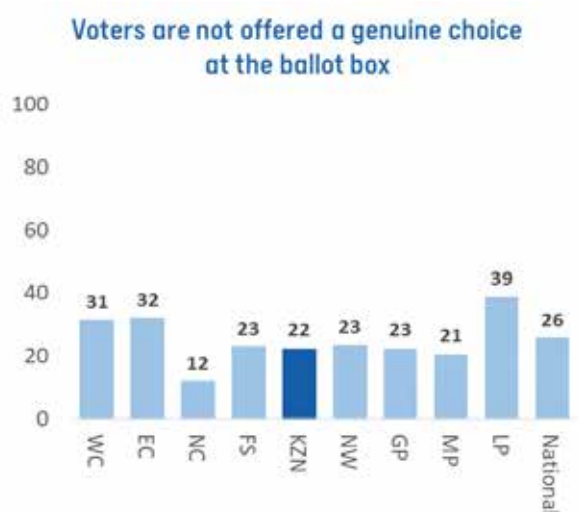
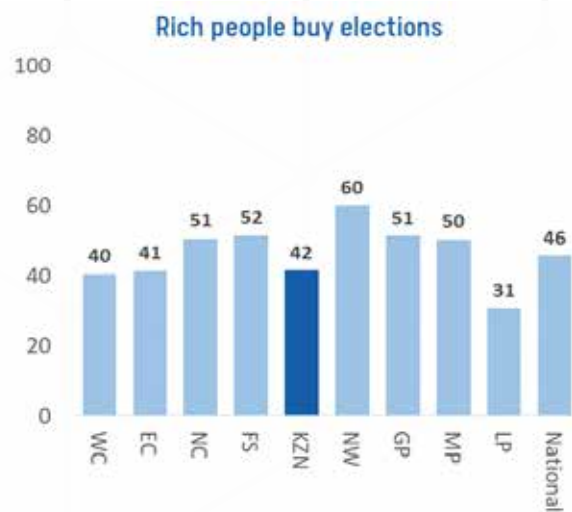
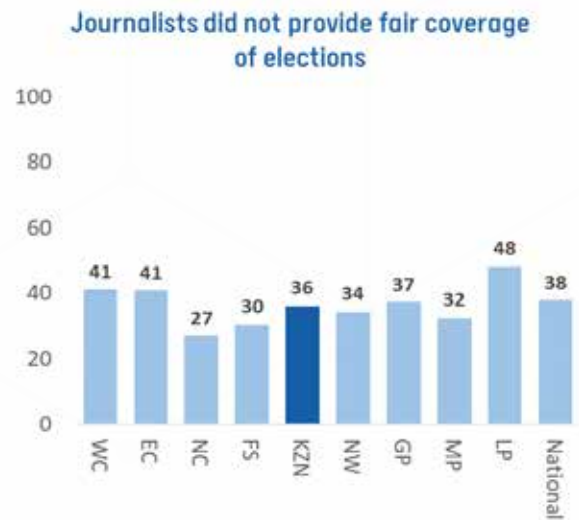
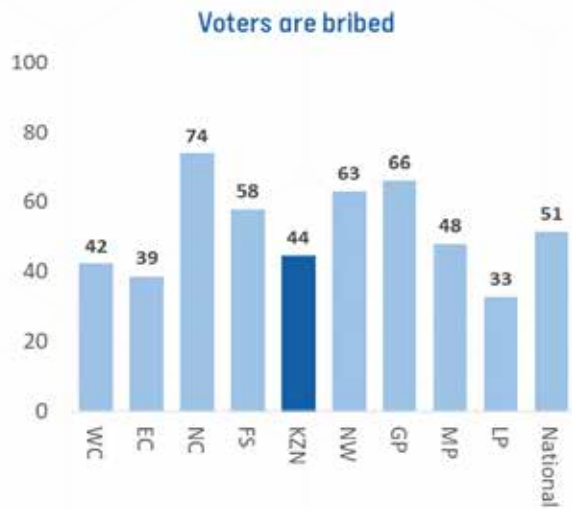
**TV news favours the ruling party**



**Some people received cash, gifts or services for their vote**







	TV news favours the ruling party	Some people received cash, gifts or services for their vote	Voters are bribed	Journalists did not provide fair coverage	Rich people buy elections	Voters are not offered a genuine choice
KwaZulu Natal	38	44	44	36	42	22
National Avg.	45	53	51	38	46	26
Upper Bound	56	67	74	48	60	39
Lower Bound	38	39	33	27	31	12
Rank (1=high; 9=low)	9	7	6	5	6	7

Data Source: IEC Voter Participation Survey (VPS) 2021

### 3.1.1 Political party tolerance during campaigning

#### GOAL

Establish whether the voting public felt that political parties and candidates demonstrated tolerance during the campaign period

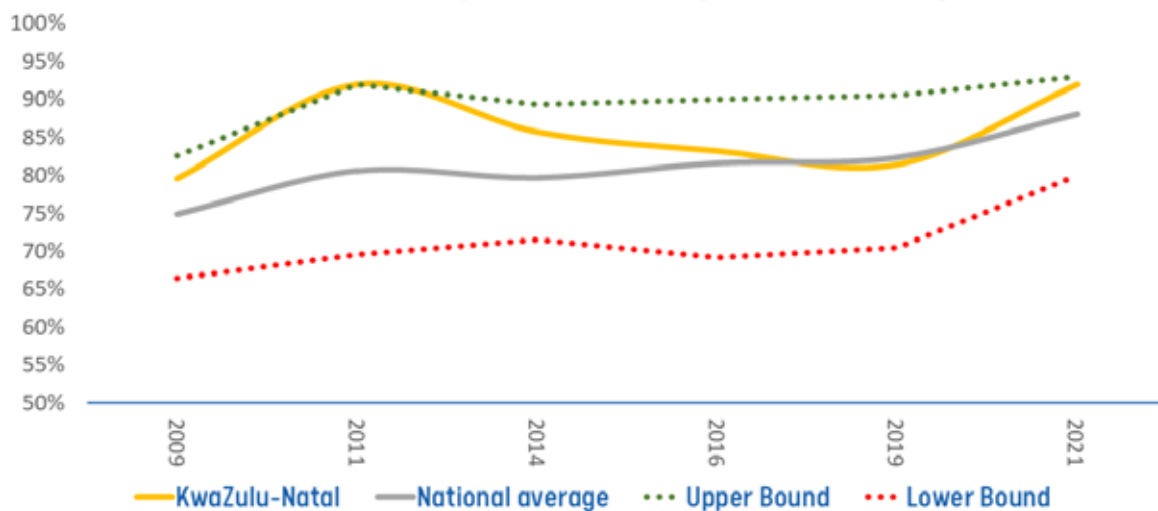
#### QUESTION

Do you think that political parties/independent candidates were tolerant of one another during campaigns for these elections? (% very / somewhat tolerant)

#### ANALYSIS

Political tolerance between contesting political parties and their supporters represents a fundamental component of electoral and indeed liberal democracy and is instrumental in ensuring free and fair elections. In 2009, 80% of voters in KwaZulu Natal indicated that political parties and independent candidates demonstrated general tolerance during the campaigning period ahead of elections. This positive assessment of party and candidate conduct is reflected in subsequent electoral contexts in 2011, 2014, 2016, 2019 and 2021, ranging between 81% and 92% over this period, and with an average of 86% over the six elections. Voters in the province were generally more positive than the other eight provinces between 2009 and 2016, with a rank position ranging between 1 and 4, but KwaZulu Natal slipped to seventh place in 2019. This was due to other provinces improving their assessment of party tolerance rather than a significant decline taking place in KwaZulu Natal. In 2021, the increase in perceived party tolerance to 92% pushed KwaZulu Natal up to second highest ranked province. Furthermore, KwaZulu Natal ranked first on average over the full 2009-2021 period. The implication from these findings is that voters in KwaZulu Natal seem convinced that political parties demonstrated tolerance during recent electoral campaigns, including the 2021 local government elections.

**POLITICAL PARTY TOLERANCE: Percentage of voters that believed political parties / independent candidates displayed tolerance during the campaigning period, 2009-2021 (% tolerant)**



	2009	2011	2014	2016	2019	2021	Average
KwaZulu Natal	80	92	86	83	81	92	86
National Avg.	75	81	80	82	82	88	81
Upper Bound	83	92	89	90	91	93	86
Lower Bound	66	70	71	69	70	80	77
Rank (1=high; 9=low)	2	1	2	4	7	2	1

Data Source: IEC Election Participation Survey (VPS) 2009-2021

## 3.2 Voter education

### 3.2.1 Sources of information on voting

#### GOAL

Determine the main voting information sources used by the public

#### QUESTION

Where do you usually get information on voting? (Multiple response – percentage mentioning each information source)

#### ANALYSIS

Broadcast media was the most popular source of voting information in KwaZulu Natal in 2021, with 59% relying on television, 44% on radio, and 38% on newspapers. Posters were mentioned by 26%, and informal social networks by 15%. The use of television for voting information remained relatively stable between 2013 and 2021. Radio usage was however lower in 2021 than the 2009-2018 average. A similar trend is evident in relation to most other information sources. Despite its contemporary popularity, social media was mentioned as a voting information source by 5% in 2021, a slight decrease relative to 2015 and 2018. Social media therefore did not become more popular over the period examined. In terms of provincial ranking over the 2008-2021 period, the KwaZulu Natal public was more likely than in most other provinces to use these different sources and was ranked first or second in relation to television, radio, newspapers, and posters. There has a slight decline in the provincial ranking over time for select sources, including television, radio, informal networks, and social media. This is partly due to certain sources becoming more popular in other provincial contexts. Ultimately, the findings point to the continued need for a diversified approach to voter education in the province.

#### VOTING INFORMATION SOURCES: Percentage of voting age public that used different information sources about voting, 2008-2021 (% mentioning each source)

	2008	2010	2013	2015	2018	2021	Total
<b>Television</b>							
KwaZulu Natal	46%	68%	57%	53%	56%	59%	57%
National Avg.	47%	50%	43%	48%	57%	59%	51%
Provincial Rank (1=high; 9=low)	4	1	1	3	6	4	2
<b>Radio</b>							
KwaZulu Natal	42%	50%	41%	41%	51%	38%	44%
National Avg.	39%	36%	30%	30%	39%	33%	35%
Provincial Rank (1=high; 9=low)	4	1	3	3	2	3	1
<b>Newspaper</b>							
KwaZulu Natal	43%	51%	36%	36%	35%	27%	38%
National Avg.	34%	31%	24%	24%	29%	23%	27%
Provincial Rank (1=high; 9=low)	3	1	1	1	3	1	1
<b>Poster</b>							
KwaZulu Natal	22%	37%	27%	27%	25%	19%	26%
National Avg.	19%	24%	22%	22%	22%	17%	21%
Provincial Rank (1=high; 9=low)	4	1	5	5	3	3	2
<b>Informal social networks</b>							
KwaZulu Natal	10%	20%	20%	20%	14%	7%	15%
National Avg.	12%	15%	12%	12%	16%	8%	12%
Provincial Rank (1=high; 9=low)	6	2	3	3	5	5	3
<b>Social media</b>							
KwaZulu Natal	1%	2%	2%	8%	7%	5%	4%
National Avg.	2%	2%	2%	6%	4%	7%	4%
Provincial Rank (1=high; 9=low)	4	4	4	2	2	5	3

Data Source: IEC Voter Participation Survey (VPS) 2008-2021

## 3.2.2 Preferred source of information on voting

### GOAL

Determine the preferred sources of information on voting

### QUESTION

What would be your preferred channel to get information on voting? (Single response)

### ANALYSIS

In 2021, when asked about a preferred channel of electoral information, 56% of the KwaZulu Natal public opted for television. Compared with data in previous survey rounds, it is evident that television was consistently the most popular source mentioned. It was also the most popular source nationally. Preference for radio was mentioned by 17% in the province in 2021 and has remained fairly level since 2010, in the 14-18% range. Taking the 2008-2021 period as a whole, posters and newspapers were mentioned by 7% and 8% respectively. The 2021 preference for newspapers was however lower at 3%, while posters stood at 6%. In both instances, there has a declining preference for these sources in the province over time. The proportion who mentioned informal social networks was just 3% in 2021, which is similar to the all-year average of 2% and has not varied much over time. Social media has become more popular over the 2008-2021 period, growing from less than 1% in 2008 to 7% in 2018 and dipping slightly to 5% in 2021. Conventional media sources remain the dominant preference for now.

#### PREFERRED INFORMATION SOURCE: Most preferred source of information about voting among the voting age public, 2008-2021 (%)

	2008	2010	2013	2015	2018	2021	Total
<b>Television</b>							
KwaZulu Natal	60%	57%	56%	60%	47%	56%	56%
National Avg.	57%	57%	58%	60%	53%	55%	57%
Rank (1=high; 9=low)	4	6	5	4	8	4	4
<b>Radio</b>							
KwaZulu Natal	24%	14%	15%	18%	14%	17%	17%
National Avg.	21%	15%	13%	12%	15%	14%	15%
Rank (1=high; 9=low)	3	5	4	3	5	5	4
<b>Newspaper</b>							
KwaZulu Natal	11%	11%	5%	5%	7%	3%	7%
National Avg.	8%	7%	6%	5%	5%	6%	6%
Rank (1=high; 9=low)	4	1	6	3	3	7	2
<b>Poster</b>							
KwaZulu Natal	1%	15%	9%	7%	10%	6%	8%
National Avg.	3%	7%	8%	5%	8%	5%	6%
Rank (1=high; 9=low)	7	1	4	3	3	2	1
<b>Informal social networks</b>							
KwaZulu Natal	1%	0%	4%	1%	3%	3%	2%
National Avg.	2%	2%	4%	5%	5%	3%	3%
Rank (1=high; 9=low)	5	8	5	9	5	2	8
<b>Social media</b>							
KwaZulu Natal	0%	0%	3%	4%	7%	5%	3%
National Avg.	1%	1%	2%	4%	5%	8%	3%
Rank (1=high; 9=low)	5	7	4	4	4	3	5

Data Source: IEC Voter Participation Survey (VPS) 2008-2021

### 3.2.3 Demand for information on voting

#### GOAL

Establish demand for more information on voting

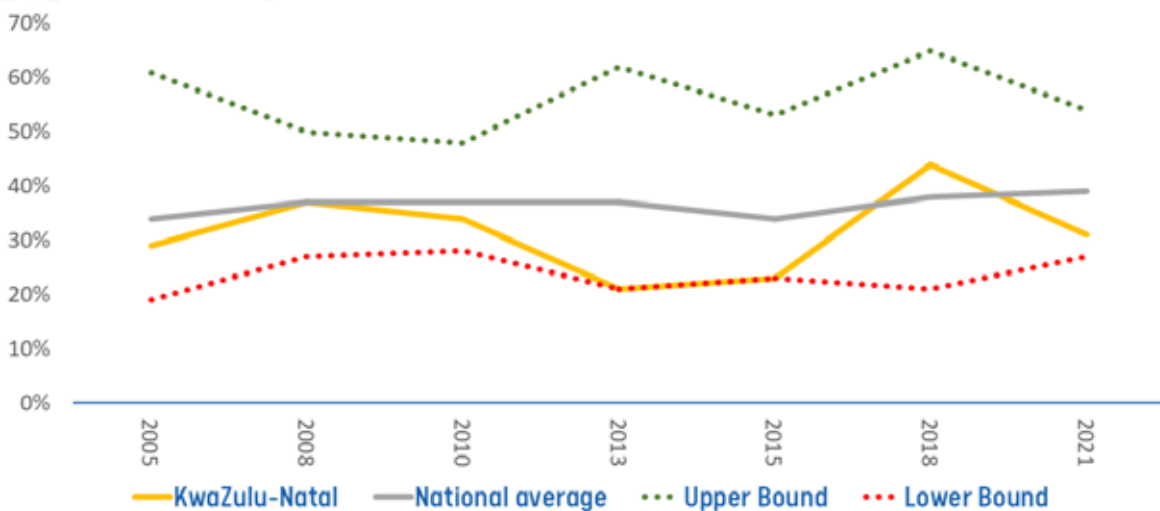
#### QUESTION

Do you think you have too little or too much information on how to vote? (% Too little / far too little information)

#### ANALYSIS

Among the voting age public in KwaZulu Natal, 29% expressed a desire for more information on voting in 2005. This subsequently increased to 37% in 2008, after which it dropped again to range between 21-24% in the 2010, 2013 and 2015 survey rounds. In 2018, this figure rose to a high of 44%, which suggested that there may have been a growing demand for electoral information in the province. However, this upswing did not last, with 31% of provincial residents reporting a demand for more voting information in 2021. Apart from 2018, the demand for information in KwaZulu Natal approximated or was below the national average. Relative to other provinces, KwaZulu Natal was ranked sixth in 2005, 2008 and 2010, and ninth in 2013 and 2016. The rise in informational demand in 2018 resulted in a significant increase in rank, from ninth to second, but fell to seventh place in 2021. In coming years, the Commission will need to focus its civic and democracy education (CDE) efforts by responding to this demand for electoral information in the country.

**DEMAND FOR VOTING INFORMATION: Reported demand for more information on voting, 2005-2021 [% stating that they receive 'too little' or 'far too little' voting information]**



	2005	2008	2010	2013	2015	2018	2021	Average
KwaZulu Natal	29	37	24	21	23	44	31	31
National Avg.	34	37	37	37	34	38	39	37
Upper Bound	61	50	48	62	53	65	54	51
Lower Bound	19	27	28	21	23	21	27	31
Rank (1=high; 9=low)	6	6	6	9	9	2	7	9

Data Source: IEC Voter Participation Survey (VPS) 2005-2021



### 3.2.4 Number of Civic and Democracy Education (CDE) events

#### GOAL

To determine the number of CDE events per 100, 000 of the voting age population

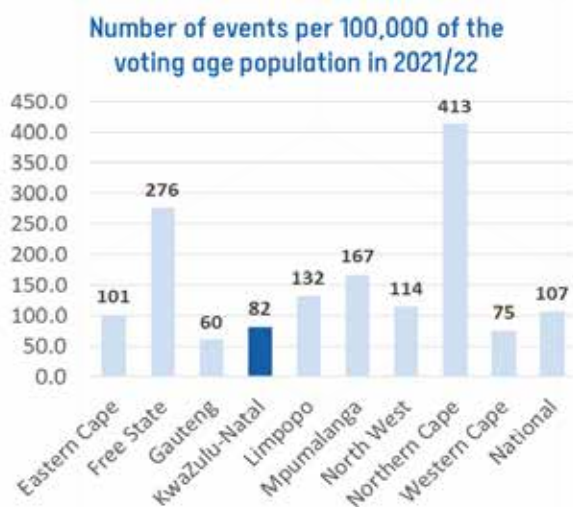
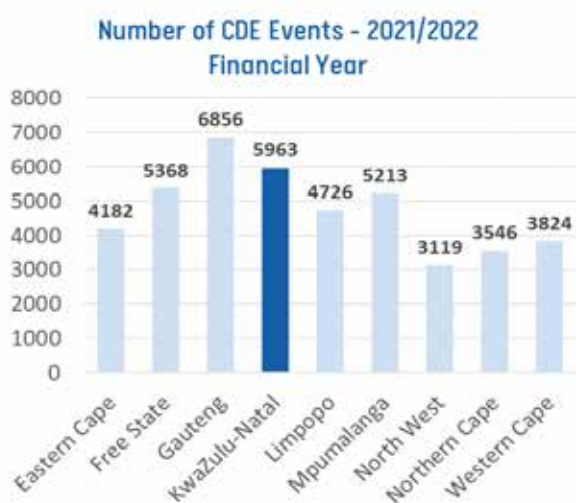
#### QUESTION

How many CDE events were offered in each province in 2021/2022

#### ANALYSIS

In KwaZulu Natal, 5963 civic and democracy education (CDE) events were held during the 2021/2022 financial year, implying that the province had the second highest number of events over this period (in absolute numbers). In comparing the reach of these events across provinces, it is advisable to consider the size of the voting age population (VAP) per province. Doing so, it is evident that KwaZulu Natal had the third lowest ratio (82 events per 100,000 of the VAP) of all provinces in 2021/22, well below the national average of 107 events per 100,000 of the VAP. Due to economies of scale, the ratio is more likely to be higher in smaller provinces, such as the Northern Cape, but the population size of a province is a variable that needs to be considered when planning CDE events. Consideration should be given to increasing the number of events in more densely populated provinces such as KwaZulu Natal to ensure that reach and impact is achieved more uniformly across provinces. The number and ratio of CDE events in the province has fluctuated appreciably over time. This is likely a reflection of whether an election takes place in the financial year, and other contextual factors such as the COVID-19 pandemic.

**NUMBER OF CDE EVENTS:** Absolute number of CDE events, and number of events per 100,000 of the voting age population for the 2021/2022 year



	Number of CDE events				Number of events per 100,000 of the voting age population (VAP)			
	2018/19	2019/20	2020/21	2021/22	2018/19	2019/20	2020/21	2021/22
Eastern Cape	11022	4175	1132	4182	280.5	101.2	27.2	101.5
Free State	5768	2262	1497	5368	297.7	118.7	76.9	276.0
Gauteng	11272	5774	2714	6856	107.4	52.8	24.2	59.9
KwaZulu Natal	15275	4108	2218	5963	212.5	57.6	30.7	81.8
Limpopo	9179	3719	2068	4726	263.2	101.2	58.1	132.3
Mpumalanga	9232	2336	294	5213	323.0	78.4	9.6	167.4
North West	6114	3000	1716	3119	769.3	113.6	63.3	113.8
Northern Cape	6142	2343	1022	3546	240.8	280.5	119.7	413.4
Western Cape	8383	3009	375	3824	182.1	62.0	7.5	75.4
<b>National</b>	<b>82 388</b>	<b>30 726</b>	<b>13 036</b>	<b>42 797</b>	<b>217.7</b>	<b>78.6</b>	<b>32.8</b>	<b>106.6</b>

Data Source: Electoral Commission of South Africa (IEC) official statistics 2019-2022

### 3.2.5 Perceived effectiveness of voter education campaigns

#### GOAL

Appraising the effectiveness of voter education campaigns

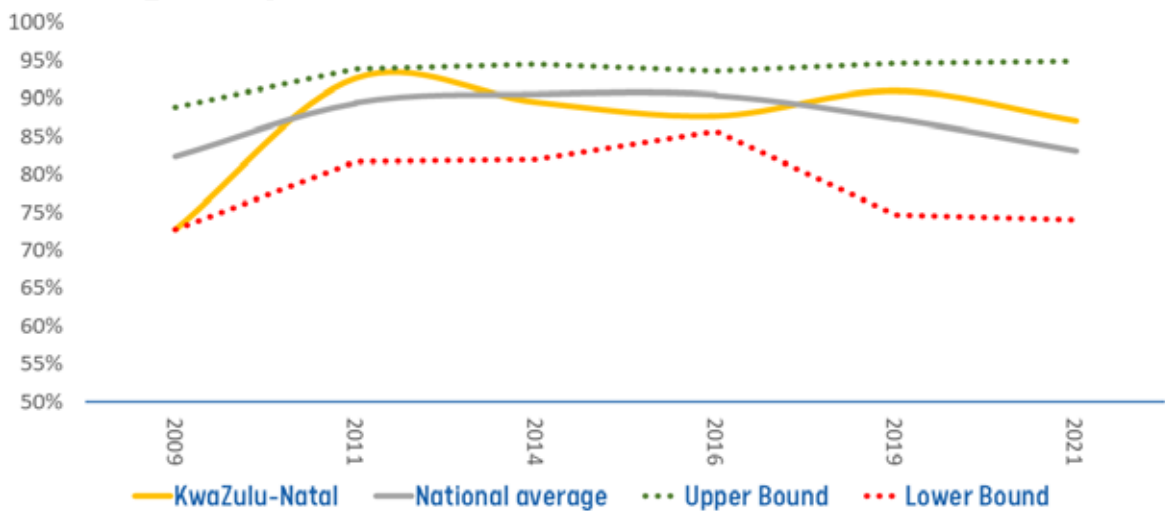
#### QUESTION

How effective was the IEC’s voter education campaign for these elections? (% very effective, somewhat effective).

#### ANALYSIS

In 2009 nearly three-quarters (73%) of voters in KwaZulu Natal believed that the Commission’s voter education campaigns were effective. Attitudes on this indicator improved in 2011, reaching 93% in the province. Similar views were expressed in the 2014-2021 period, ranging between 87% and 91%. Although there were minor differences over this period, these variances were so small that it shouldn’t be concerning to the Electoral Commission. The rank position of KZN relative to other provinces has varied over time, from lowest in 2009 to third lowest in 2019. The province was placed fourth in 2021 and ranked seventh overall across the full period. However, these rank differences were based on negligible variances between provinces.

**CAMPAIGN EFFECTIVENESS: Percentage of voters who thought that the IEC’s voter education campaign for elections was effective, 2009-2021 (% effective)**



	2009	2011	2014	2016	2019	2021	Average
KwaZulu Natal	73	93	90	88	91	87	87
National Avg.	82	89	91	90	87	83	88
Upper Bound	89	94	95	94	95	95	90
Lower Bound	73	82	82	86	75	74	87
Rank (1=high; 9=low)	9	2	6	8	3	4	7

Data Source: IEC Voter Participation Survey (VPS) 2009-2021

**PART**

**D**

**ELECTION DAY**

## 4.1 Voting station evaluations

### 4.1.1 Time to get to voting station

#### GOAL

Determining the average time taken to get to voting stations

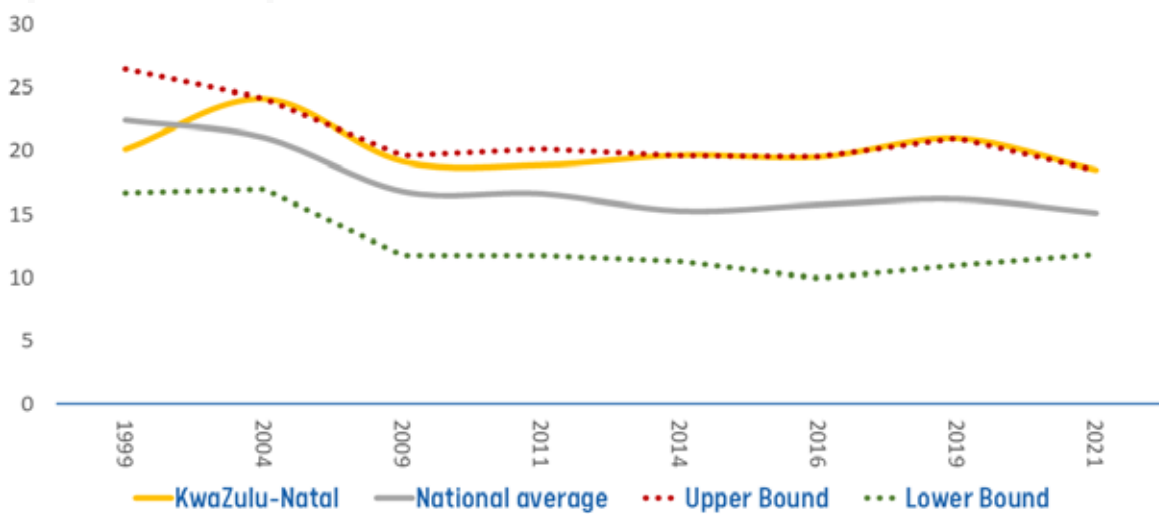
#### QUESTION

How long did it take you to get to the voting station? (average number of minutes)

#### ANALYSIS

Over the 1999-2021 period, the average time it took for voters in KwaZulu Natal to get to their voting station was 21 minutes, 3 minutes more than the national average of 18 minutes. The time taken to reach one's voting station in the province has remained fairly stable over time, and, with the exception of 1999, has consistently been higher than the national average. Given this, it is not surprising to find that KwaZulu Natal ranks lowest on this indicator, implying that voters in KwaZulu Natal take longer to get to their voting station than other provinces. Apart from 1999, KwaZulu Natal has either ranked ninth (lowest) or eighth (second lowest) on this indicator.

**TIME TO GET TO THE VOTING STATION: Average number of minutes that it took citizens to get to the voting station, 1999-2021**



	1999	2000	2004	2009	2011	2014	2016	2019	2021	Average
KwaZulu Natal	20	24	24	19	19	20	20	21	18	21
National Avg.	22	21	21	17	17	15	16	16	15	18
Upper Bound	27	24	24	...	20	20	20	20	21	18
Lower Bound	17	16	17	...	12	12	11	10	11	12
Rank (1-high; 9-low)										

Data Source: IEC Election Participation Survey (ESS) 1999-2021

## 4.1.2 Queuing time at voting stations

### GOAL

Determining the average queuing time at voting stations

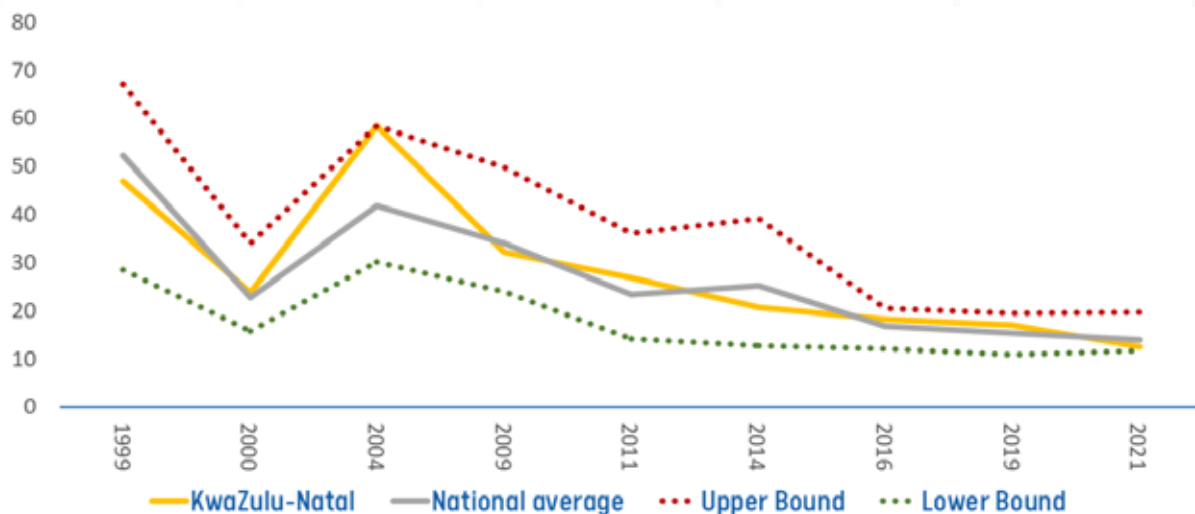
### QUESTION

How long did you queue before voting? (average number of minutes)

### ANALYSIS

Between 1999 and 2021, the average length of time voters spent queuing in the province was 28 minutes. The average queuing time for voters has steadily improved since 1999, when it took more than 40 minutes. By 2019, the mean time declined to only 17 minutes, and fell further to 12 minutes in 2021. The latter was the lowest observed average queuing time recorded in the province over the full period. These improvements are likely to mainly reflect gains in the efficiency of electoral operations, although declining turnout figures in the 2019 and 2021 elections might be beginning to play a role too, with fewer voters turning out to cast their vote. The graph shows considerable interprovincial discrepancy on this measure during much of the 1999-2014 period. There was a 26-minute disparity between the upper and lower bounds during the 2014 period. This discrepancy was much smaller in the 2016-2021 period, suggesting that interprovincial variations fell in the more recent survey rounds. There was only an 8-minute disparity between the upper and lower bounds in 2021. The provincial ranking of KwaZulu Natal was eighth on average over the full period, but a higher ranked of fourth place was reached in 2021, representing a significant gain compared to 2019 and 2016.

**TIME TAKEN TO QUEUE: Average number of minutes that it took citizens to queue, 1999-2021**



	1999	2000	2004	2009	2011	2014	2016	2019	2021	Average
KwaZulu Natal	47	24	58	32	27	21	18	17	12	28
National Avg.	52	23	42	34	23	25	17	15	14	27
Upper Bound	67	34	58	50	36	39	20	19	20	31
Lower Bound	29	16	30	24	14	13	12	11	12	19
Rank (1=high; 9=low)	3	7	9	7	6	5	8	8	4	8

Data Source: IEC Election Participation Survey (ESS) 1999-2021



### 4.1.3 Safety and security

#### GOAL

Determine the perceived effectiveness of safety and security measures at voting stations

#### QUESTION

How satisfied or dissatisfied are you with the safety and security provided at the voting station? (% satisfied / very satisfied)

#### ANALYSIS

On average, voters appear broadly satisfied with the safety and security provided at voting stations. In 2016, 94% of voters in KwaZulu Natal expressed satisfaction with the safety and security at their voting stations, increasing to 96% in 2019. Despite this positive rating, it is important to note that, relative to other provinces, KwaZulu Natal ranked fairly low on this indicator – 7th in both 2016 and 2019, with an average of 6th overall across the two survey rounds. Although the comparative findings indicate that the Election Commission is performing adequately on this issue, there was a moderate downswing to 94% again in 2021.

**SAFETY AND SECURITY AT VOTING STATION: Satisfaction with the safety and security at the voting station, 2016-2021 (%)**



	2016	2019	2021	Average
KwaZulu Natal	94	96	94	95
National Avg.	95	96	93	95
Upper Bound	98	99	98	98
Lower Bound	90	93	88	92
Rank (1=high; 9=low)	7	7	4	6

Data Source: IEC Election Satisfaction Survey (ESS) 2016-2021

## 4.1.4 Accessibility of voting station to persons with disabilities/the elderly

### GOAL

Determine accessibility of voter stations to persons with disabilities and/or the elderly

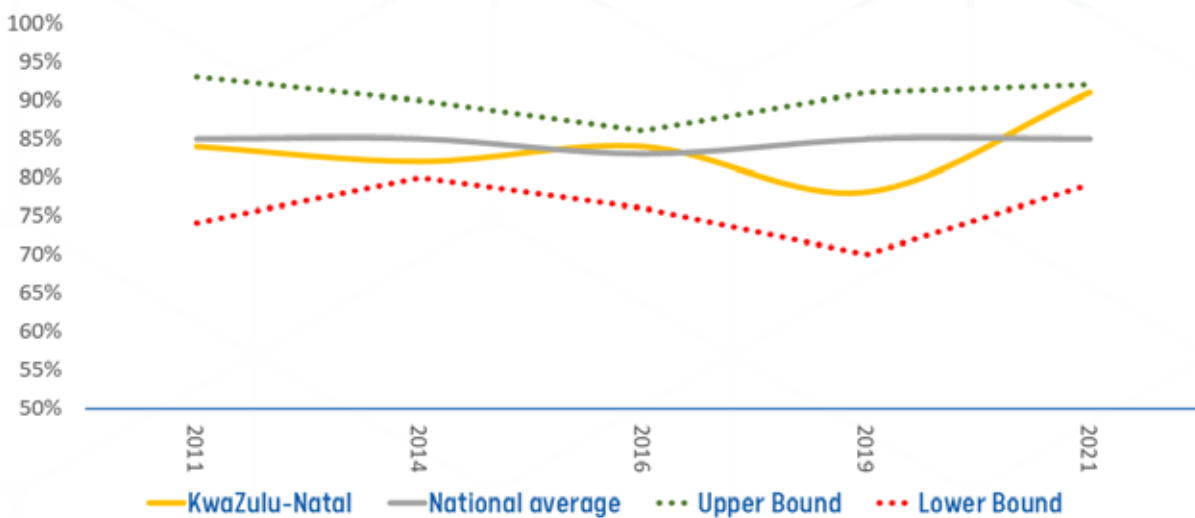
### QUESTION

How easily accessible was the voting station to persons with disabilities or the elderly? (% accessible / very accessible)

### ANALYSIS

The proportion of KwaZulu-Natal voters who felt that voting stations were accessible to persons with disabilities and or the elderly was high in all survey rounds. We can observe a gradually decrease in satisfaction on this issue between 2016 and 2019, falling from 84% at the beginning of the period to 78% at the end. There was an increase in satisfaction in 2021, suggesting that voters have become more satisfied with the accessibility provided to the disabled and elderly. In that survey round, 91% of voters said that they were satisfied and the province ranked second in that survey round. Fairly low interprovincial variations were noted on this measure for this period with the exception of 2019. In that survey round there was a 21 percentage point difference between the upper and lower bounds.

#### ACCESSIBILITY OF VOTING STATIONS FOR THE DISABLED/ELDERLY: Satisfaction with the quality, 2011-2021



	2011	2014	2016	2019	2021	Average
KwaZulu Natal	84	82	84	78	91	84
National Avg.	85	85	83	85	85	85
Upper Bound	93	90	86	91	92	89
Lower Bound	74	80	76	70	79	77
Rank (1=high; 9=low)	6	7	3	7	2	5

Data Source: IEC Election Participation Survey (ESS) 2011-2021

## 4.1.5 Quality of service rendered by IEC officials

### GOAL

Determine the perceived quality of service rendered by IEC officials at voting stations

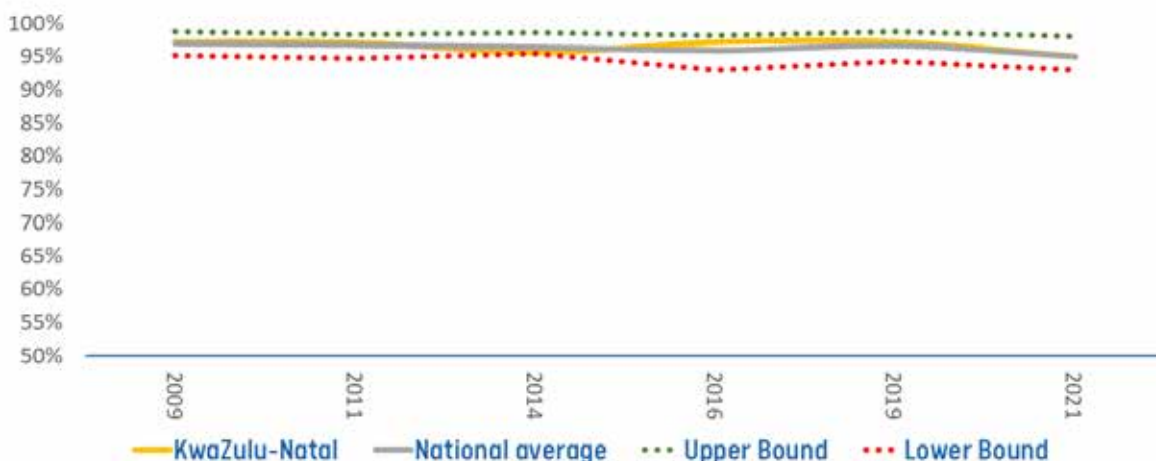
### QUESTION

Are you satisfied with the quality of service that the IEC officials provided to voters? (% satisfied / very satisfied)

### ANALYSIS

Among voters, almost universal satisfaction was recorded regarding the quality of services provided by IEC to voters on Election Day in six successive elections held between 2009 and 2021. In KwaZulu Natal, satisfaction levels fluctuated in a very narrow band between 95% and 97%, mirroring the national average. Despite this positive assessment, KwaZulu Natal ranked low relative to other provinces and, except for 2016, ranked in the bottom five provinces. In 2016, KwaZulu Natal ranked third on this indicator, while it was ranked sixth on average over the full 2009-2021 period. This is largely a reflection of the high satisfaction levels recorded across all provinces over time, rather than significantly poorer performance relative to other provincial contexts.

QUALITY OF IEC SERVICE: Satisfaction with quality of service rendered by IEC officials, 2009-2021 (%)



	2009	2011	2014	2016	2019	2021	Average
KwaZulu Natal	97	97	96	97	97	95	97
National Avg.	97	97	96	96	97	95	96
Upper Bound	99	98	99	98	99	98	98
Lower Bound	95	95	95	93	94	93	95
Rank (1=high; 9=low)	6	5	8	3	5	5	6

Data Source: IEC Voter Participation Survey (VPS) 2009-2021

## 4.2 Voting procedure

### 4.2.1 Assessment of electoral procedures

#### GOAL

Assessing how the voting procedure was perceived

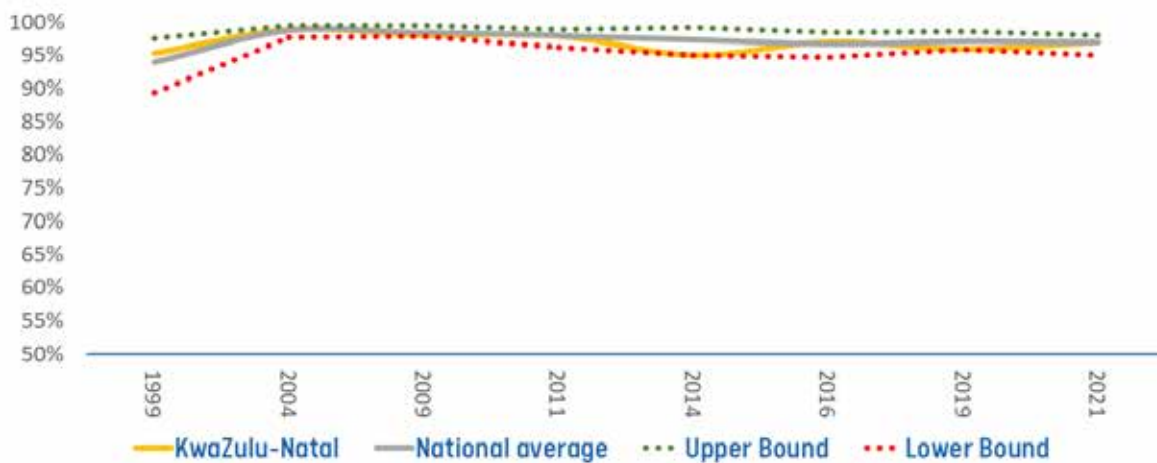
#### QUESTION

Was the voting procedure inside the voting station easy or difficult to understand? (% easy / very easy to understand)

#### ANALYSIS

When examining public opinion on the user experience of voting procedures in KwaZulu Natal between 1999 and 2021, a largely positive picture emerges. Over this period, the vast majority (97%) of voters in the province found the voting procedures inside the voting station easy to understand. We find a broadly consistent pattern of results across national and provincial as well as local government elections, with the share indicating that the voting procedures were “easy” ranging between 95% and 99%. The position of KwaZulu Natal relative to other provinces has fluctuated over the last two decades, falling from third highest ranked in 1999 to lowest ranked in 2014. These rank differences nonetheless reflect subtle inter-provincial variations due to the clustering of satisfaction levels at an extremely high level.

**ELECTORAL PROCEDURAL ASSESSMENT: Proportion of voters who believed that the voting procedures inside the voting station was easy to understand, 1999-2021 (% easy / very easy to understand)**



	1999	2000	2004	2009	2011	2014	2016	2019	2021	Average
KwaZulu Natal	95	95	99	98	98	95	97	96	97	97
National Avg.	94	94	99	98	98	97	97	97	97	97
Upper Bound	98	98	99	99	99	99	98	99	98	98
Lower Bound	89	92	98	98	96	95	95	96	95	96
Rank (1=high; 9=low)	3	3	4	7	7	9	3	9	4	5

IEC Election Satisfaction Survey (ESS) 1999-2021

## 4.2.2 Assessment of procedural accommodation of the elderly

### GOAL

Assessing whether the voting procedure accommodated the elderly

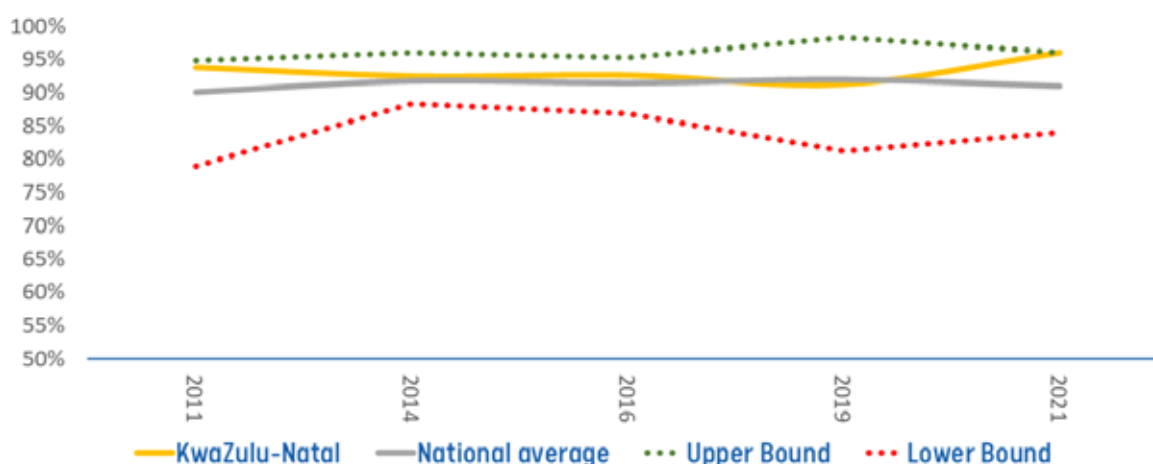
### QUESTION

To what extent did the voting procedure at this voting station consider the needs of the elderly? (% to a great / some extent)

### ANALYSIS

In 2021, 96% of voters in KwaZulu Natal thought that voting stations accommodated the needs of the elderly. These results are very similar to previous survey rounds, and only negligible differences were observed over this period. On aggregate over the 2011-2021 period, 93% of voters in the province felt that the voting procedures considered the needs of the elderly. This suggests that voters were suitably convinced that the procedures in place at voting stations addressed the needs of the elderly. Although there has been modest variation in the share believing that the needs of the elderly had been accommodated (91-96% range), the provincial rank position of KwaZulu Natal on this indicator has fluctuated from second position in 2011 to first in 2021. This is again largely a reflection of negligible differences in evaluation between provinces, so that small changes produce more sizeable shifts in rank order position.

#### ELDERLY PROCEDURAL ACCOMMODATION: Percentage of voters who thought that the voting procedures at the voting station considered the needs of the elderly, 2011-2021 (% to a great/ some extent)



	2011	2014	2016	2019	2021	Average
KwaZulu Natal	94	92	93	91	96	93
National Avg.	90	92	91	92	91	91
Upper Bound	95	96	95	98	96	94
Lower Bound	79	88	87	81	84	84
Rank (1=high; 9=low)	2	5	4	5	1	2

Data Source: IEC Election Satisfaction Survey (ESS) 2011-2021



## 4.2.3 Assessment of procedural accommodation of persons with disabilities

### GOAL

Assessing whether the voting procedure accommodated the needs of persons with disabilities

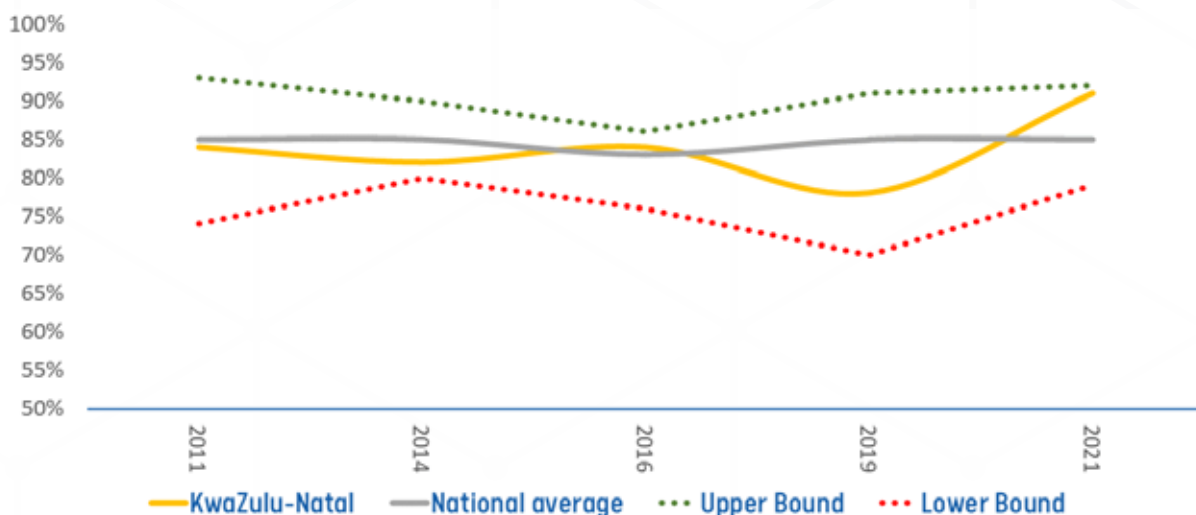
### QUESTION

To what extent did the voting procedure at this voting station consider the needs of persons with disabilities? (% to a great / some extent)

### ANALYSIS

In 2009, 69% of voters in KwaZulu Natal said that the voting stations accommodated the needs of persons with disabilities in 2009. These results significantly improved to 86% by the time of the next round of surveying in 2011. Over the 2014-2021 period, only minor differences were observed, varying between 82% and 89%. On average, 83% of voters thought that procedures at the voting station considered the needs of this group over the full 2009-2021 period. This shows that voters in the province were fairly contented with the procedural arrangements made at voting station for persons with disabilities. Relative to other provinces, the rank of KwaZulu Natal has improved over the last decade, rising from last position in 2009 to second highest in 2021. The 2021 figure represented the most positive appraisal in the province to date and was a distinct increase relative to 2019.

**PROCEDURAL ACCOMMODATION OF PERSONS WITH DISABILITIES: Percentage of voters who thought that the voting procedures at the voting station considered the needs of persons with disabilities, 2009-2021 (% to a great/ some extent)**



	2009	2011	2014	2016	2019	2021	Average
KwaZulu Natal	69	86	82	86	83	89	83
National Avg.	73	80	85	86	84	84	82
Upper Bound	80	92	91	90	94	94	85
Lower Bound	69	66	82	80	59	75	76
Rank (1=high; 9=low)	9	3	8	5	5	2	4

Data Source: IEC Election Satisfaction Survey (ESS) 2009-2021

## 4.2.4 Assessment of procedural accommodation of blind and visually impaired voters

### GOAL

Assessing whether the voting procedure accommodated the needs of visually impaired voters

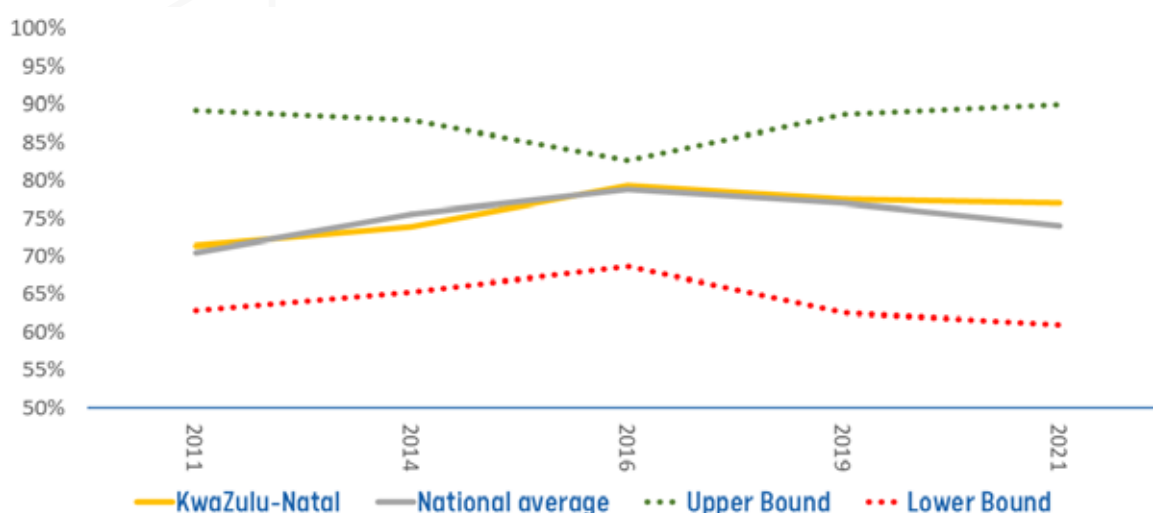
### QUESTION

To what extent did the voting procedure at this voting station consider the needs of the partially sighted or blind? (% to a great / some extent)

### ANALYSIS

In the 2021 local government elections, 77% of voters in KwaZulu Natal believed that the voting stations had put in place procedures that considered the needs of blind and visually impaired people. These outcomes are comparable to previous survey rounds, with only small variances were noted over this period. Over the 2011-2021 period, an average of 76% of voters in the province expressed the view that the voting procedures accommodated the special needs of blind and visually impaired people. By and large, voters were relatively satisfied with how voting stations are performing in relation to this issue. The rank of KwaZulu Natal relative to other provinces has not varied much over the last decade, remaining at about fifth position for most of the period, and improving slightly to fourth position in 2021.

**PROCEDURAL ACCOMMODATION OF BLIND AND VISUALLY IMPAIRED VOTERS: Percentage of voters who thought that the voting procedures at the voting station considered the needs of partially sighted or blind voters, 2011-2021 (% to a great/ some extent)**



	2011	2014	2016	2019	2021	Average
KwaZulu Natal	71	74	79	78	77	76
National Avg.	70	76	79	77	74	75
Upper Bound	89	88	83	89	90	83
Lower Bound	63	65	69	63	61	65
Rank (1=high; 9=low)	5	7	5	5	4	6

Data Source: IEC Election Satisfaction Survey (ESS) 2011-2021

## 4.2.5 Assessing the secrecy of the vote at voting stations

### GOAL

Assessing whether voters were satisfied that the voting station procedures ensured the secrecy of their vote

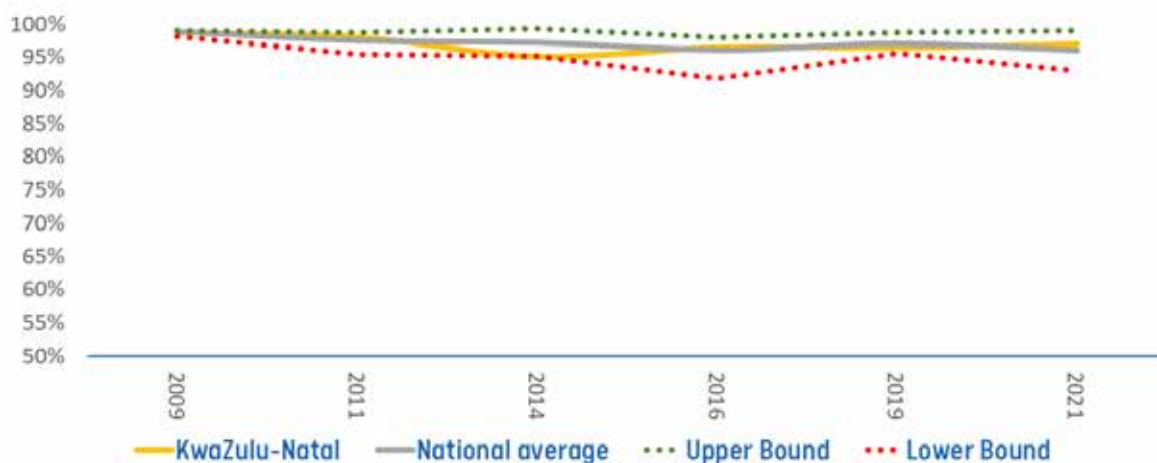
### QUESTION

Are you satisfied that your vote in this voting station was secret? (% very satisfied/satisfied)

### ANALYSIS

In 2021, 96% of voters in KwaZulu Natal had faith in the arrangements made by voting stations to ensure the secrecy of their vote. This finding is comparable to previous survey rounds, and only nominal differences were observed in the province over the 2009-2021 period. The average share of voters in the province who were content with the secrecy of the vote during the period 2009-2021 was 97%. Overall, voters were therefore relatively satisfied with how the voting stations are performing in relation to ensuring the confidentiality of votes cast. The rank position of KwaZulu Natal relative to other provinces has fluctuated over time, rising from sixth position in 2009 to second highest in 2021. Despite these observed variations, the level of difference between provinces was marginal, and the changes in rank position should not be a cause for concern.

**SATISFIED WITH SECRECY OF VOTE: Percentage of voters who were satisfied with the measures to ensure the secrecy of their vote at their voting station, 2009-2021 (%)**



	2009	2011	2014	2016	2019	2021	Average
KwaZulu Natal	99	98	95	97	96	97	97
National Avg.	99	97	97	96	97	96	97
Upper Bound	99	99	99	98	99	99	98
Lower Bound	98	96	95	92	96	93	93
Rank (1=high; 9=low)	6	3	9	4	8	2	5

Data Source: IEC Election Satisfaction Survey (ESS) 2009-2021

## 4.2.6. Ballot paper usability and satisfaction

### GOAL

Overall satisfaction with ballot paper used in the 2019 national and provincial elections

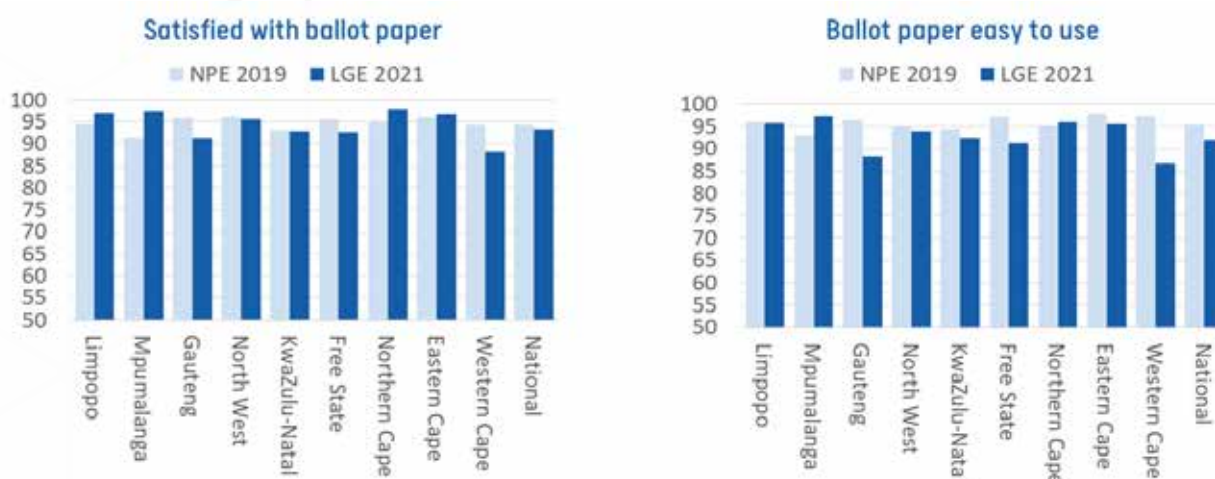
### QUESTION

How satisfied or dissatisfied are you with the ballot papers used in this election? (% very satisfied / satisfied)  
How easy or difficult was it to find your party of choice on the ballot papers? (% very satisfied / satisfied)

### ANALYSIS

In 2021, an overwhelming majority of voters (93%) in KwaZulu Natal voiced satisfaction with the ballot papers used in the local government elections. This outcome demonstrates that, overall, voters were fairly pleased with the ballot papers' design. Reinforcing this message, 93% of voters in the province found it easy in general to find their party of choice on the ballot paper in the 2021 elections. The change in both ballot paper evaluations between 2019 and 2021 is nominal, with overall satisfaction standing at 93% in both years, and usability increasing decreasing from 95% to 93%. For both indicators, the provincial figures approximate the national average.

**BALLOT PAPER SATISFACTION: Percentage of voters who are satisfied with the overall design of ballot papers and their usability, 2019-2021 (%)**



	Overall satisfaction with ballot paper		Ballot paper usability	
	2019	2021	2019	2021
KwaZulu Natal	93	93	95	93
National Avg.	94	93	95	92
Upper Bound	96	98	98	97
Lower Bound	94	97	96	87

Data Source: IEC Election Satisfaction Survey (ESS) 2019-2021

## 4.3 Coercion

### GOAL

Determining experiences of political coercion at the voting station

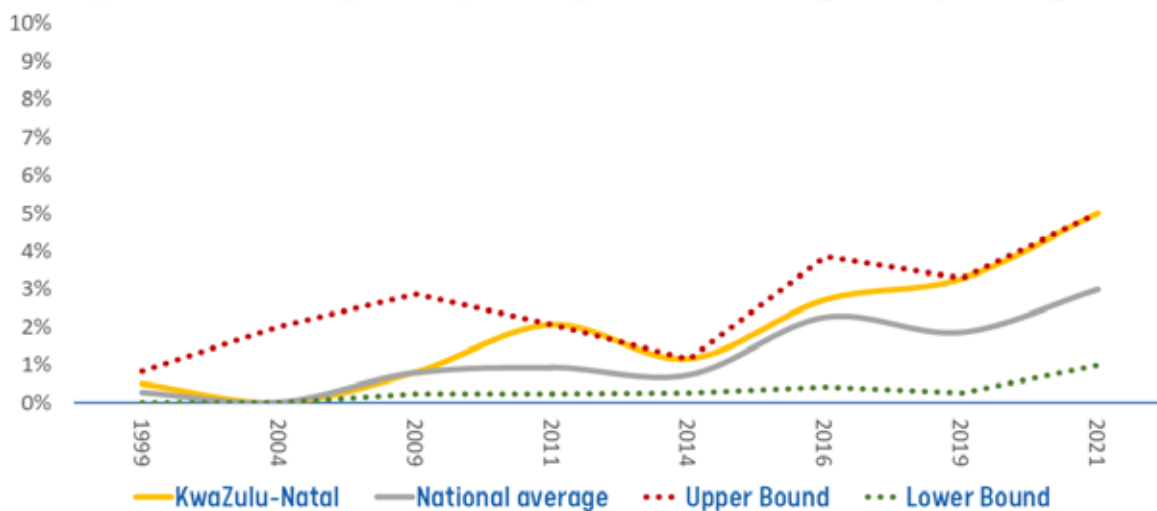
### QUESTION

Did anyone try to force you to vote for a certain political party or independent candidate at the voting station (while outside or inside)?

### ANALYSIS

Overall, it is evident that political coercion at the voting station is not a common occurrence. Although it remains rare, there is evidence that there has been a slight increase in coercion at voting stations since 2016. This is especially apparent in KwaZulu Natal, where 5% of voters reported experiencing political coercion in 2021. On this indicator, KwaZulu Natal ranks high in terms of reported coercion relative to other provinces and, with the exception of 2000 and 2016, ranked either first or second. On average, over the full 1999-2021 period, KwaZulu Natal ranked highest in terms of reported coercion. Political coercion at voting stations in KwaZulu Natal therefore appears to be a more common occurrence than in other provinces, and this will need to be an issue for the Electoral Commission to actively monitor in future elections in the province.

**POLITICAL COERCION: Proportion of voters who said that they had experienced political coercion at the voting station (outside or inside), 1999-2021 (% experienced)**



	1999	2000	2004	2009	2011	2014	2016	2019	2021	Average
KwaZulu Natal	1	0	0	1	2	1	3	3	5	2
National Avg.	0	1	0	1	1	1	2	2	3	1
Upper Bound	1	4	2	3	2	1	4	3	5	2
Lower Bound	0	0	0	0	0	0	0	0	1	0
Rank (1=high; 9=low)	2	9	2	3	1	1	4	1	1	1

Data Source: IEC Election Satisfaction Survey (ESS) 1999-2021



## 4.4 Election turnout

### 4.4.1. Total votes cast, valid votes and spoilt votes in National and Provincial Elections (national vote), 1999-2019

	EC	FS	GP	KZN	MP	NC	LP	NW	WC	Out of country	Total
<b>1999 National Election</b>											
Total votes cast	2 222 394	1 115 326	3 744 958	3 011 732	1 157 229	335 177	1 691 609	1 333 858	1 616 179	...	16 228 462
Valid votes	2 188 184	1 094 776	3 704 449	2 958 963	1 132 517	327 950	1 660 849	1 307 532	1 601 922	...	15 977 142
Spoilt votes	34 210	20 550	40 509	52 769	24 712	7 227	30 760	26 326	14 257	...	251 320
% spoilt	1.5	1.8	1.1	1.8	2.1	2.2	1.8	2.0	0.9	...	1.5
<b>2004 National Election</b>											
Total votes cast	2 310 226	1 042 120	3 553 098	2 807 885	1 157 963	329 707	1 686 757	1 353 963	1 621 839	...	15 863 558
Valid votes	2 277 391	1 022 044	3 504 363	2 765 203	1 134 092	323 201	1 657 596	1 323 761	1 605 020	...	15 612 671
Spoilt votes	32 835	20 076	48 735	42 682	23 871	6 506	29 161	30 202	16 819	...	250 887
% spoilt	1.4	1.9	1.4	1.5	2.1	2.0	1.7	2.2	1.0	...	1.6
<b>2009 National Election</b>											
Total votes cast	2 344 098	1 069 127	4 391 699	3 574 326	1 363 836	421 490	1 570 592	1 135 701	2 049 097	...	17 919 966
Valid votes	2 309 643	1 051 858	4 345 613	3 527 234	1 343 253	414 502	1 547 636	1 113 411	2 027 579	...	17 680 729
Spoilt votes	34 455	17 269	46 086	47 092	20 583	6 988	22 956	22 290	21 518	...	239 237
% spoilt	1.5	1.6	1.0	1.3	1.5	1.7	1.5	2.0	1.1	...	1.3
<b>2014 National Election</b>											
Total votes cast	2 278 555	1 051 027	4 638 981	3 935 771	1 408 269	443 714	1 543 986	1 147 786	2 188 236	18 446	18 654 771
Valid votes	2 243 497	1 034 337	4 592 219	3 874 833	1 385 407	436 065	1 523 169	1 126 691	2 168 147	18 132	18 402 497
Spoilt votes	35 058	16 690	46 762	60 938	22 862	7 649	20 817	21 095	20 089	314	252 274
% spoilt	1.5	1.6	1.0	1.5	1.6	1.7	1.3	1.8	0.9	1.7	1.4
<b>2019 National Election</b>											
Total votes cast	2 052 818	919 549	4 580 285	3 715 985	1 290 908	417 248	1 530 837	1 012 250	2 133 062	19 909	17 672 851
Valid votes	2 020 527	907 212	4 537 402	3 652 577	1 271 979	410 842	1 510 568	994 220	2 112 170	19 882	17 437 379
Spoilt votes	32 291	12 337	42 883	63 408	18 929	6 406	20 269	18 030	20 892	27	235 472
% spoilt	1.6	1.3	0.9	1.7	1.5	1.5	1.3	1.8	1.0	0.1	1.3

Data Source: Electoral Commission of South Africa (IEC) official election results, 1999-2019

#### 4.4.2. Total votes cast, valid votes and spoilt votes in Local Government Elections (provincial summary, ward plus proportional representation votes), 2000-2021

	EC	FS	GP	KZN	MP	NC	LP	NW	WC	Total
<b>2000 Local Government Elections</b>										
Total votes cast	2 782 038	1 203 821	3 779 947	3 258 711	1 260 857	507 471	1 475 846	1 125 276	2 240 990	17 634 957
Valid votes	2 713 773	1 176 898	3 710 595	3 188 189	1 224 228	493 674	1 444 308	1 094 270	2 209 911	17 255 846
Spoilt votes	68 265	26 923	69 352	70 522	36 629	13 797	31 538	31 006	31 079	379 111
% spoilt	2,5	2,2	1,8	2,2	2,9	2,7	2,1	2,8	1,4	2,1
<b>2006 Local Government Elections</b>										
Total votes cast	3 237 836	1 245 605	4 035 819	3 945 826	1 432 103	558 645	1 920 089	1 419 621	2 352 316	20 147 860
Valid votes	3 159 626	1 213 162	3 971 580	3 867 456	1 393 452	545 594	1 883 661	1 374 183	2 313 646	19 722 360
Spoilt votes	78 210	32 443	64 239	78 370	38 651	13 051	36 428	45 438	38 670	425 500
% spoilt	2,4	2,6	1,6	2,0	2,7	2,3	1,9	3,2	1,6	2,1
<b>2011 Local Government Elections</b>										
Total votes cast	3 600 649	1 528 612	6 214 394	5 707 689	1 914 850	724 878	2 337 728	1 677 863	3 475 194	27 181 857
Valid votes	3 517 267	1 500 732	6 127 020	5 607 192	1 880 599	711 431	2 293 052	1 637 592	3 436 613	26 711 498
Spoilt votes	83 382	27 880	87 374	100 497	34 251	13 447	44 676	40 271	38 581	470 359
% spoilt	2,3	1,8	1,4	1,8	1,8	1,9	1,9	2,4	1,1	1,7
<b>2016 Local Government Elections</b>										
Total votes cast	3 748 448	1 649 073	7 196 467	6 622 974	2 149 917	758 390	2 565 627	1 823 458	3 881 005	30 395 359
Valid votes	3 667 247	1 616 890	7 095 642	6 487 321	2 114 364	746 162	2 525 600	1 780 478	3 829 967	29 863 671
Spoilt votes	81 201	32 183	100 825	135 653	35 553	12 228	40 027	42 980	51 038	531 688
% spoilt	2,2	2,0	1,4	2,0	1,7	1,6	1,6	2,4	1,3	1,7
<b>2021 Local Government Elections</b>										
Total votes cast	3 017 803	1 278 484	5 385 382	5 224 937	1 615 109	663 326	2 288 999	1 404 152	3 015 332	23 893 524
Valid votes	2 951 848	1 254 836	5 311 565	5 118 308	1 583 282	650 123	2 247 577	1 369 308	2 981 077	23 467 924
Spoilt votes	65 955	23 648	73 817	106 629	31 827	13 203	41 422	34 844	34 255	425 600
% spoilt	2,2	1,8	1,4	2,0	2,0	2,0	1,8	2,5	1,1	1,8

Data Source: Electoral Commission of South Africa (IEC) official election results, 2000-2021

### 4.4.3 Spoilt ballots

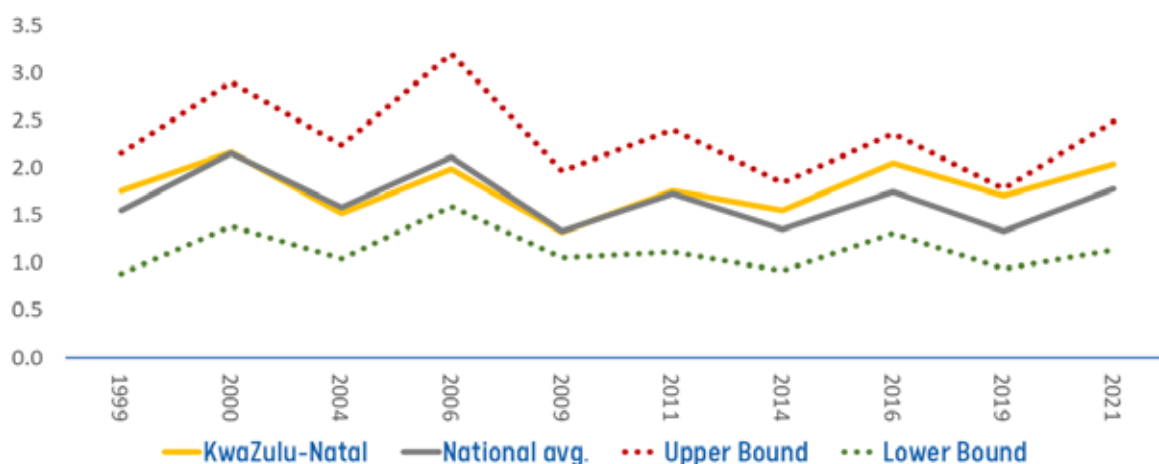
#### GOAL

Determining the share of total votes cast that were spoilt by voters

#### ANALYSIS

Of the total votes cast in National and Provincial Elections as well as Local Government Elections conducted between 1999 and 2021, the percentage of ballots that were spoilt in KwaZulu Natal averaged 1.8% on aggregate. This ranged between 1.3% and 2.2% across the full period. Up until 2014, the provincial figures approximated the national average, though an above-average level of spoiling was apparent in 2016 and 2019, with the provincial rank order rising from seventh in 2011 to second in 2019. In 2021, 3% of voters were spoilt and the province ranked third in that year. In 2021, the level of spoiling in the province was 2.0%, which was higher than the 2019 figure of 1.7%, but is equivalent to the 2016 local government election figure. Spoiling may reflect unintentional error in filling in ballot papers on Election Day, as well as a form of deliberate electoral protest. Understanding the character of spoiling will be important in future in ensuring that unintentional spoiling is addressing through improved ballot paper design and balloting education activities.

**SPOILT BALLOTS: Percentage of total votes cast that were spoilt by voters on Election Day in National and Provincial Elections and Local Government Elections, 1999-2021 (%)**



	1999	2000	2004	2006	2009	2011	2014	2016	2019	2021	Average
KwaZulu Natal	1.8	2.2	1.5	2.0	1.3	1.8	1.5	2.0	1.7	2.0	1.8
National Avg.	1.5	2.1	1.6	2.1	1.3	1.7	1.4	1.7	1.3	1.8	1.7
Upper Bound	2.2	2.9	2.2	3.2	2.0	2.4	1.8	2.4	1.8	2.5	2.3
Lower Bound	0.9	1.4	1.0	1.6	1.0	1.1	0.9	1.3	0.9	1.1	1.1
Rank (1=high; 9=low)	6	6	6	6	7	7	5	3	2	3	6

Data Source: Electoral Commission of South Africa (IEC) official election results, 1999-2021

## 4.4.4 Turnout in National and Provincial Elections as a percentage of registered voters

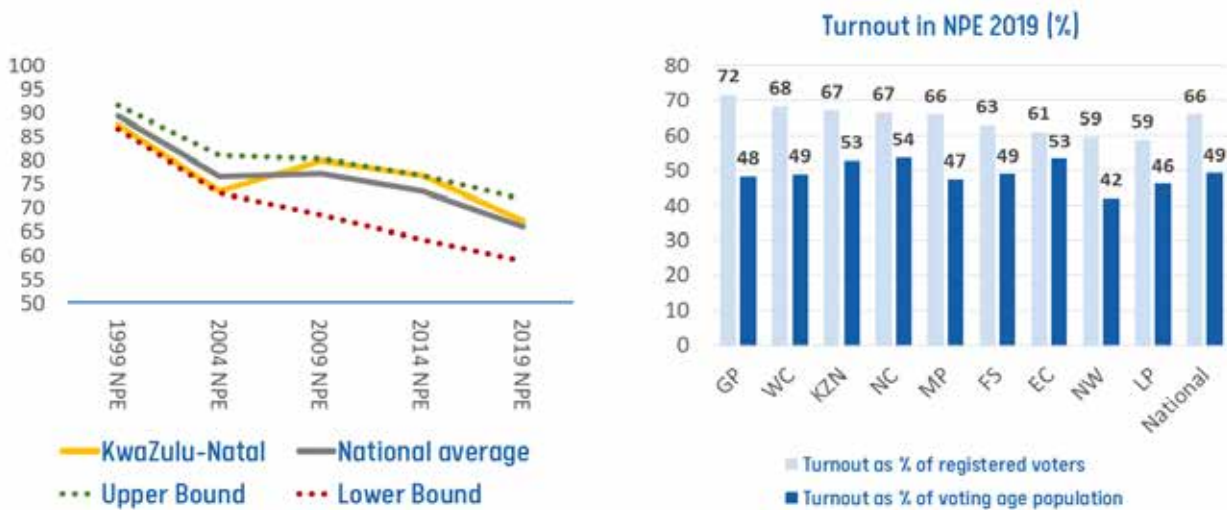
### GOAL

Determining electoral turnout as a percentage of registered voters

### ANALYSIS

Turnout in national and provincial elections in KwaZulu Natal between 1999 and 2019 has fluctuated over time. In 1999, it stood at 87% of registered voters, but fell to 77% in 2004. Although it rebounded in 2009 and 2014, there was a substantial decline to 67% in 2019. Compared to other provinces, KwaZulu Natal ranks third on aggregate over the five elections, despite the recent fall in turnout. Another factor to consider is that these turnout statistics are expressed as a percentage of registered voters. The figures are lower if one looks at turnout as a percentage of the voting age population (VAP). For instance, in 2019, turnout in the province was 53% of the voting age population, which is significantly lower than the 67% of registered voters that turned out.

#### ELECTORAL TURNOUT: Percentage of registered voters that turned out to cast their vote on Election Day in National and Provincial Elections, 1999-2019 (%)



	1999	2004	2009	2014	2019	Average
KwaZulu Natal	87	74	80	77	67	77
National Avg.	89	77	77	73	66	77
Upper Bound	92	81	80	77	72	79
Lower Bound	87	73	69	63	59	72
Rank (1=high; 9=low)	7	8	3	1	3	3

Data Source: Electoral Commission of South Africa (IEC) official election results, 1999-2019

## 4.4.5 Turnout in Local Government Elections as a percentage of registered voters

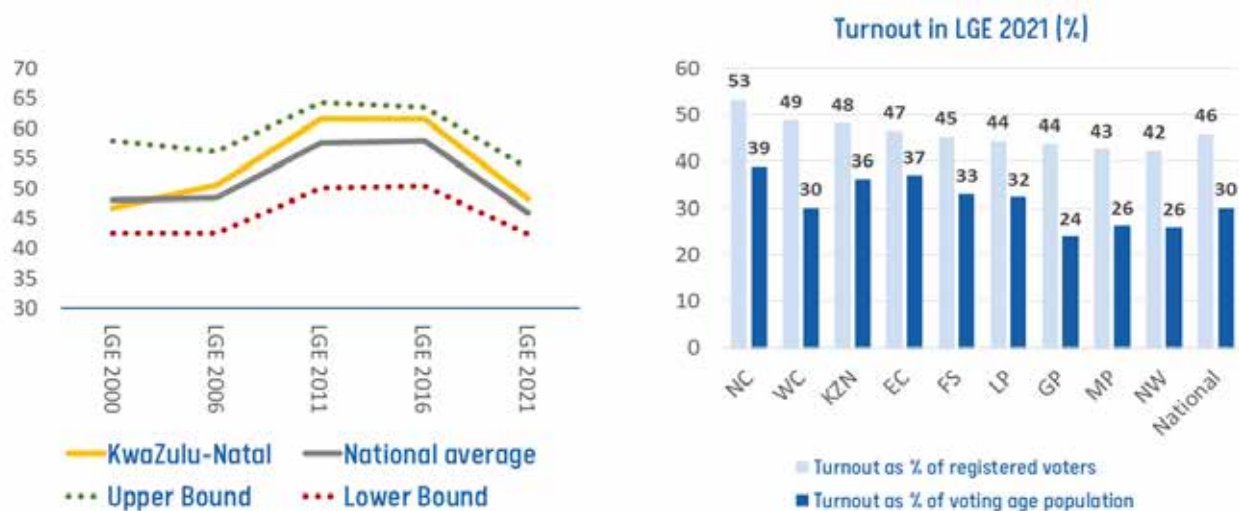
### GOAL

Determining electoral turnout as a percentage of registered voters

### ANALYSIS

Between 2000 and 2011, turnout in local government elections in KwaZulu Natal displayed an increasing tendency, rising from 47% in 2000 to 62% in 2011. It remained stable at 61% in the 2016 Local Government Election. Despite this, the turnout of registered voters in the province in the 2021 Election fell sharply to 48%, representing a return to the 2000 level. The pattern of turnout in KwaZulu Natal between 2000 and 2021 largely mirrors trends nationally. Compared to other provinces, turnout in KwaZulu Natal ranks fourth lowest on aggregate over the five elections. The observed changes between 2000 and 2016 meant that the ranking of turnout the province relative to the other eight increased from fifth highest in 2000 to second highest in 2016, with a slight reversal to third position in 2021. Another factor to consider is that these turnout statistics are expressed as a percentage of registered voters. The figures are lower if one looks at turnout as a percentage of the voting age population (36% in KZN in 2021).

**ELECTORAL TURNOUT: Percentage of registered voters that turned out to cast their vote on Election Day in Local Government Elections, 2000-2021 (%)**



	2000	2006	2011	2016	2021	Average
KwaZulu Natal	47	51	62	61	48	54
National Avg.	48	48	58	58	46	52
Upper Bound	58	56	64	63	53	58
Lower Bound	42	42	50	50	42	46
Rank (1=high; 9=low)	5	4	3	2	3	4

Data Source: Electoral Commission of South Africa (IEC) official election results, 2000-2021





**PART**

**E**

**POST-ELECTION**

## 5. POST-ELECTION

### 5.1. Evaluation of the elections as free and fair

#### GOAL

Determine the extent to which voters rate the elections as free and fair

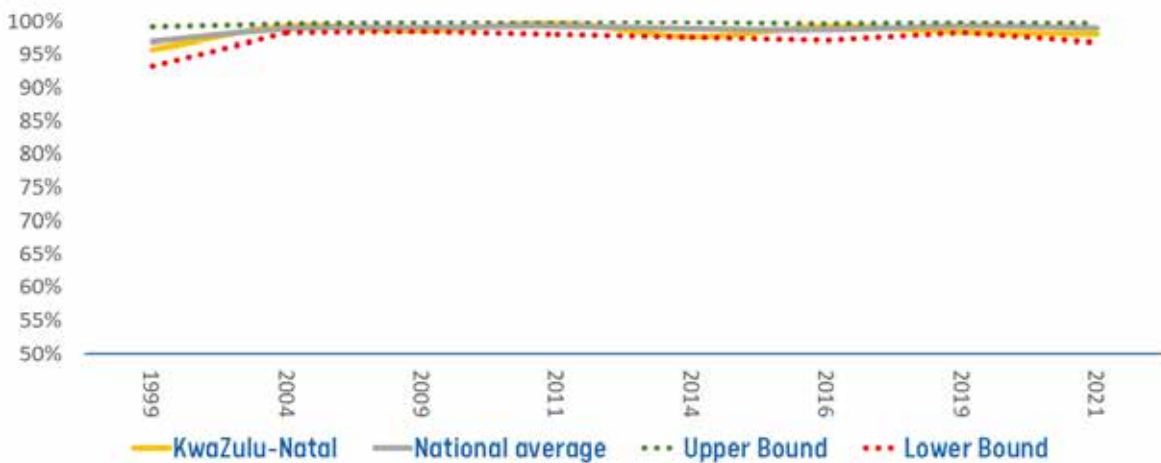
#### QUESTION

Do you think that the election procedures were free and fair? (% yes)

#### ANALYSIS

Looking at the 2021 elections survey results, an overwhelming majority of voters in KwaZulu Natal (98%) felt that the election procedures were free and fair. This was a resolutely positive result and is consistent with previous survey rounds. On average over the full 2004-2021 period, the share of voters in the province who thought that the voting procedures were both free and fair was 97%. Voters were clearly satisfied with the election procedures in the context of the seven elections being considered. The only year where the evaluation was decidedly lower than average was in the context of the 2000 local government election, where 89% of KwaZulu Natal voters considered the election as free and fair. Even so, this is a generally positive assessment, even though it is lower than other election years. The rank of KwaZulu Natal relative to other provinces has changed over time, but has generally been low, resulting in an overall rank position of ninth for the 1999-2021 period. Given that the levels of satisfaction among voters is at a high level in all provinces, these rank differences reflect subtle percentage point changes rather than sizeable shifts in perspective.

**PERCEPTIONS OF ELECTION FREENESS AND FAIRNESS: Proportion of voters who thought that the voting procedures were free and fair, 1999-2021 (% yes)**



	1999	2000	2004	2009	2011	2014	2016	2019	2021	Average
KwaZulu Natal	96	89	99	98	100	98	99	98	98	97
National Avg.	97	96	99	99	99	99	99	99	99	98
Upper Bound	99	99	100	100	100	100	100	100	100	99
Lower Bound	93	89	98	98	98	98	97	98	98	97
Rank (1=high; 9=low)	8	9	3	9	3	9	3	9	9	9

Data Source: IEC Election Satisfaction Survey (ESS) 1999-2021

## 5.2 Vote count

### GOAL

Assess confidence in the accuracy of the vote count

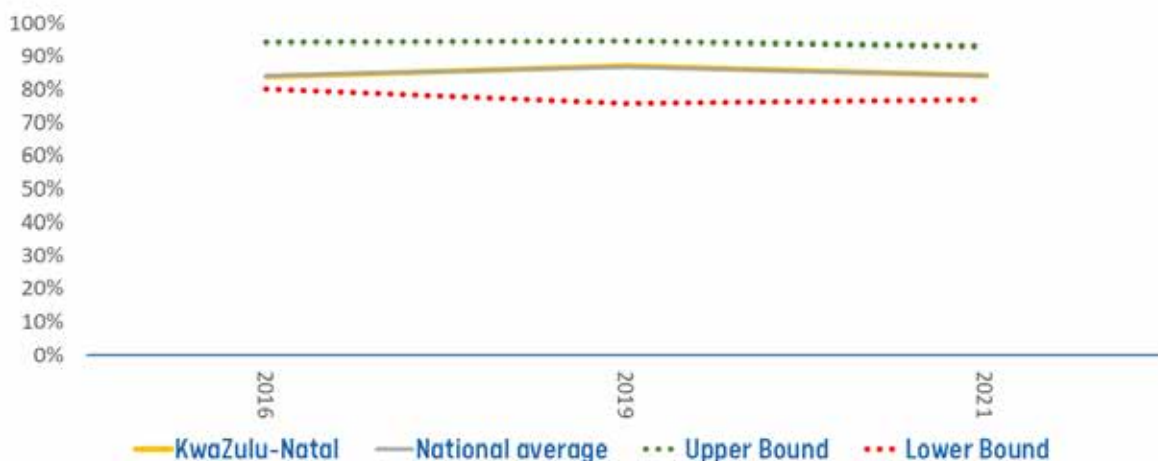
### QUESTION

How confident are you that your vote will be accurately counted? (% completely confident / very confident)

### ANALYSIS

In the 2021 local government elections, an overwhelming majority of voters in KwaZulu Natal (84%) believed that their vote would be accurately counted. This is an encouraging finding that speaks to confidence in electoral staff in performing this duty. This figure is slightly lower than recorded in 2019 (87%) and is consistent with the 2016 survey results. During the 2016-2021 period, the average proportion of voters in the province who had confidence in the count was 85%. The provincial figures in these three elections are virtually equivalent to the national average. In comparison with other provinces, voters in KwaZulu Natal voters ranked fifth on average for the two elections. Despite being middle ranked of the nine provinces, confidence in the vote counting has remained at a consistent high level and has been fairly stable. This is an encouraging finding that speaks to confidence in the electoral staff performing this duty.

#### CONFIDENCE IN THE ACCURACY OF THE VOTE COUNT: Proportion of voters who thought that the vote would be accurately counted, 2016-2021 (%)



	2016	2019	2021	Average
KwaZulu Natal	84	87	84	85
National Avg.	84	87	84	85
Upper Bound	94	94	93	91
Lower Bound	80	76	77	79
Rank (1=high; 9=low)	5	5	5	5

Data Source: IEC Election Satisfaction Survey (ESS) 2016-2021



**PART**

**F**

**ELECTORAL  
REFORM**

# 6. ELECTORAL REFORM

## 6.1. Electoral outcomes - best possible government

### GOAL

Overall satisfaction with the electoral system and support for electoral reform

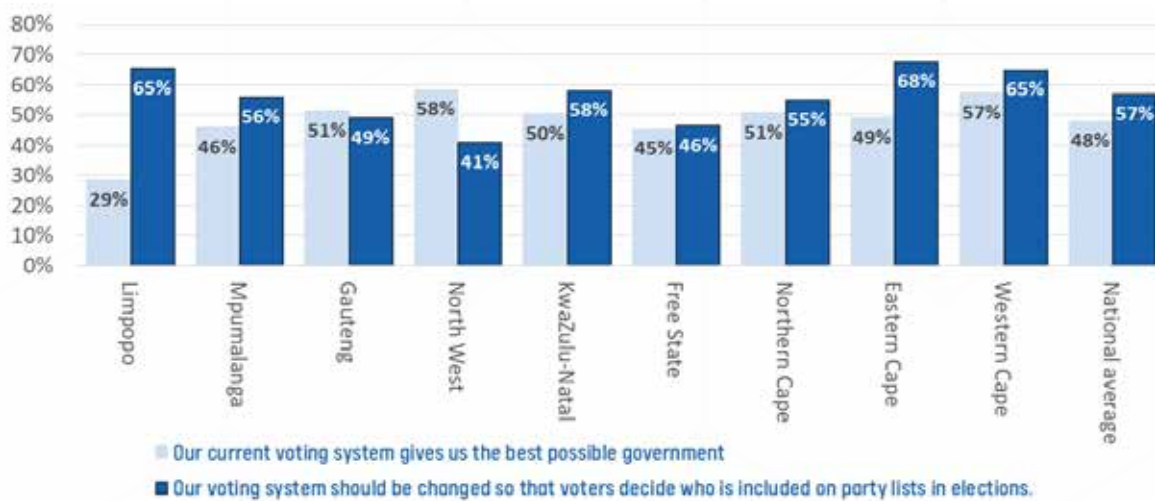
### QUESTION

Our current voting system gives us the best possible government. (% strongly agree/ agree)  
 Our voting system should be changed so that voters decide who is included on party lists in elections. (% strongly agree/ agree)

### ANALYSIS

In 2018, citizens in KwaZulu Natal were generally divided over whether the voting system delivers the best possible government, with only 50% offering a favourable response. This figure did not substantively differ from the national average (48%). This demonstrated a degree of ambivalence in the province about whether the electoral system is functioning in accordance with expectations of democracy. Close to two-thirds (58%) of citizens in KwaZulu Natal in 2018 thought that they should have more say over who is included on party lists in elections. Relative to other provinces, KwaZulu Natal was ranked fourth. This suggests moderate levels for support for this type of reform in the country, and perhaps reflects a demand for greater levels of accountability.

**SATISFACTION WITH THE ELECTORAL SYSTEM: Percentage of citizens who agree that the voting system provides the best possible government, and believe that the system should be reformed to allow greater voter influence on party list candidates, 2018 (%)**



	Current electoral system provides the best possible government 2019	Voting system should be change so voters decide on party list candidates 2019
KwaZulu Natal	50	58
National Avg.	58	57
Upper Bound	58	68
Lower Bound	59	41
Rank (1=high; 9=low)	5	4

Data Source: IEC Voter Participation Survey (VPS) 2018

## 6.2. Electronic voting

### 6.2.1. Perceived effectiveness of electronic voting

#### GOAL

Evaluation of the perceived effectiveness of electronic voting

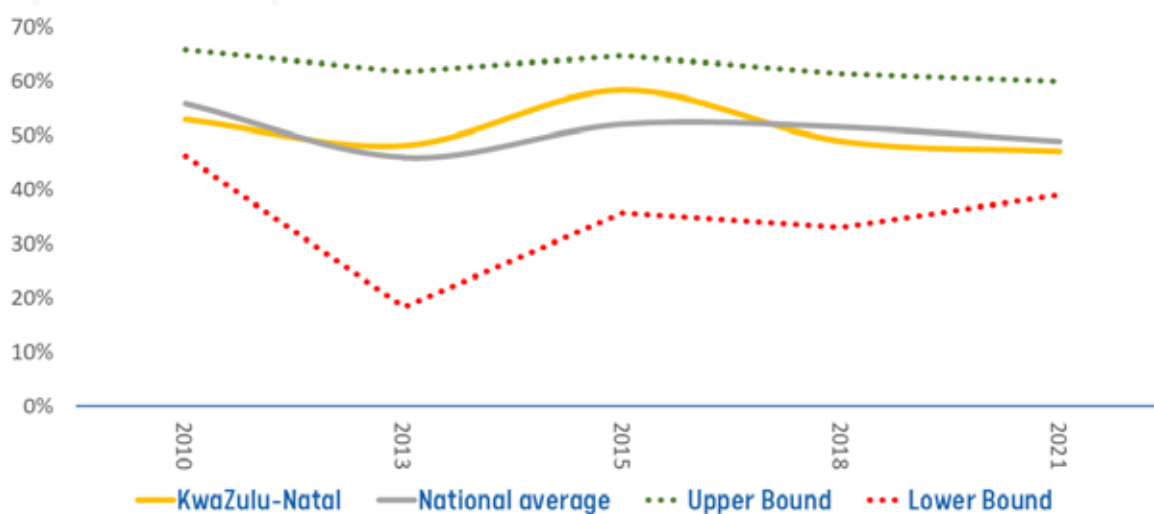
#### QUESTION

Electronic voting will make voting easier and more effective. (% strongly agree/agree)

#### ANALYSIS

In 2021, 47% of citizens in KwaZulu Natal thought that electronic voting would be easier and more effective than the present system of paper ballots. This suggests that the public in the province remains fairly divided on the issue of electronic voting. There has been a modest change in view across successive survey rounds. After a slight increase in positivity in 2015-2018 relative to 2010-2013, there was an 11-percentage point decline in 2021 in the province. On average across the 2010-2021 period, 52% of citizens in the province thought that electronic voting would make voting easier and more effective. Relative to other provinces, the rank of KwaZulu Natal has improved over time, ranking fourth overall across the full 2010-2021 period, but rising from fifth position in 2010 and 2013 to fourth in both 2018 and 2021 respectively. Despite such gains, it is nonetheless evident that some citizens would be quite sceptical if the Electoral Commission decided to introduce an electronic voting system, while others would openly welcome it.

**EASE AND EFFECTIVENESS OF ELECTRONIC VOTING: Proportion of adult citizens who thought that electronic voting would make the system more efficient, 2010-2021 (% agreeing)**



	2010	2013	2015	2018	2021	Average
KwaZulu Natal	53	51	58	58	47	52
National Avg.	56	46	52	56	49	51
Upper Bound	66	62	65	65	60	59
Lower Bound	46	18	36	30	39	38
Rank (1=high; 9=low)	5	5	3	4	4	4

Data Source: IEC Voter Participation Survey (VPS) 2010-2021



## 6.2.2 Concerns of possible fraud associated with electronic voting

### GOAL

Assess concern over possible fraud associated with electronic voting

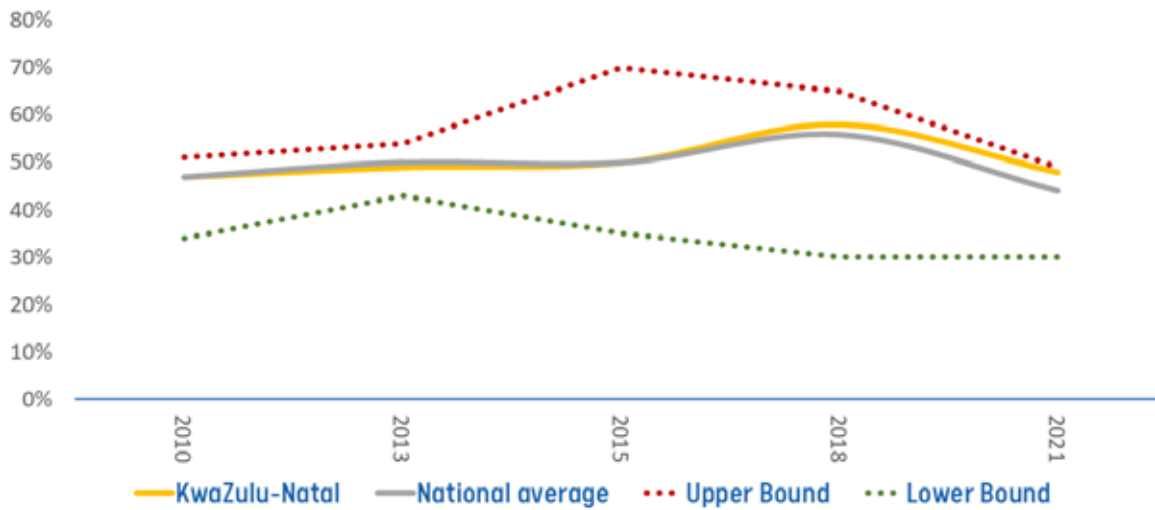
### QUESTION

Electronic voting will introduce more electoral fraud. (% strongly agree/ agree)

### ANALYSIS

In 2021, 48% of adult citizens in KwaZulu Natal believed that an electronic voting system would introduce more fraud relative to the current electoral system. This indicates that the public in the province is quite concerned about potential negative consequences associated with electronic voting. Fears of voter fraud in an electronic voting system have remained steady since 2010, suggesting persisting concern about this issue. In the 2010 survey round, 47% of citizens in the province expressed this concern over e-voting, ranging between 49-50% over the four successive survey rounds between 2013 and 2021. This provincial trend largely reflects national apprehension about this issue. Compared with other provinces, KwaZulu Natal ranked third in 2021, and fifth over the full 2010-2021 period. These findings suggest that the Electoral Commission would need to convince citizens of the security of any e-voting system that is considered for introduction in future elections.

**ELECTRONIC VOTING AND CONCERN OVER FRAUD: Share of adult citizens who believe that electronic voting would introduce more fraud into the election system, 2010-2021 [% agreeing]**



	2010	2013	2015	2018	2021	Average
KwaZulu Natal	47	49	50	49	48	51
National Avg.	47	50	50	50	44	51
Upper Bound	51	54	71	62	49	54
Lower Bound	34	43	35	40	30	37
Rank (1=high; 9=low)	4	6	4	5	3	5

Data Source: IEC Voter Participation Survey (VPS) 2010-2021

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