

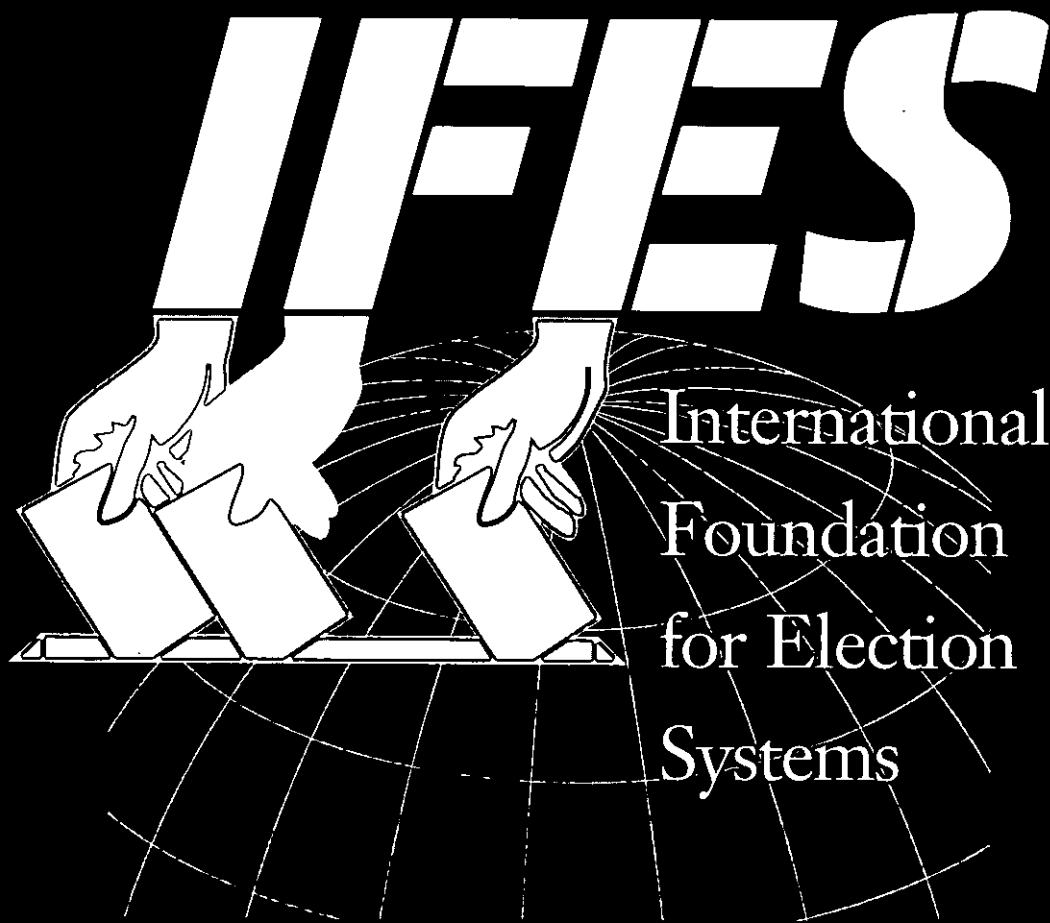
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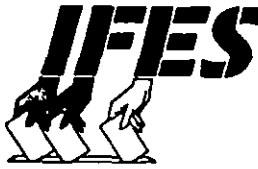


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**REPUBLIC OF INDONESIA**

**Evaluation of Pollworker Training**

**January 2000**

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## LIST OF TERMS AND ABBREVIATIONS

**ABRI**—(Former) Indonesian Armed Forces, including police

**DPR**—National People's Representative Assembly

**DPRD-1**—Provincial People's Representative Assembly

**DPRD-2**—Regency/Municipality People's Representative Assembly

**EMO**—Election Monitoring Organization

**IFES**—International Foundation for Election Systems

**IRI**—International Republican Institute

**KABUPATEN/KOTAMADYA**—Regency/Municipality, below province

**KECAMATAN**—Local subdivision, below Kabupaten/Kotamadya

**KELURAHAN/DESA**—Village, below Kecamatan

**KPPS**—Polling Station Committee or pollworker

**KPU**—National Election Commission

**PPD-I**—Provincial Election Committee

**PPD-II**—Regency/Municipal (Kabupaten/Kotamadya) Election Committee

**PPK**—Kecamatan Election Committee

**PPI**—National Election Committee

**PPS**—Kelurahan Election Committee

**RT/RW**—Rutun Tetangga/Rukunwara (Administrative division that subdivides the village level)

**SAKSI**—Witness in polling station, party agent

**TPS**—Polling station

*Warta Pemilu*—*Election Newsletter* (for pollworkers)

## **I. INTRODUCTION**

The June 7, 1999 parliamentary elections in the Republic of Indonesia were a transitional step toward democratic rule and professional, independent election administration. Although, for the most part, election day was a peaceful expression of the franchise, the election was seriously flawed administratively.

One of the most glaring and potentially disastrous elements in the election administration was the training of the election day pollworkers or KPPS members. Through the ingenuity of some, past experience of others, and willingness to work extremely hard, the Indonesian KPPS members performed admirably on June 7<sup>th</sup>. But adequate and timely training, clear instructions, and uniform and professional administration would have improved their performance.

The evaluation of the pollworker training program can be seen to clearly support the fact that the training was inconsistent at best, and/or non-existent throughout the country. In discussion after discussion, KPPS members support these findings and provide their own recommendations for improved election procedures and training.

This inconsistency permeates the entire administration from the manner and timing of the appointment of KPPS members, to the number of KPPS members in a polling station, or TPS, to the delivery of materials and instructions to KPPS members. Regulations meant to standardize procedures either did not exist, were unknown, or were ignored by the various levels of election administration.

It is essential that the National Election Commission (KPU) thoroughly review and prepare professional administrative remedies to correct these deficiencies before the next election. Only with uniform regulations and a consistent training program, which is professionally prepared and administered, can election administration problems be avoided in future elections.

## II. STRUCTURE OF THE INDONESIAN ELECTION ADMINISTRATION

Indonesia is the largest archipelago in the world, consisting of approximately 13,000 islands and 210 million people. The size and complexity of the country is reflected in the election administration structure. The structure is a complicated system established in *Law Number 3 of 1999 on General Elections*.

To understand the structure, imagine a basic pyramid. At the top of the pyramid is the National Election Commission, or KPU, consisting of 53 members: five government-appointed representatives and one representative from each of the 48 certified political parties. This body is responsible for policy and implementation of the election laws.

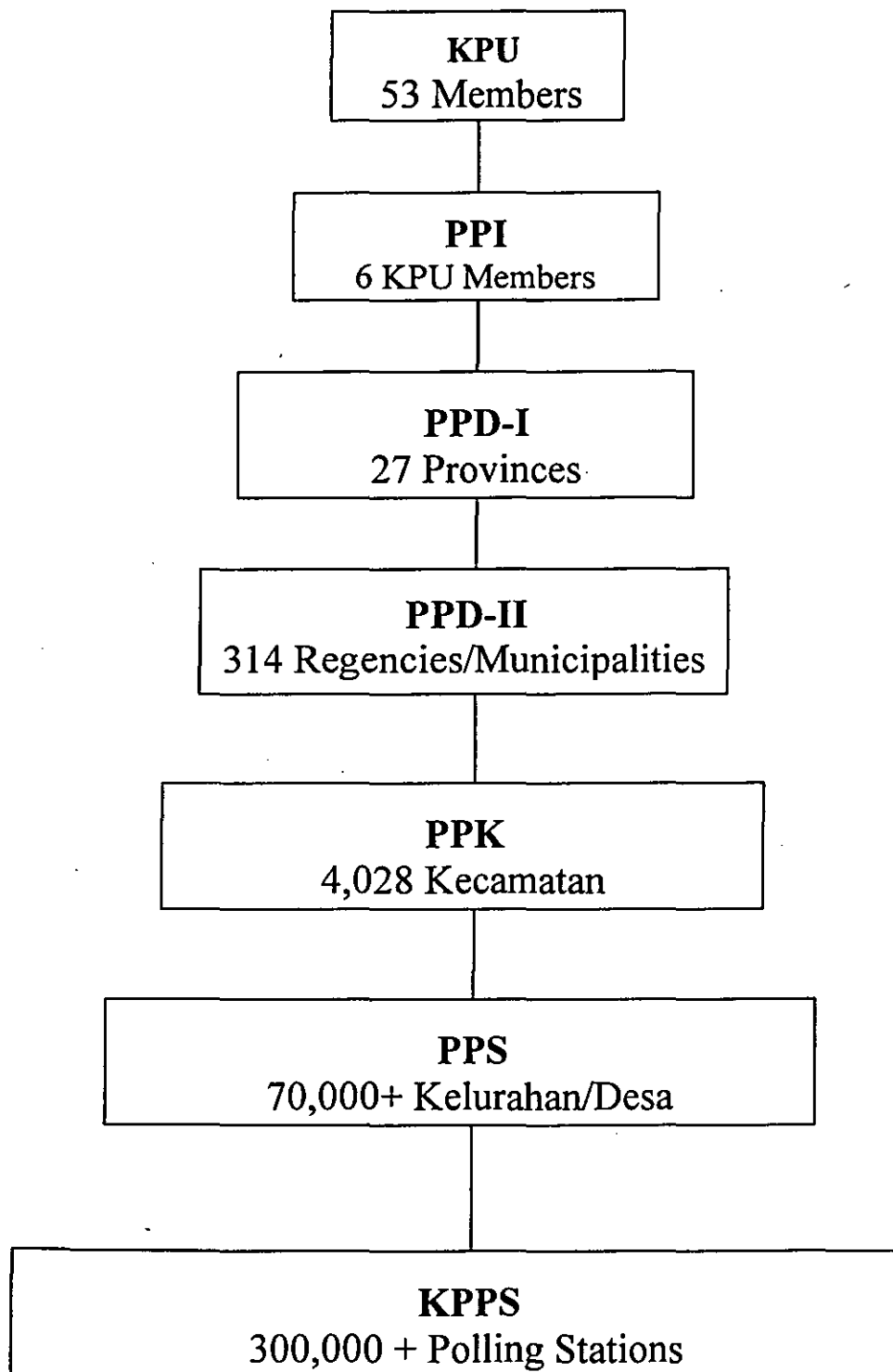
Between the KPU (National Election Commission) and the KPPS (pollworkers), there are five graduated levels of election administration, each authorized to form an election committee, hire secretarial help, and prepare a budget in order to fulfill their duties. Directly below the KPU is the Indonesian Election Committee, PPI, made up of six KPU members. The PPI is legally the implementation arm of the KPU.

The next level below the national PPI is the Provincial Level Commission, or PPD-I. There was one provincial election administration office in each of the 27 Indonesian provinces voting in the June 1999 election.

Down from the PPD-I level is the kabupaten/kotamadya (regency/municipality) level, PPD-II. There are 314 PPD-II in Indonesia. Below the PPD-II level is the kecamatan or PPK level consisting of 4,028 kecamatans. The next level down is the PPS or kelurahan/desa level consisting of more than 70,000. The base of the pyramid is the more than 300,000 polling stations, or TPS, staffed by the 2.8 million pollworkers or KPPS members.

To complicate the election administration further, each level has certain responsibilities, which affect the next level down. The training effort, as implemented by the KPU, was started at the provincial level (PPD-I) with training of trainers in each of the 27 provinces. The provincial trainers were then to train trainers at the next level, regency/municipality (PPD-II). The regency/municipality level was then to train the next level of people at the kecamatan (PPK) level. The kecamatan were to train the pollworkers (KPPS members), by-passing the village (PPS) level. The training program began approximately three (3) weeks before the June 1999 election.

## STRUCTURE OF THE INDONESIAN ELECTION ADMINISTRATION





### III. ELECTION PROCEDURE HIGHLIGHTS

The June 7, 1999 Indonesian elections presented a new opportunity for Indonesian citizens to experience a transparent election process. New procedures were established to ensure that voters cast their ballots with secrecy and that the ballots were counted properly. New items for this election included:

- **A ballot containing 48 political parties.** This ballot guaranteed all qualified parties the opportunity to participate in a democratic election process.
- **The participation of accredited national and international observers, in unlimited numbers, in each polling station.** These observers ensured the goal of free and fair elections. Party agents, *Saksi*, were integrated into the electoral process.
- **The requirement that the KPPS chair, vice-chair, and one KPPS member sign each ballot before giving the ballot to the voter.** This procedure ensured that only official ballots were used and counted.
- **The requirement that a KPPS member stick the ballot hologram on each ballot before giving the ballot to the voter.** This is a second procedure to ensure that only official ballots were used and counted.
- **The requirement that the voter dip his/her finger in indelible ink after voting.** This procedure eliminated the possibility of any person voting more than once.
- **A requirement to record and reconcile the number of ballots issued to the polling station with the number of ballots used, spoiled, and invalidated.** This procedure ensured that ballots could not be illegally used or counted on election day.

Polling stations were open for voting between 0800 hrs. and 1400 hrs. Electors voted for political parties, not candidates. There were three (3) separate ballots—for DPR, DPRD-1, and DPRD-2. The ballots contained the political party names and symbols. The DPR ballot was printed on white paper, the DPRD-1 ballot was printed on pink paper, and the DPRD-2 ballot was printed on gray paper.

All ballots were tallied and counted at the polling station in full view of witnesses. The results from each polling station were delivered to the PPS election committee. The totals from this level were sent to the kecamatan level (PPK) and then on to the regency/municipality level (PPD-II).

The provincial election committee (PPD-I) tabulated the final vote counts from each province and transmitted them to the National Election Committee (PPI). The National Election Commission (KPU) reviewed all national results. These results were to be final and official after two-thirds of the members of the KPU signed the final statement of counts and tabulation. However, the KPU never did verify the results.

#### **IV. POLLWORKER TRAINING ASSISTANCE**

The professional training of election workers (pollworkers) at every level adds considerable capacity to election commissions around the world to administer elections. As the core group of people who execute the election regulations, the pollworkers play a critical role in proper implementation of the election. If the pollworkers are properly recruited and trained, the likelihood increases that elections will be conducted smoothly, consistently, and transparently. In addition, a professional core of pollworkers increases the public's perception that the election is being conducted fairly by competent and impartial citizens.

Although Indonesia has held elections regularly since 1955, none of the electoral exercises lived up to international standards for free and fair elections. Rather, various fraudulent methods were employed to ensure that the ruling party would consolidate and maintain its lock on power. Therefore, the importance of properly trained pollworkers who could implement new and revised election procedures in a fair and transparent manner was particularly critical in the June 7, 1999 national elections. The pollworkers in the recent elections had the potential to provide an important impetus toward the development of proper administrative procedures which, if followed, would confirm the professional legitimacy of the election.

Recognizing this important element of Indonesia's June 7, 1999 transitional election, the International Foundation for Election Systems (IFES) provided technical assistance to the National Election Commission (KPU) and the Indonesian Election Committee (PPI). IFES provided two training specialists who developed the idea of a national training program for pollworkers with the newly appointed commissioners. After receiving official sanction from both election bodies, IFES started working with the Indonesian government to develop and implement an ambitious and comprehensive pollworker training program for the estimated 2.8 million pollworkers.

To complete its mission to provide technical advice and assistance to the Election Commission, the IFES training team embarked on a core set of activities to improve the ability of pollworkers to complete their assignments.

The focus of the IFES pollworker training assistance project was to:

- Interact with members of the National Election Commission (KPU).
- Offer expertise in the implementation of a uniform training program for all pollworkers assigned to a polling station (KPPS members).
- Develop an election day training manual for use by all KPPS members.
- Develop and produce a training video showing proper polling station procedures.
- Distribute and arrange for viewings of the training video.
- Write and produce a pollworker newsletter for all KPPS members.
- Assess and evaluate the master training program as implemented by the KPU.

## **Election Day Training Manual**

IFES worked directly with the Indonesian Election Committee (PPI) to design a comprehensive manual for pollworkers. The manual contained all the necessary information to enable each pollworker to perform his/her duties in a fair and impartial manner, and to consistently apply election regulations. The responsibilities of each pollworker were explained in simple step-by-step fashion. The manual also clarified the role of each election authority in the electoral process as a whole. It contained information for the pollworker that was critical to the conduct of a free and fair election and available in no other material, apart from reading and interpreting the new election laws.

By improving pollworkers' understanding of their specific duties and of the entire electoral process, the manual served as a method to bring accountability, respect, and consistency into the process. By knowing their duties well, the pollworkers could implement the safeguards that had been built into the system to prevent fraud. In turn, this provided an opportunity for the government to improve the public's perception of the conduct of the election. The manual also provided an independent method of ensuring uniform knowledge of the election process, regardless of attendance at additional training sessions, past service as an election official, or educational background of the pollworker. IFES was responsible for the final composition, layout, and design following approval of the content and language by the Indonesian election administration.

## **Election Day Training Video**

In conjunction with the pollworker manual, IFES also worked with the KPU and PPI to develop and produce a training video. Similar to the pollworker manual, the video was developed as an educational aid to enhance any training program or stand alone in outlining the election day procedures. It was designed to be aired on television, at training sessions, or during any election-related meetings.

Although the primary target of the video was the pollworker, it was by no means limited in its reach. Unlike the pollworker manual, which was specifically written for election day workers, the video was more general in nature. It explained the entire election process in layman's terms which could be understood by any audience, including the NGO sector, the international community, domestic observers, political party watchers, and the voters. It covered election day procedures, the checks and balances in the electoral system, and the important procedures which contribute to transparency on election day. It explained the roles of the KPPS members, the political party watchers, and the voters, and highlighted proper procedures to be followed in the polling station.

The video was produced with both a Bahasa Indonesia and an English language narration. IFES distributed copies of the video to each provincial election committee, and also to international observer groups, domestic monitoring organizations, and political parties. Free copies were made available through the IFES office and through the KPU Office of Public Relations.

### **Television Broadcast of the Election Day Training Video**

The election day training video was broadcast 39 times during both prime and non-prime airtime. Each Indonesian television channel aired the video a minimum of five times during the week prior to the election. The airing dates and times were provided to monitoring organizations, political parties, election committees and their members, and KPPS members.

### **Video Sessions for Kabupaten Pollworkers, Party Agents, and Election Monitors**

Special viewing sessions were arranged in 55 kabupatans in the most populated areas of the country. The video was shown twice at each location during the week before the election. These viewing sessions were announced and publicized in the kabupaten and were open to any person free of charge.

### **Pollworker Newsletter**

With the full support of the KPU and PPI, IFES also developed a pollworker newsletter, *Warta Pemilu '99*, to advise and remind pollworkers of proper procedures and any last-minute changes in the regulations. The newsletter also included the schedule of when the election training video would be shown on television. The newsletter was written for both the KPPS members and members of the various election committees, with 2.2 million copies printed.

### **Training Program Evaluation**

IFES international training experts visited 11 provinces and assessed the training program being implemented in each of them. They attended training sessions, spoke with instructors and participants, and determined logistical information necessary for election day performance at the polling station. The specialists also obtained progress reports about the distribution of the pollworker training manuals and the pollworker newsletters.

## V. METHODOLOGY AND OBJECTIVES OF EVALUATION

The objective of this evaluation project was to determine the use and effectiveness of pollworker training materials, including the training manual and video, produced by IFES for the June 7, 1999 elections in Indonesia. The evaluation also seeks to determine priorities for election administration reform in Indonesia.

### Methodology

This project used the "focus group" and an "in-depth interview" approach.

The standard focus groups consisted of seven (7) to eight (8) respondents. The in-depth interviews consisted of one (1) respondent per interview. Age and gender of respondents was not pre-defined. Across the focus groups and in-depth interviews, respondents were predominately male; ages varied from 20-65 years.

The project fieldwork was conducted in eight (8) provinces, each province consisting of three (3) focus groups and two (2) in-depth interviews. The three (3) focus groups in each province were split into one (1) focus group in an Urban Area, one (1) in a Semi-Urban Area, and one (1) in a Rural Area.

In each province, one of the two (2) in-depth interviews was conducted in an urban area. The others were pre-selected for semi-urban and rural areas. In total, 24 focus groups and 16 in-depth interviews were conducted. The specific group and in-depth structure by province is detailed in the table below.

Type Province	Focus Group			In-depth Interview		
	Urban	Semi-Urban	Rural	Urban	Semi-Urban	Rural
Jakarta	1	2	N/A	1	1	N/A
West Java	1	1	1	1		1
East Java	1	1	1	1	1	
Jambi	1	1	1	1	1	
South Sumatra	1	1	1	1	1	
East Kalimantan	1	1	1	1		1
North Sulawesi	1	1	1	1		1
Bali	1	1	1	1		1

Exact locations for each focus group and in-depth interview by province are listed below:

**Province: DKI Jakarta**

Urban: Jakarta

Semi-Urban: Tangerang, Bekasi

**Province: West Java**

Urban: Bandung

Semi-Urban: Cianjur

Rural: Desa Lumbangsari

**Province: East Java**

Urban: Surabaya

Semi-Urban: Sidoarjo

Rural: Sidoarjo

**Province: Jambi**

Urban: Teranai Pura

Semi-Urban: Muara Bulian

Rural: Bajubang

**Province: South Sumatra**

Urban: Palembang

Semi-Urban: Tanjung Pandan

Rural: Belitung

**Province: East Kalimantan**

Urban: Balikpapan

Semi-Urban: Samarinda

Rural: Desa Penajam

**Province: North Sulawesi**

Urban: Manado

Semi-Urban: Minahasa

Rural: Bitung

**Province: Bali**

Urban: Denpasar

Semi-Urban: Tabanan

Rural: Desa Gubug

Topics to be covered in the focus groups and in-depth interviews were generally divided into four categories:

Training  
Procedures  
Materials  
Miscellaneous

### 1. Training

Questions on training objectives addresses the following information:

- Type of training, if any, in which the respondents participated.
- How they learned about the training.
- Whether the training helped them on election day and afterwards.
- How the training could have been improved.
- Whether they received a copy of the manual, *Election Day Instructions for KPPS Members*.
- Whether they saw the election day training video on television.

As indicated above, the KPU used a broad, cascade-style, "training the trainer" program to reach the more than 2.8 million KPPS members. Each province was essentially autonomous in how it organized the training program, when it occurred, and who conducted the training. The provinces, however, did need the KPU to approve their election training budgets. It is unclear in many areas whether the stipends were received by the intended trainees.

### 2. Procedures

Questions on procedures addressed the following objectives:

- Whether or not the respondents followed proper election procedures.
- What improvisations, if any, were made on election day.
- Which procedures were not followed and why.
- Changes in procedures that would make election day easier.

Election day procedures in the polling station include a variety of tasks and duties, all of which are clearly explained in the manual, *Election Day Instructions for KPPS Members*. There were many new procedures which were implemented for this election to ensure the integrity of the election. These new procedures were:

- Requirement that each ballot be signed by the KPPS chair, vice-chair, and one KPPS member.
- Requirement that a KPPS member stick a ballot hologram on each ballot.
- Requirement that voter must have a finger marked with indelible ink.
- Requirement to reconcile the number of ballots issued to the polling station.

Other procedures required in the polling station included:

- Each person be registered or have an A2 form in order to vote.
- Party agents and domestic and international observers are permitted to observe in the polling station.
- Suggested activities before election day to prepare the polling station.
- Activities to prepare the polling station on election day.
- Processing voters in a fair and impartial manner.

### **3. Materials**

Questions on materials addressed the following information:

- What materials were and were not available in the polling station.
- How the materials were obtained.
- Whether the materials were used.
- What additional materials could have been used.
- What materials were not needed.

The KPU was responsible for the distribution of election day materials. The distribution system utilized was the system used previously, i.e., the postal service delivering materials in most cases to the PPD-II level. The PPD-II was responsible for distributing the materials to PPK, PPS, and the TPS. As the election neared, many provinces reported missing materials or a shortage of materials. The materials critical to the conduct of the election were:

- Sufficient ballots
- Hologram ballot seals
- Indelible ink
- Three ballot boxes
- Model C forms

### **4. Miscellaneous**

Questions in this area addressed the following:

- What type of political party influence was present.
- Was there voter intimidation.
- Was there vote fraud.

Certain areas experience more political party influence and voter intimidation than other areas. If the participants want to comment on one of the subjects above, they should be encouraged to determine if any of these happened and where they occurred.



## VI. RESULTS

Generally speaking, the results of the evaluation showed an inconsistent approach to the training of the KPPS members. Although there is always an anticipated variance in any training effort, the lack of uniformity and professionalism could have resulted in serious election day problems. Fortunately, the problems that did occur were resolved in appropriate ways, most often by referring to the IFES manual or relying on previous election day experiences.

### 1. Training

The general purpose of the election day training was to expand knowledge and skills so that KPPS members could complete their duties in a competent manner. It should be noted that, irrespective of how far in advance KPPS members received notice of their appointment, many still felt they were not prepared enough for their responsibilities on election day.

#### Training Structure

In most of the provinces, it appeared that the chair and vice-chair received better training than the other KPPS members. In some areas, only the chair and vice-chair were trained. The training imparted was not extensive and complete in all areas. A large majority of KPPS members were trained at the polling station on election day.

The effectiveness of the training appeared to be determined by the training components used in the session such as video, simulations, or simply describing the election day and KPPS member responsibilities. In all cities, the focus of the training was on the video, role-playing, and/or simulation. Some KPPS members felt they could handle election day and their duties because they watched the video and received training, which included simulation.

However, in some training sessions, only an outline of the actual duties was given. For example, the tasks were listed and explained in the training, but the distribution of work between KPPS members was not clearly defined. Hence, there was ambiguity regarding these duties.

Training was not felt to be well organized or very explicit in most provinces. Common criticisms raised from respondents were:

- The sessions were badly organized.
- The sessions were overcrowded with too many participants (in some cases 500 to 2,000 participants).
- The sessions were conducted in rooms with insufficient training space.
- Too many written materials were provided.
- The explanations and training were incomplete.
- The length of the sessions was felt to be too short or too long.

The length of the training session varied across and within provinces. Overall, most training consisted of six (6) hours or more. In Jambi, North Sulawesi, and South Sumatra most persons received training for eight (8) hours or more. Yet even respondents who received eight (8) hours or more of training complained that the training did not prepare them for election day.

It was commonly expressed that the quality of training was poor to average. Only in Bali, Urban Jakarta, Semi-Urban and Rural Bandung, and Rural East Kalimantan, did respondents rate the training as good. The main reasons mentioned for poor training were that the training was given too close to election day and the training length and content were inadequate.

Lectures were perceived to be rushed. Explanations were considered too brief. Many respondents could not comprehend them or hear them. Trainers that were not knowledgeable about election day procedures were also mentioned as a cause of ineffective training. Some trainers were reading the instruction material for the first time, while giving training to the KPPS members. Comments frequently expressed were that the training was too crowded, lacked clear explanations, and lacked appropriate materials.

In comparing the training to that provided in previous elections, those with previous experience, specifically in the rural areas, found the training in previous elections to be more systematic than the 1999 election. Some rural areas also rated previous election training as more understandable than the 1999 election training. A reason for the lack of clarity mentioned by the respondents was that the previous elections consisted of only three (3) political parties, whereas the forty-eight (48) parties in this election were felt to complicate procedures.

### Training Materials

#### **IFES Manual**

Most respondents were actually quite confused about what written training materials they had or had not received and from whom the training materials were received. It was apparent that several types of written materials were circulated, and in many cases photocopies of originals were used. It appeared that the cover of the IFES manual was also reproduced on other written materials, which further confused the workers. Most KPPS members claimed that they had received some sort of written training materials.

In several instances, KPPS members described either a party agent manual produced by the International Republican Institute (IRI), or a small book containing the election law and regulations which had been provided to them. The majority of KPPS members (semi-urban/rural areas) indicated that they had not seen the IFES manual before. Some claimed to have just seen a photocopy version of it. Most of the respondents who said they received the IFES manuals were in chair and vice-chair positions. Also, many indicated the manual was contained in the ballot box on election day.

Of those who received the IFES manual, it was clear that many had only read a few pages of it due to a feeling that it was too much to read or it was not easy reading. They also indicated the manual was used as a reference if there was a dispute on election day. However, all who received it did feel that it helped their job performance on election day.

Since the distribution of the IFES manual was never completed by the KPU, some KPPS members saw the manual for the first time during the research groups and in-depth interviews. Respondents who received the IFES manual (Jakarta excepted) received it less than one week before the election day. Most of them received it either at the training session or on election day, in which case the manual was located in the ballot box. The majority of the respondents who received the IFES manual were KPPS chairs. Some KPPS chairs copied the manual and did their own training for other KPPS members.

Where the manual was available, the time was too short to fully comprehend the contents of the manual. And, for some, the text of the manual was difficult to understand. Despite the problems experienced when reading, the manual did appear to have facilitated the pollworkers' performance. Respondents consistently identified it as "very helpful". Frequent comments by the KPPS members indicated that the manual was used to help in handling disputes in the polling station.

There was unanimous agreement by all those respondents seeing the book for the first time in the group discussions and in-depth interviews that the manual would have assisted in enhancing their performance. The manual successfully achieved the "communication objective" by conveying the election procedures to those pollworkers who read it.

### **Training Video**

There was confusion by the respondents in determining whether they had viewed the 27-minute training video or a 3-minute public service announcement. In reviewing comments, however, most respondents appeared to have seen segments of the training video on several occasions.

Most of the KPPS members interviewed claimed to have seen the video more than once. Viewing was mainly via national television broadcast. Other places where the video was apparently shown were ABRI Headquarters (Semi-Urban), places of training (Urban), and a political party meeting (Urban).

The video was seen as very helpful because it gave the KPPS members clarification of election day procedures. For some, it was easier to understand than the manual. Unfortunately, not many had access to the video in the rural areas. Lack of infrastructure facilities prevented its viewing locally. The video was available on national television for over 80% of the Indonesian pollworkers and electorate.

## **2. Procedures**

Overall, the conduct of the election, including following prescribed polling procedures, was well organized and posed few problems for KPPS members. There were no complaints on the safety situation surrounding the polling station (TPS). However, "confusion" and "overcrowded" were mentioned spontaneously when respondents were asked to identify bottlenecks in the process.

Conflicts arose in the area of voter eligibility, lack of election materials, voter assistance, handling of unused ballots, and misunderstanding or questioning of procedures detailed in written materials.

Yet there was good awareness among pollworkers about the new procedures. All ballots were essentially counted before commencement of actual polling and recorded on the Model C-form, except in South Sumatra, which reported that ballots were counted only at the end.

Ballots were folded in accordance with "stipulated regulations." But, in South Sumatra, ballots were received in two (2) folds instead of three (3) folds as outlined in the election regulations. These were either re-folded properly by the KPPS member, or by the voter after casting his/her vote.

### **Voter Eligibility**

Various procedures were adopted in different polling stations (TPS), regarding voter eligibility. However, the basic method of processing voters appeared more or less uniform.

Each TPS checked the registration cards against the voter list. If the name was not there, the members at the TPS asked for the identification (ID) card. To ensure that only qualified persons voted, efforts were made to verify the names of the voters on the voter registration list. Each name was marked in the list to avoid future disputes. In case of voter eligibility problems such as non-presentation of registration card or the name not on the registration list, various measures were taken.

In some polling stations voters were not allowed to vote because:

- Voter failed to produce voter registration card.
- Voter did not have an A-2 form.
- Name was not on the voter list.
- Voting had been closed for the day.
- Voter never registered.
- Voter was representing family or friends.

Different procedures were adopted in different constituencies. Matters were mutually resolved amongst the KPPS members in most of the urban areas. Referral to the IFES manual was mentioned to resolve several disputes. Approval of community leaders was sought in semi-urban areas. In some cases the eligibility matter was referred to the PPS/PPK level.

### **Indelible Ink**

A new procedure to uphold the integrity of the elections was the use of indelible ink. The ink was made available to all polling stations. The indelible ink was meant to ensure that there was no double voting. It also provided proof of voting, which was a method of helping to ensure the election was free from corruption and voting fraud.

In most polling stations, the voter dipped his/her finger into the ink. Some TPS used an ink-soaked sponge. Some areas received non-indelible ink, and in some TPS, not enough ink was received to meet the day's requirement. In some TPS, indelible ink was replaced with non-

indelible ink, thereby defeating the purpose of the indelible ink. Areas where non-indelible ink was reportedly used were Bandung (Urban), South Sumatra, and East Kalimantan (Urban).

Serious problems with the indelible ink were found in the area of Jambi, South Sumatra, and East Kalimantan. They either did not use the indelible ink, or used other ink, which was not indelible.

### **Vote Counting**

The standard procedure followed in most TPS was to take a break after voting ended, clear all voting materials, stick the large C-form on the board, and begin to open the ballot boxes. In the majority of polling stations, unused ballots were counted first and recorded on the C-form. In some semi-urban and urban areas, numbers were only written on the envelopes. Procedures for spoiled ballots included counting them first and then recording on the C-form or envelopes or both.

In all provinces vote totals were recorded on both Model C-forms and large Model C-forms on a display board. In most areas, this recording was done simultaneously. Information was recorded in "tally" form, only after counting the invalid ballots. Invalid votes were recorded on the Model C-form.

Standardized procedures were adopted for tallying the votes. Ballots were unfolded and shown to everyone present. The party number was read out loud. Concurrently, a KPPS member recorded it on the big Model C-form that was pasted onto a board and other KPPS members or party agents recorded it on the Model C-form. Several concurrent tallies were also conducted by *Saksi*.

There was sufficient evidence to indicate that no procedural errors were reported in the tally process. No irregularities were identified during the focus groups or in-depth interviews for this section of the vote counting.

### **3. Materials**

Overall, most TPS received adequate ballot papers, hologram seals, and indelible ink. In some instances where a TPS ran out of ballots or seals, they either borrowed the missing materials from another TPS or sent someone to obtain more from the PPS offices.

In regards to the indelible ink, in some areas the ink was of inferior quality and washed or rubbed off the finger immediately.

Respondents appeared to handle all situations in an appropriate manner, with little disruption of the voting process.

## VII. SUGGESTIONS FROM KPPS MEMBERS

### Training

Overall, respondents were interested in a standardized approach and format in training, including common training materials. In many instances it was felt that the trainers were poorly prepared, ill equipped, and not experienced enough to conduct training.

- Training should be given well in advance of election day.
- Trainers should be better prepared and have all necessary materials available on the training day.
- Training should be more effective and of a better quality.
- Training should be more comprehensive.
- More than one training session should be provided.
- Training should be given to all KPPS members.

### Training Materials

Overall, findings suggest a need for one simple, consistent, standardized approach for written training materials and better distribution to all KPPS members in advance of election day.

- Training manuals should be available at the training session.
- Training materials should be available at least two weeks in advance of election day.

### Election Materials

- Election materials should be sufficient in quantity for the voters assigned to the TPS.
- The unused ballots should be destroyed in TPS.
- The ballot hologram should be printed on the ballot paper.
- The ballot paper colors should be distinctive from one another.
- The C-form should be simplified.
- Envelopes should have a simple code.

### Procedures

- There should be only one consistent regulation on who may and may not vote.
- Only one signature should be placed on the ballot.
- The ballot boxes should be brought directly to PPK not to PPS.
- Timeline for voting process should be added.
- Each TPS should have a maximum number of voters.

### Other Suggestions

- KPPS members should have a clearer job description.
- KPPS members should be increased—more than 7.
- More voting booths should be added to each TPS.
- There should be a communication system between TPS and PPS.

## VIII. CONCLUSIONS

The chair and vice-chair appeared to receive more training than other KPPS members. Those who received training and used the training materials were able to do their job on the election day.

Basic differences in training were experienced. The research found many kinds of training materials, techniques, and ways to deliver the training were utilized. Respondents perceived the training varieties as "inconsistent" and mentioned they should be delivered in a uniform method.

Some of the main criticisms related to the training were:

- The sessions were too crowded.
- The instructors were of poor quality, not well prepared, and lacked the necessary knowledge to train effectively.
- The instructors could not be heard due to the large numbers of participants involved.
- Some KPPS members did not get any training at all.

KPPS members criticized the variety of election-related written materials and documents which were apparently available from various sources. There was a strong feeling that one uniform approach for written training documents and just one source/provider would have been better.

Where the IFES KPPS manual was received and used during the training it was endorsed as significantly helping performance. However, the findings suggest that the manual was not received in many areas. Many respondents, when shown the IFES manual in the interviews, claimed they had not seen it before.

Respondents found the IFES manual less interesting and/or understandable compared to the IFES training video. Even though the IFES manual was considered comprehensive, the text and vocabulary were considered lengthy and complicated. However, the need for a comprehensive source document was indicated.

The IFES training video appeared to have been the most effective training material. The video was widely viewed and considered easy to understand and interesting to follow. After seeing both the video and the manual in the research sessions, most respondents thought it would have been much better if the video and the manual were clearly associated.

KPPS members tried to follow the proper election procedures. However, findings suggest many KPPS members appeared to have ignored voter eligibility check requirements. There was also strong criticism of the last minute changes to voter eligibility policy. In such instances KPPS members suggested a formal letter of explanation should be distributed for reference and clarification purposes.

In all areas, measures were taken to maintain safety and security around the polling stations and to ensure adherence to procedures. Most respondents felt that there were no significant problems

of political party influence, voter intimidation, or vote fraud. Free and fair election procedures at all levels were reported by most of the respondents.

The majority of pollworkers were recruited from local community leaders and political party members. Some were recruited because of their experience in the previous elections as a KPPS member. The recruitment of KPPS members was based on their past political involvement and political experience in some form or the other. Analysis suggests that most of the KPPS members were those who already had some sort of political power and influence within the community.

Most respondents had a fairly clear understanding of why they had been selected to work as KPPS members. Some felt they had been selected because they were party members and others because they had served as KPPS members in previous elections. However, a minority claimed to have no idea why they had been selected as KPPS members.

Time of appointment varied from election day itself to more than a month before the June 7<sup>th</sup> elections. In a majority of the provinces, appointments of the official pollworkers ranged from one week before to over a month before the election. An isolated case of "on the election day appointment" occurred in Jambi. It was a last minute replacement. No irregularities were identified as far as appointments were concerned.



## IX. RECOMMENDATIONS

### Training Program

In undertaking an evaluation of the pollworker training, the intention was to provide those persons who worked as pollworkers with a venue to comment on numerous topics. By hearing first-hand from the KPPS members, a clearer understanding of the needs and desires of the Indonesian people was achieved.

As indicated previously, election day was remarkable in that there was little violence and few complaints or irregularities. Although this research did uncover the fact that the training was inconsistent and generally below average, the resourcefulness of the KPPS members proved to be the means by which the election was conducted in a free and fair manner.

However, it would be foolish and irresponsible for the government to allow another election to be conducted without a professional and uniform training program, which is organized and implemented well in advance of the election.

**Recommendation:** Establish a uniform training program for all KPPS members well in advance of the next election.

### Training Materials

The effectiveness of the video, with its frequent airing on television, brought a new dimension to the role of the KPPS member. In his/her own home, the KPPS member could see, visualize, and adequately prepare for election day. After watching the video, or even segments of it, the KPPS member "saw" what the ballot looked like, understood the indelible ink process, and knew the importance of the signature on the ballot. And because different people learn in different ways, an effective training program must contain these different training tools.

The video need not be as lengthy as twenty-seven (27) minutes or aired on television as often as was done prior to the June elections. But, the more opportunities the KPPS members and public have to see an election day video, the better prepared they will be.

Simulation, or role-playing, if carried out in an organized manner, is also an effective learning tool. Role-playing does not include lecture or off-the-cuff scenarios, but rather a well-scripted explanation of the procedures. The role-playing needs to be an organized script, which is followed by all, so procedures are understood clearly.

The third component of an effective training program is a written manual. As the respondents indicated, there were many "manuals" available and clearly much confusion over which document was really the "official" manual. The government should develop a manual containing sufficient information, illustrations, and forms to enable the KPPS member to understand his/her

duties and to perform them. The "official" manual should also serve as a reference tool for resolving any disputes that might arise on election day.

The 1999 elections marked the first time that materials were prepared with the single purpose of training KPPS members. These materials included a 27-minute video showing election day procedures and a written manual clearly explaining polling procedures to KPPS members. The only materials which were used in previous elections were a promotional/propaganda film about election day made twenty (20) years previously and printed copies of the election laws and regulations. Neither item could be considered a training aid.

KPPS members commented that had they seen the video or manual, both training aids would have been useful to them on election day. Since more than 1 million manuals were never distributed, but remained after the election in the KPU warehouse in Cikarang, it is imperative that election procedures are decided early so that materials can be prepared in a timely manner and distributed in advance of the election.

**Recommendation:** The training program should include the components which the KPPS members found most useful: a video, election day simulation, and a written manual.

**Recommendation:** Both a training video and manual should be produced for the next election, building upon the materials IFES has already prepared. The distribution of both the video and manual must be guaranteed by the government in ample time to be reviewed prior to the election.

### Training Issues

In organizing a uniform training program other considerations as expressed by KPPS members must also be addressed. These considerations include the number of attendees in a training session, the quality and knowledge of the instructors, and the date(s) of the training sessions. Some KPPS members went to training where they could not see or hear the instructor and where the room was so noisy they could not wait to leave. In other training sessions, KPPS members indicated the instructor was not knowledgeable or prepared. Lastly, KPPS members wanted the training to be conducted prior to the election, possibly two weeks in advance, not the day or two before the election.

**Recommendation:** Organize a training program to be in place at least six (6) weeks before the election; train instructors at least eight (8) weeks before the election; locate training sites in sufficient numbers to allow for class size of 200 or less KPPS members.

### Training Budget

Some KPPS members mentioned the subject of budgets and stipends. Apparently, the KPU had stipulated that there were to be seven (7) KPPS members in each TPS. But in most provinces, the number was dropped to five (5) due to budget concerns. KPPS members also expressed concerns over the number of voters in the TPS and the materials and funding available to establish a TPS.

**Recommendation:** An election budget must be approved which includes stipends for establishing a TPS and paying KPPS members for working and for attending training. The KPU must be financially prepared to administer professional elections.

### Voter Eligibility

Election day procedures were followed to the satisfaction of most observers, party agents, and voters. However, one area of dispute and confusion, as expressed by the KPPS members, was the area of voter eligibility. This was directly affected by the delay in establishing voter registration regulations and by the KPU making last-minute decrees regarding voter eligibility the day before the election. In a country as large as Indonesia, a computerized voter registry should be established. This will enable the KPU to accurately administer the election, determine the number of eligible voters, and to publicize and budget for the number of polling stations.

**Recommendation:** Establish a computerized voter registry.

**Recommendation:** Avoid last-minute changes in regulations.

**Recommendation:** Clearly establish and follow a set of qualifications to enable one to vote in the polling station.

### KPPS Duties

KPPS members expressed concerns that the chairman had too much work to do and that duties should have been spread out amongst the KPPS members. In addition, the necessity for three signatures and affixing a hologram seal were seen as additional work that kept the chair, vice-chair, and one member busy all day.

**Recommendation:** The chairman of the KPPS should have the role of directing the work of the other members and should not be signing ballots all day.

**Recommendation:** KPPS member duties should be assigned to each member and rotated throughout the day to ensure that no member ignores his/her duties or fails to follow them properly.

**Recommendation:** Instead of requiring three signatures and a hologram on the ballot, a KPPS member should initial the ballot.

**Recommendation:** Instead of a hologram seal, the ballot stub should have a serial number printed on it and the numbers verified to ensure that no ballots are missing, duplicated, or misused.

### **Ballots**

KPPS members indicated that some voters had trouble distinguishing between the three different colors of the ballots (pink, gray, white). Changes in both the color choice and design can be made to eliminate these problems.

**Recommendation:** Use a safety paper for printing ballots and choose colors that have more contrast.

**Recommendation:** Revise the ballot layout for each ballot to ensure that voters can distinguish between the offices that they are voting.

### **KPU Training Division**

Finally, in order to adequately address the concerns expressed by KPPS members, the KPU must organize itself into a more professional body. Once a professional atmosphere is present, with qualified staff, a separate division should be created to coordinate training of KPPS members. Although this division might also train the various election committee levels, the training must be kept separate.

**Recommendation:** Create a Training Division within the KPU to implement an effective training program for the next election.

**ATTACHMENT**

**INSIGHT REPORT**

# Pollworker Training Evaluation

*Prepared for*  
**INTERNATIONAL FOUNDATION FOR ELECTION SYSTEMS**  
**(IFES)**

by



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# I. INTRODUCTION

## A. A. BACKGROUND

### ELECTION ASSISTANCE BACKGROUND

In preparation for the 7 June 1999 elections, training specialists from the International Foundation for Election Systems (IFES) provided technical election assistance in the area of training pollworkers. The focus of the IFES pollworker training assistance was to:

- *Interact with members of the National Election Commission (KPU)*
- *Offer expertise in the implementation of a uniform training program for all KPPS members*
- *Develop an election day training manual for use by all KPPS members*
- *Produce, distribute, and arrange for viewings of a training video showing proper polling station procedures*
- *Write a pollworker newsletter for all KPPS members*
- *Assess and evaluate the master training program as implemented by the KPU*

### ACTIVITIES UNDERTAKEN

#### Election Day Training Manual

- A 48-page pollworker training manual was provided to the KPU, who coordinated the printing and distributing of the manual. It contained sample forms, instructions, and required election day procedures for KPPS members to follow.
- The manual contained the necessary information to enable pollworkers in the KPPS to perform their duties in a fair and impartial manner, thereby improving their understanding of the entire electoral process and enhancing the public perception of the conduct of the election. IFES was responsible for the final composition, layout, and design following approval of the content and language by the Indonesian election administration.

#### Election Day Training Video

The 27-minute training video, written and produced by the IFES training specialists, covered election day procedures and showed the importance of the election day process. It explained the various participants' roles during the 7 June 1999 elections and highlighted the proper procedures pollworkers followed in the polling station. The video was reproduced with a Bahasa Indonesia narration and an English language narration. Copies of the video were distributed throughout the country and to international observer groups, domestic monitoring organizations, and political parties.

## **Television Broadcast of the Election Day Training Video**

- The election day training video was broadcast 39 times during both prime and non-prime airtime. Each Indonesian television channel aired the video a minimum of five times during the week prior to the election. The airing dates and times were provided to EMOs, political parties, election committees and their members, and KPPS members.

## **Video Sessions for Kabupaten Pollworkers, Party Agents, and EMOs**

- Special kabupaten viewing sessions were arranged in 55 kabupatens, in the most populous areas of the country. The video was shown twice at each location during the week before the election. These viewing sessions were announced and publicized in the kabupaten and available to any person at no charge.

## **Pollworker Newsletter**

- The pollworker newsletter, *Warta Pemilu '99*, was printed to advise and remind pollworkers of proper procedures. Two million copies were printed, with the KPU responsible for its distribution the week before the election.

## **Pre-Election Training Evaluation**

- IFES training specialists visited eleven provinces and assessed the training program being implemented in the provinces. They attended training sessions, spoke with instructors and participants, and determined logistic information necessary for election day performance at the polling station.

## **Training Program and Approach**

- The KPU organized and implemented a training program, which began at the provincial level (PPDI). Provincial trainers were to train regency/municipality trainers (PPD2). Regency/municipality trainers were expected to train kecamatan trainers (PPK). District trainers were to train KPPS members, about 2.8 million people. The training program began at the provincial level on 13 May. Particulars about the training can be found by reviewing the KPU handouts.
- Since the UNDP funded this training effort, a stipend was to be paid for travel and attendance at the various training sessions.

## **B. OVERALL RESEARCH OBJECTIVE**

This assessment seeks to determine the effectiveness of pollworker training, election procedures, and election materials from the perspective of Indonesian pollworkers in the 7 June 1999 general elections. It also evaluates the use and effectiveness of pollworker training materials produced by IFES, including a training manual and video. Finally, the project seeks to determine priorities for election administration reform in Indonesia.

### **Training**

#### **• Objective**

- Type, if any, of training the respondents participated in
- How they learned about the training
- Whether the training helped them on election day and after
- How the training could have been improved
- Whether they received copies of the manual, *Election Day Instructions for KPSS Members*, produced by IFES
- Whether they saw the training video on television

### **Procedures**

#### **• Objective:**

- Whether the respondents followed proper election procedures
- What improvisations, if any, were followed on election day
- Which procedures were not followed and why
- Changes in procedures that would make election day easier

### **Materials**

#### **• Objective:**

- What materials were and were not available in the polling station
- How the materials were obtained
- Whether the materials were used
- What additional materials could have been used
- What materials were not needed

### **Miscellaneous**

#### **• Objective:**

- Political party influence
- Voter intimidation
- Vote fraud

## C. PROJECT METHODOLOGY

The project used “focus group” and an “in-depth interview” approach.

There were standard focus groups consisting of 7 to 8 respondents. The in-depth interviews consisted of one respondent. Age and gender of respondents were not predefined. Across the groups and in-depth interviews respondents were predominately male, aged 20-65.

The project fieldwork was conducted in 8 provinces, each province consisting of 3 focus groups and 2 in-depth interviews. The 3 focus groups in each province were split into 1 focus group in Urban Area, 1 in Semi-urban Area, and 1 in Rural Area. In each province one of the 2 in-depth interviews was conducted in an Urban area. The others were pre-selected for Semi-Urban and Rural.

- In total, 24 focus groups and 16 in-depth interviews were conducted. The specific group and in-depth structure by province is detailed in the table below.

Province	Focus Group			In-depth Interview		
	Urban	Semi-urban	Rural	Urban	Semi-urban	Rural
Jakarta	1	2	N/A	1	1	N/A
West Java	1	1	1	1		1
East Java	1	1	1	1	1	
Jambi	1	1	1	1	1	
South Sumatera	1	1	1	1	1	
East Kalimantan	1	1	1	1		1
North Sulawesi	1	1	1	1		1
Bali	1	1	1	1		1

Exact locations for each group and in-depth interview by province are listed below:

Province : DKI Jakarta  
 Urban : Jakarta  
 Semi-urban : Tangerang, Bekasi

**Province** : West Java  
Urban : Bandung  
Semi-urban : Cianjur  
Rural : Desa Lumbangsari

**Province** : East Java  
Urban : Surabaya  
Semi-urban : Sidoarjo  
Rural : Sidoarjo

**Province** : Jambi  
Urban : Teranai Pura  
Semi-urban : Muara Bulian  
Rural : Bajubang

**Province** : South Sumatera  
Urban : Palembang  
Semi-urban : Tanjung Pandan  
Rural : Belitung

**Province** : East Kalimantan  
Urban : Balikpapan  
Semi-urban : Samarinda  
Rural : Desa Penajam

**Province** : North Sulawesi  
Urban : Manado  
Semi-urban : Minahasa  
Rural : Bitung

**Province** : Bali  
Urban : Denpasar  
Semi-urban : Tabanan  
Rural : Desa Gubug



## II. RESEARCH FINDINGS

## 1. RECRUITMENT

### 1.1. POLLWORKER RECRUITMENT

- The majority of pollworkers were recruited from local community leaders and political party members.
- Some were recruited because of their experience in the previous elections as a KPPS member.
- The recruitment of KPPS members was, to an extent, based on their past political involvement and political experience in some form or the other.
- Analysis suggests that most of the KPPS members were those who already had some sort of political power and influence within the community.
- Most respondents had a fairly clear understanding of why they had been selected to work as KPPS members. Some felt they had been selected because they were party members and others because they had served as KPPS members in previous elections. However, a minority claimed to have no idea why they had been selected as KPPS members.

Appendix – Table 1: Reason for selection as KPPS member.

### 1.2. APPOINTMENT TO KPPS

#### 1.2.1. Time of appointment:

- Time of appointment varied from on election day to more than a month before the 7 June elections.
- In a majority of the provinces, appointments of the official pollworkers ranged from 1 week before to over a month before the election.
- An isolated case of ‘on the election day appointment’ occurred in Jambi. It was a last minute replacement.
- No irregularities were identified as far as appointments were concerned.

*“The recruitment was at very short notice, so we were not actually prepared.” (Jakarta-Semi-urban), (East Kalimantan-Rural)*

*“Even though the recruitment was done at least two weeks before the election day, we were not equipped with enough knowledge and training about the election day.” (Jambi-Semi-urban)*

Appendix – Table 2: How far in advance of election day were KPPS members appointed?

**1.2.2. Incidence of former appointment in previous elections:**

- Discussion revealed that a vast majority of the respondents had no prior experience.
- Very few of the respondents had worked as KPPS members at some point of time, in elections held earlier.

*“I basically already knew what to do on the election day based on the previous election. There are many differences with the previous election but those differences in the 1999 election are easy to identify and follow.” (Surabaya-Urban), (Bandung-Urban), (Bali- Semi-urban).*

*“As a Chair of the TPS, my past KPPS experience helped me to do my task better as a KPPS member and also as the KPPS Chair on 1999 election.” (Jakarta-Semi-urban)*

*“I have been a KPPS member from the 1982 election to the 1997 election (3 times). In the last 3 elections I was asked by RT whether I am willing to be a KPPS member. If yes, then they sent me to kecamatan to follow a training given by PPDII, two weeks before the election day.” (Jakarta-Semi-urban)*

*“I did not get any training for 1999 election and was appointed 3 days before, PPS sent me a letter requesting me to become a KPPS Chair, I did not know who actually appointed me for this election. I have asked my RT and RW, also PPS who sent me the letter, they also did not know.” (Jakarta-Semi-urban)*

Appendix – Table 3: Previous experience as a KPPS member.

**1.2.3. Appointment of chair and vice chair:**

- In most of the provinces, the chair and vice chair were elected either by KPPS members or by the local community members. (See table 4)
- Only one case of self-employment was registered in Bali.
- Most of the respondents felt the process of appointment in general was fair and just, with no disputes.

*“My appointment as KPPS chair in my TPS by RT or RW was supported by local community, because I am also a local community leader and used to work as a KPPS member in the previous election.” (Surabaya-Urban), (Bali-Rural)*

*“I am appointed as a vice chair to help the KPPS chair in my TPS, because the KPPS chair is a bit old and needed help from a younger KPPS member.” (Surabaya-Urban)*

*"I did not know and I am not sure why they (other colleagues, KPPS members) chose me as a KPPS chair." (Surabaya-Urban)*

*"I think the election of KPPS chair and vice chair is very democratic by simple majority." (East Kalimantan--all throughout the area)*

*"I am appointed as a vice chair to help the KPPS chair in my TPS, because the KPPS chair has no experience as KPPS member before." (Bandung-Semi-urban)*

Appendix – Table 4: Selection methods.

## 2. TRAINING

The general purpose of the election training was to expand the knowledge and skills of the election committee members, (at all levels), so that they could carry out their functions in the most competent and productive manner.

However, irrespective of how far in advance they received notice of their appointment, many still felt they were not prepared enough for their responsibilities on election day.

### 2.1. CONTENT OF TRAINING

#### 2.1.1. Types of training:

- In most of the provinces, it appeared that the chair and vice chair received better training than the other members.
- One respondent in Jakarta who was a KPPS chair had prior experience as a KPPS member in the previous election and received no training at all for the 1999 election.
- However, for the lower level pollworkers, the training imparted was not as extensive and complete. A large majority of them were trained at the polling station itself.

*"The training given by PPK was conducted in Balai Desa, but the overall training was considered poor, because the training material was not explained clearly." (Surabaya-Semi-urban)*

*"Too many participants attended the training. It was too crowded and I cannot understand the training clearly." (East Kalimantan-Urban)*

Appendix – Table 5: Trained by whom?

For further details see:

Appendix – Chart 1: Did you receive any training?

Appendix – Chart 2: When did you receive the training?

Appendix – Chart 3: Where was the training conducted?

Appendix – Chart 4: Who organized the training?

Appendix – Chart 5: How long did the training last?

Appendix – Chart 6: Did you receive any payment for attending the training?

Appendix – Chart 7: Actual amount of money received for attending the training (IDR).

#### 2.1.2. Focus of training:

- The effectiveness of the training is determined by the training setup, using video, role-play, or simply describing the election day and KPPS member responsibilities.

- In all cities, the focus of the training was on the video and/or role-play.
- Performance of KPPS members on the election day was perceived as positively influenced when their training included video and role-playing.
- However, in some places just an outline of the actual duties was given. For example, the tasks were listed and explained in the training, but the distribution of work between KPPS members was not defined clearly. Hence there was ambiguity regarding these duties.

*"At least things were explained, even though it was only a rough picture of the election day."  
(East Kalimantan – all areas)*

*"Not all the procedures were explained in the training. For example, they failed to explain on how to resolve the problem if there is a disagreement in voter registration." (Jakarta – Urban)*

*"It was only a rough picture, not a deep explanation; but since there was a question & answer session and all participants were involved, the training became deep." (Bandung-Semi-urban)*

Appendix – Table 6: Training focus by province.

## 2.2. QUALITY OF TRAINING

Responses on the clarity of training programs are detailed below. Training was not felt to be well organized or very explicit in most provinces.

- Common criticisms raised across groups were:
  - Badly organized sessions
  - Overcrowding – too many participants (in some cases 500-2000 participants)
  - Insufficient training space
  - Too many written materials
  - Incomplete explanations
  - Duration of the sessions was felt to be too short or too long
- Duration of the training session varied across and within provinces. Overall, most received training of 6 hours or more. In Jambi, North Sulawesi, and South Sumatra most received training for 8 hours plus. However, even respondents who received 8-hour-plus training made complaints that the training did not prepare for election day.

*" Only for one day they give lectures." (Jambi-Rural)*

*"I think the training should be done at least 2 weeks before and with all the materials ready in the training." (Jakarta-Urban)*

*"The number of KPPS members who attend the training should be limited so it will not be so crowded and we can listen more clearly and ask questions." (East Kalimantan-Urban)*

Appendix – Table 7: Clearness/explicitness of training.

Appendix – Table 8: Reasons why the training is clear/explicit.

Appendix – Table 9: Reasons for the training not being clear/explicit.

### **2.2.1. Effectiveness of training:**

- It was a common perception that the quality of training was poor to average. Only in Bali, Urban Jakarta, Semi-urban and Rural Bandung, and Rural East Kalimantan did respondents rate the training as good.
- The prime reasons mentioned for the reduced effectiveness of the training were the training taking place too close to election day and the inadequate training length and content.
- Lectures were perceived to be rushed, therefore the explanations were considered too brief and many could not comprehend them.
- Trainers that are not knowledgeable are further mentioned as a cause of ineffective training. It is reported that some trainers were reading the instruction material for the first time while giving training to the KPPS members.
- Spontaneous responses such as too crowded, lack of explanation, and lack of appropriate materials were frequently expressed.
- Conversely, when asked to compare with training provided in previous elections:
  - Majority of the respondents in the rural areas found the training in previous elections to be more systematic than the 1999 election.
  - Some rural areas also rated previous election training as more understandable than the 1999 election. A reason mentioned by the respondents is that the previous elections consisted of only 3 political parties, whereas the 48 parties in this election were felt to complicate procedures.

Appendix – Table 10: Perceived effectiveness of the training.

### 3. TRAINING INSTRUMENTS

#### 3.1. IFES MANUAL

##### 3.1.1. Knowledge of existence:

- Apart from offering expertise in training, IFES also developed a training manual for use by all KPSS members. This was an illustrative manual to facilitate better performance of KPSS members and enhance their knowledge of the electoral process.
- The IFES manual was one of several forms of written materials distributed prior to the election and at the training sessions.
- Most respondents were actually quite confused about what written training materials they had or had not received and from whom the training materials were received. It is apparent that several types of written materials were circulated, in many cases photocopies of originals.
- All KPSS members claimed that they had received some sort of written training materials.
- The majority of KPSS members (semi-urban/rural areas) indicated that they had never seen the IFES manual before. Some claimed to have just seen a photocopy version of it. Most of the respondents who claimed to have received the IFES manuals were in chair and vice chair positions.
- To some the existence of the IFES manual was a surprise.
- Many respondents acknowledged that they did receive the “purple book” produced by the International Republican Institute (IRI). This book was apparently distributed in May and intended for party agents. Some respondents also claimed they received copies of a procedures document from the PPK.
- Of those who received the IFES manual it was clear that many had only read a few pages of it due to a feeling that it was too much to read and not easy reading.
- However, all who received it did feel that it helped their job performance on election day.

Appendix – Table 13: Did you receive any training materials?

Appendix – Table 14: What training materials did you receive?

Appendix – Table 15: For those who only read a few pages of IFES manual, why did you read a few pages only?

Appendix – Table 16: To what extent do you feel the white IFES manual helped you to do your job?

Appendix – Table 17: Did you understand the manual?



### **3.1.2. Shortcomings:**

Some of the criticisms raised were as follows:

- They did not receive the manual in well enough time to put it to use. Hence there was not enough time to comprehend and interpret the procedures.
- Research found that when the respondents received the manual long before the election, some of them did not read it all.
- In some semi-urban areas the manual was received either one week before or less than a week before the 7 June elections. KPPS members in most areas got the manual on the election day.
- One member at PPDII level (Surabaya – Urban), who was also an instructor, had never seen the manual before.
- It was common that each TPS received only one manual. Some made copies and some did not. Hence it is quite apparent that not all KPPS members received a copy from their TPS.
- A small number of respondents did receive the manual during training. However, when the training took place on the day before the election day, the manual had little relevance.
- In general the purpose of the manual was not served, as it was not available in time. Some KPPS members saw the manual for the 1<sup>st</sup> time during the research groups and in-depth interviews.

#### **Time of receipt of IFES manual:**

- Respondents who received the IFES manual (Jakarta excepted) received it less than one week before election day.
- Most of them received it either at the training session or on election day, in which case the manual was located in the ballot box.
- The majority of the respondents who received the IFES manual were the KPPS chairs.
- Some KPPS chairs copied the manual and did their own training for other KPPS members.
- IFES manuals were found in the ballot box together with other election materials.
- Probing identified that a large number of the members read just a few pages of the IFES manual.

- Where the manual was available, the time was too little to fully comprehend the contents of the manual.
- For some the text of the manual was difficult to understand.
- Despite the problems experienced when reading, the manual seems to have facilitated the pollworkers' performance.

Appendix – Table 18: Timing of receiving IFES manual.

### 3.1.3. Functional benefits:

- Consistently identified as “very helpful” by the majority of the respondents. Frequent referrals to the manual for handling disputes. “If there is a problem, refer to the book.”
- Unanimous agreement by all those respondents, seeing the book for the first time in the group/in-depth interviews, that the manual indeed would have assisted in enhancing their performance.
- It successfully achieved the communication objective: conveying the election procedures to those pollworkers who read it.

*“ IFES book is more comprehensive, has complete instruction, and is easier to read than the small book.” (Surabaya – all areas)*

- Areas in which the manual helped have been identified as below:

- Jakarta: Urban

*“The manual was very helpful in doing my work as a KPPS chair, especially in explaining KPPS roles and election procedures; but unfortunately, the manuals were distributed in a limited number and given only to KPPS chair, so other KPPS member does not have any chance to read and learn it.”*

- Surabaya: Urban, Semi-urban, Rural

*“The procedures in the manuals were explained clearly and were easy to understand; but the manual can be shortened and simplified. In fact, the actual election was different with the manual instruction, in terms of procedures and situation.”*

*“Procedures were theoretically easy to read from the manual; but the fact is, on election day you have to take into account people around you and how to manage things.”*

*“Even though I have received the manual on election day, I have read through the book in the morning while other KPPS members were preparing for the voter registration.”*

*“The manual should be available far before the election day.”*

## 3.2. VIDEO

### 3.2.1. Knowledge of existence:

- It was established that the video was viewed by almost all respondents in all provinces, except for respondents in Surabaya.
- It would seem that very few respondents actually ever watched the entire 27-minute video in one sitting. However most had watched various excerpts at different times.
- Most of the KPPS members interviewed claimed to have seen the video more than once. The video viewing was mainly via television broadcast.
- Other places where the video was apparently shown were: ABRI Headquarters (Semi-urban), place of training (Urban), political party meeting (Urban).

*"The video was very helpful. I watched the video several times before election day, because the video is easier to understand than reading from the thick photocopy manual, which I did not even have any interest to read." (Surabaya-Urban)*

*"The video actually gave me more insight and helped me perform my work better during election day. Even the KPPS chair sometimes asked my advice on some procedures." (Surabaya -Urban)*

Appendix – Table 19: Have you ever seen the video?

Appendix – Table 20: For those who had seen the video, how many times did you see it on TV?

Appendix – Table 21: Were you shown the video in any other forums?

Appendix – Table 22: Did you watch the video on TV from beginning until the end?

Appendix – Table 23: Was the video useful to you?

Appendix – Table 24: Did they understand the whole process - were the instructions clear in the video?

Appendix – Table 25: Were the instructions in the video consistent with other training you received?

Appendix – Table 26: Were the instructions on the video a good portrayal of the election day?

### 3.2.2. Functional benefits:

- The video was highly appreciated for explicit explanation of election day procedures.
- It was considered easy to understand.
- The video was a widely accepted form of "dissemination of information" and training:

*"It's more relaxing to watch. If you read, the brain is already full." (Jakarta-Urban)*

*" Video must be continued in next elections. It is a better source of providing information, especially for uneducated people."(Jambi-Urban)*

*"Video must be shown in the training for the next election." (Bali - Semi-urban)*

### **3.2.3. Shortcomings:**

- Not many had access to the video in the rural areas. Lack of infrastructure facilities prevented its broadcast.

## 4. POLLING PROCEDURES

### 4.1. SITUATIONAL ANALYSIS

- Discussion revealed that overall polling was well organized and well conducted.
- No complaints on the safety situation at the TPS.
- Conversely, “confusion” and “overcrowded” were mentioned spontaneously when respondents were asked to identify bottlenecks.

#### Polling Procedures

*“The situation around the TPS was basically safe and in order.” (Jambi-Urban)*

*“The situation around the TPS was safe but it was too crowded. There were too many voters in my TPS.” (East Kalimantan-Rural), (Bandung- Semi-urban)*

*“No significant problems or threats in the TPS. Everybody in the TPS including voters, party agents and observers were very cooperative and supportive.” (North Sulawesi)*

*“The only problem was if a voter insisted on voting when he/she was not allowed to vote or not eligible to vote.” (Jakarta - Semi-urban)*

- No offensive elements were recorded.
- Probing identified the following sources of conflict:
  - Voter registration
  - Difference in perception of “Job Description” and ambiguity about “job assignments”.
- Other conflicts arose from lack of election materials, voter assistance, and handling of unused ballots and misunderstanding or questioning of procedures detailed in written materials.

Appendix – Table 27: What was the atmosphere and overall organization in your TPS?

Appendix – Table 28: During the day, were there any differences of opinion among the KPPS member?

Appendix – Table 29: Reasons for disputes in provinces where disputes were reported by respondents.

Appendix – Chart 9: Reasons for late opening of the polling station.

## 4.2. ROLE DEFINITION OF KPPS

- The KPPS members successfully accomplished setting up of polling stations, with assistance from the local community.
- One isolated case was reported in Surabaya (Urban) where a local shopping center also gave assistance.

Appendix – Table 30: Did the KPPS members receive help to set-up the polling station?

## 4.3. SECURITY

- The overall atmosphere was conducive in conducting polls in accordance with the rules laid down, except some “sporadic irregularities” reported.
- Joint effort of KPPS members and local community made polling safe and effective.
- Security was “tight.” No reports of “theft” or “rigging.”
- Ballot boxes were guarded at all times. All members tried to emulate what was shown to or read by them.

*“The night before the election the ballot box was placed in Kelurahan and secured by security guard (Police and Hansip).”*

*“The night before the election the ballot box arrived at the TPS and was secured by Hansip and members of the local community.”*

*“At all the times during election day, the ballot box and ballots were watched by a KPPS member, so the chance of ballots missing was impossible.” (East Kalimantan)*

Appendix – Table 31: Were the ballot boxes and ballots secure and being watched at all times?

## 5. EVALUATION OF NEW PROCEDURES

### 5.1. BALLOTS

- There was good awareness among pollworkers about the new procedures.
- All ballots were essentially counted before commencement of actual polling and recorded on the Model C Form. (Except in South Sumatra (*Sumatera*), where it was reported that ballots were counted at the end.)
- Ballots were folded in accordance with “stipulated regulations.” (There was an anomaly in South Sumatra, where ballots were received in 2 folds instead of 3 folds.) These were either folded by the KPPS member, or by the voter after casting his/her vote.

#### 5.1.1. Reasons identified for folding ballots:

- The main reason understood for folding the ballot was to “maintain secrecy.”
- It was identified that KPPS members were aware of the procedure of folding the ballot paper. However, on the day of the discussions some had forgotten this procedure.
- KPPS members also were aware of the requirement of three signatures on the ballots—those of the chair, vice chair, and one member. (Except in Bandung)

Appendix – Table 32: Reasons for folding the ballots.

#### 5.1.2. Adequacy of ballot papers:

- In most of the cities there were enough ballots.
- Exceptions were a few sectors in some cities where some TPS fell short of ballots (Jakarta, Surabaya, North Sumatra, East Kalimantan, and South Sulawesi).

#### 5.1.3. Evaluating new procedures:

*“We had to ask the nearest TPS to give us ballots which they had left, but then we had to wait until that TPS closed the voting process. Voters in our TPS were waiting until we got the ballots.” (Jambi - Semi-urban)*

*“We contacted PPS to supply more ballots for DPR because we were short, and we were waiting for over an hour before the additional ballots came.” (Surabaya - Semi-urban)*

*"Our TPS fell short of ballots. Fortunately, there was someone from PPK who stood by in our TPS, so we can ask him to take additional ballots from Kelurahan." (East Kalimantan-Urban)*

- No reports of missing ballots in the majority of the cities. (Except in Jakarta - Semi-urban)
- Holograms were used for the first time in this election on the ballot paper as proof of ballot validity. Holograms were stuck by KPSS member on the ballot prior to the voter casting his/her vote.
- Respondents reported that there were adequate holograms to meet the requirements of the day.

Appendix – Table 33: Were the ballots counted in advance before the voting started and was the number recorded?

Appendix – Table 34: Were the ballots folded?

Appendix – Table 35: Was the ballot signed before casting the vote?

Appendix – Table 36: Who signed it and how many signatures?

Appendix – Table 37: Were there any missing ballots?

Appendix – Table 38: Were there enough ballots?

Appendix – Table 39: Were there enough holograms?

For further details see:

Appendix – Chart 10: Action taken if inadequate ballots.

Appendix – Chart 11: Were there sufficient ballot papers?

Appendix – Chart 12: Action taken if there were not sufficient ballot papers.

Appendix – Chart 13: Did you place a hologram on the ballot paper before you gave it to voters?

Appendix – Chart 14: Reason for not placing hologram on ballot paper before KPSS gave it to voters.

## **5.2. QUALIFYING TO VOTE IN THE TPS**

The data below reveals that various procedures were adopted in different TPS. However, the basic modus operandi was more or less uniform.

- Each TPS checked the registration cards against the list.
- If the registration card was not there, the members at the TPS asked for the ID card.
- To ensure that only qualified persons voted, efforts were made to verify the names of the voters on the voter registration list. Each name was marked in the list to avoid future disputes.
- In case of voter eligibility problems, such as non-presentation of registration card and name not in the list, various measures were taken.



Appendix – Table 40: Different versions of voter eligibility process.

Appendix – Table 41: Versions of voter eligibility process (Table 40) per location.

Appendix – Table 42: Action taken if the person had a registration card but his/her name was not in the voter registration list.

Appendix – Table 43: Actions taken on failure to produce the registration card.

### 5.2.1. End results:

- In some polling stations voters were barred from voting because it was identified that:
  - Voters failed to produce a voter registration card.
  - Voters did not possess an A-2 form (serves as an absentee voter certificate).
  - Voter names were not on the voter list.
  - Voting had been closed for the day.
  - Voters never registered.
  - Voters were representing family or friends.

Appendix – Table 44: Were their names checked against voter registration list?

Appendix – Table 45: Was a mark made against voter registration list?

Appendix – Table 46: Did you have to reject anyone because they were not eligible to vote?

Appendix – Table 47: Why were they not eligible?

Appendix – Table 48: Were there any disputes about eligibility?

### 5.2.2. Problem resolution:

- Probing revealed “disputes” in establishing eligibility of voters. Different procedures were adopted in different constituencies.
- In North Sulawesi ballots were taken along with a witness to the place where old people resided.
- Matters were mutually resolved amongst the KPPS members in most of the urban areas.
- Referral to the IFES manual was mentioned to resolve disputes.
- Approval of community leaders was sought in semi-urban areas.
- In some cases the eligibility matter was referred to PPS/PPK.

## 5.3 INDELIBLE INK

- A new procedure to uphold the integrity of June ‘99 elections was “indelible ink”. It was made available to all polling stations.

- Perceived advantage and usage:
  - Helpful to members to ensure that there was no double voting.
  - Offers “proof of voting.”
  - Offers method of helping to ensure election is free from corruption.

Appendix – Table 49: Why did you use indelible ink?

Appendix – Table 50: Did you get the indelible ink?

Appendix – Table 51: Was there enough ink?

Appendix – Table 52: How was the ink applied?

Appendix – Table 53: What was the quality of the ink?

### 5.3.1. Application ink:

The most commonly used methods are listed below:

- Voter dipped his finger into the ink. Followed in all areas except Bandung.
- Usage of ink via soaked sponge, all areas except Surabaya.
- Assisting voters to apply ink. Most standard and common procedure in all constituencies.
- Standard procedure was followed to allow the ink to dry before leaving the TPS.

#### Shortcoming:

- Some respondents were not co-operative enough to wait until the ink dried (in Bandung).

### 5.3.2. Problem identification:

- Instantaneous reactions on quality of ink revealed that some areas received non-indelible ink. (Jakarta, East Kalimantan, and North Sulawesi)
- In some TPS not enough ink was received to meet the day’s requirement. Here indelible ink was substituted with non-indelible ink, hence defeating the very purpose of application of ink. Areas where this anomaly occurred were Bandung (Urban), South Sumatra, and East Kalimantan (Urban).
- Serious problems with the indelible ink were found in the areas of Jambi, South Sumatra, and East Kalimantan. They either did not use the indelible ink, or they used other ink that was not the indelible ink.

### 5.3.3. Problem resolution:

- Problems encountered during election day were mainly shortage of election materials, such as ballots and ink.

- Problems were normally resolved by borrowing from nearest TPS which had excess election materials, and/or report to PPS to get additional election materials.

Appendix – Table 54: Problem resolution regarding ink.

Appendix – Chart 15: Polling station closing time.

Appendix – Chart 16: Reasons for late closing.

#### **5.4. VOTE COUNTING AND RECONCILIATION**

- The standard procedure was administered in all TPS:
  - Take a break.
  - Clear all voting materials.
  - Stick the large C form on board.
  - Open ballot boxes.

##### **5.4.1. Counting methodology:**

###### **5.4.1.1. Pre – counting**

- In the majority of polling stations, unused ballots were counted first and recorded in the C-form. In some semi-urban and urban areas, numbers were only written on the envelope. Only in Jakarta we found that the numbers were recorded both in the C form and the envelope.
- Procedure for spoiled ballots included counting them first and then recording in C form (all TPS), envelope (Urban Bandung and East Kalimantan), and both C form and envelope (Jakarta and Bali).

Appendix – Table 55: Did you count the unused ballots and record them?

Appendix – Table 56: Where was the number of unused ballots recorded?

Appendix – Table 57: Did you count spoiled ballots?

Appendix – Table 58: Where was the number of spoiled ballots recorded?

###### **5.4.1.2. Post counting**

- Overall uniformity in post counting procedures was found.
- In all the TPS (except in rural Bali) the consistent order was followed:
  - Sealed ballot boxes were opened first and emptied.
  - Empty boxes were shown to the public and then ballots counted.
  - The number was to match the number of voters.
  - Each ballot was unfolded (one by one) and shown to party members and other viewers.
  - Same method was adopted for other two boxes.

- In rural Bali, the ballot boxes were opened; then, a ballot was taken out, unfolded, and shown to the viewers. This was done till the box was empty. The same steps were adopted for the other two boxes.

Appendix – Table 59: How was the counting done?

Appendix – Chart 17: What time did you start counting the ballot?

Appendix – Chart 18: Take a break during voting or counting?

## 6. RECORDING

In all provinces, numbers were recorded on both the Model C form and the big tally sheet on the display board. In most areas this recording was done simultaneously.

An exception to this was in North Sulawesi where recording was just done on the big sheet on the board. In some semi-urban and urban areas only a blackboard was used.

Information was recorded in “tally” form, only after counting the invalid ballots. Invalid votes were recorded on the Model C form.

### 6.1. PROCEDURE OF TALLYING

- Standardized procedures were adopted for tallying. Ballots were unfolded and shown to everyone. The party number was read out loud. A KPPS member recorded it concurrently on the big tally sheet pasted on a board and other KPPS members or party agents recorded it on the Model C form. TPS in East Kalimantan (Rural and Semi-urban) recorded the results on a blackboard.

Appendix – Table 60: What information was recorded?

Appendix – Table 61: How did you tally the votes and how was this recorded?

### 6.2. RESULTS

- Tally of unused, spoiled, valid, and invalid votes equalled the number of ballots received by each TPS.
- Sufficient evidence suggests that no major procedural errors were reported.
- Only one incident of a missing ballot was reported in Jakarta. And in Surabaya-Rural, one TPS received 2-ply ballots folded in one.

### 6.3. SECURITY

- It is established that flow of activities on election day was smooth with minimal interruptions.
- Ballots were secure at all times.
- Unanimous agreement among respondents suggests the election process was not fraudulent. *“This election was honest and fair.”*

Appendix – Chart 19: Existence of observers.

Appendix – Table 62: Security of ballots.

- Overall, election day was reported as being safe and in order. Respondents felt that there was good adherence to rules and procedures.
- It should also be noted that a seemingly good effort was made by KPPS members to work as a team and follow guidelines to uphold the integrity of voting on June 7, 1999.

## 7. SUGGESTIONS AND RECOMMENDATIONS OF KPPS MEMBERS

### Training

Overall, there was a concern for the training to use a standardized approach and format including standardized training materials.

In many instances it was felt that the trainers were poorly prepared, ill equipped, and not experienced enough.

1. Training should have been given well in advance of election day.
2. Trainers should have been better prepared and have all necessary material available on the training day.
3. Training should be more effective and of a better quality.
4. The training should have been more comprehensive.
5. More than one training session is desired.
6. Training should be given to all KPPS members.

### Training Materials

Overall findings suggest a need for one simple consistent standardized approach for written training materials and better distribution to all KPPS members in advance of election day.

7. Training manual should be available at the training—at least two weeks in advance of election day.

### Election Materials

8. Election material should be sufficient.
9. The unused ballots should be destroyed in TPS.
10. Hologram printed on the ballot paper.
11. Ballot paper color should be distinctive.
12. Simple C form, simple code for envelopes.

Procedures
13. Only one consistent regulation on who may and may not vote.
14. One signature on the ballot.
15. The ballot boxes should be brought directly to PPK, not to PPS.
16. Timeline for voting process should be added.
17. Each TPS should have a maximum number of voters.

Others
18. More clear on job description.
19. KPPS members should be added – more than 7.
20. Add more voting booths.
21. Have communication system between TPS and PPS.



### **III. CONCLUSIONS**

## TRAINING

- The chairs and vice chairs appeared to receive more training compared to other KPPS members.
- In general, the training and the use of the training materials did help the KPPS members do their job on election day.
- Basic differences in training were experienced. The research found that many kinds of training materials, techniques, and ways to deliver the purpose of the training were utilized. Respondents perceived the training varieties as 'inconsistent' and mentioned they should be delivered in a uniform way.
- Some of the main criticisms related to the training are that the sessions were too crowded, and the instructors were of poor quality – they were not well prepared and lacked the necessary knowledge to train effectively. There were also many complaints that the instructors could not be heard due to the large numbers of participants involved.
- The most concerning findings were that some KPPS members did not get any training at all.

## TRAINING MATERIALS

- KPPS members criticized the varieties of election-related written materials and documents that were apparently available from various sources. There was a strong feeling that one uniform approach for written training documents and just one source/provider would have been a better approach.
- Where the IFES manual was received in time and used during the training it was endorsed as significantly helping performance.
- The findings suggest that the (IFES) KPPS manual was not received in many areas. Many respondents, when shown the IFES manual in the interviews, claimed they had not seen it before.
- Overall, respondents found the IFES manual less interesting and/or understandable than the video. Even though the IFES manual was considered comprehensive, the text and vocabulary was not considered very easy to understand.
- Overall, the video appears to have been the most effective training material. The video was widely viewed and considered easy to understand and interesting to follow.
- After seeing both the video and the manual in the research sessions, most respondents thought it would have been much better if the video and the manual were clearly associated. For example, the video would publicize the manual and vice versa.

## KPPS RECRUITMENT

- Overall, the recruitment procedure of KPPS members was felt to be fair without irregularities.
- It would seem that the recruitment of KPPS members was, to an extent, based on members' past political involvement and political experience in some form.
- It was suggested that, in future elections, standby KPPS recruits should be available for last minute replacements.
- The election of the KPPS members was mentioned as a step towards democratization of election procedures.

## ELECTION PROCEDURES

- Overall, it would seem that the KPPS members intended and tried to follow the proper election procedures.
- Findings suggest that many KPPS members appeared to have to bypass voter eligibility check requirements.
- Measures were taken in all areas to maintain safety and security around the polling stations and to ensure adherence to procedures.
- Most respondents felt that there were no significant problems of political party influence, voter intimidation, and vote fraud.
- Free and fair election procedures at all levels were reported by most of the respondents.
- There was strong criticism of the last-minute changes to voter registration policy. KPPS members suggested a formal letter of explanation, in such instances, should be distributed for reference and clarification purposes.

# APPENDICES

**APPENDIX A.**  
**TABLES AND CHARTS**

Table 1: Reason for selection as KPPS members.

Reason for selection	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatra	East Kalimantan	North Sulawesi
Political party member	Majority		Majority	Majority	Majority	Majority		Majority
Local community leader	Majority		Majority				Majority	
KPPS member in previous election	Majority							
Appointed by local community leader		Majority						

Table 2: How far in advance of election day were KPPS members appointed?

Time of appointment as KPPS member	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatra	East Kalimantan	North Sulawesi
On election day					Urban (replacement)			
1 day before	Semi-urban							Rural
3 days before	Semi-urban /Urban						Rural	
1 week before							Urban	
Two weeks before					Urban/ Semi-urban		Semi-urban	Rural/ Urban
3 weeks before			Rural	Rural/ Urban		Urban		Urban
1 month		Urban / Semi-urban /Rural	Semi-urban	Semi-urban	Rural	Semi-urban /Rural		Semi-urban
More than 1 month			Urban					

Table 3: Previous experience as a KPPS member.

Previous experience as a KPPS member	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatra	East Kalimantan	North Sulawesi
No experience	Most of them	Most of them in Rural/ Semi-urban	Most of them	Urban			Semi-urban	Semi-urban
Once	Semi-urban /Urban	Urban	Rural/ Urban		Semi-urban /Rural	Rural	Urban	Urban
Twice	Semi-urban /Urban	Semi-urban			Rural	Semi-urban /Urban	Urban/ Rural	
Three times	Semi-urban /Urban				Urban			
Four times		Urban		Semi-urban /Rural		Semi-urban	Rural	Rural
Five or more		Urban		Semi-urban /Rural		Urban		

Note: Majority have no experience as KPPS member

Table 4: Selection methods.

Selection method	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatra	East Kalimantan	North Sulawesi
Selected democratically by KPPS member	Urban/ Semi-urban	Semi-urban /Rural		Urban/ Rural		Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Semi-urban
Appointed by local community leader	Semi-urban	Urban	Urban/ Semi-urban /Rural	Semi-urban	Urban/ Semi-urban /Rural		Urban/ Semi-urban	Urban/ Rural
Appointed himself				Rural				
Selected because of their experience	Semi-urban							

Table 5: Trained by whom?

Trained by whom?		Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatra	East Kalimantan	North Sulawesi
Chair	Urban	PPDII/ PPK	PPK/PPS/ TPS	PPDII/ PPK/TPS	PPK/PPS/ TPS	PPD II / PPK	PPD II / PPK	PPD II *	PPDII/ PPK/TPS
	Semi-urban	PPDII/ Received no training, worked as KPPS member before	PPK/PPS/ TPS	PPDI/ PPDII/ PPK/PPS/ TPS	PPK/PPS/ TPS	PPK	PPD II / PPK	PPK	PPDII/ PPK/TPS
	Rural	N/A	PPK/PPS/ TPS	PPK/PPS/ TPS	PPK/PPS/ TPS	PPK	PPK	PPK	PPDII/ PPK/TPS
Vice chair	Urban	PPDII/ PPK/PPS	PPK/PPS/ TPS	PPDII/ PPK/PPS/ TPS	PPK/PPS/ TPS	PPD II / PPK/ TPS	PPD II / PPK	PPD II	PPDII/ PPK/TPS
	Semi-urban	PPDII/ PPK/PPS	PPK/PPS/ TPS	PPK/PPS/ TPS	PPK/PPS/ TPS	PPK	PPD II / PPK	PPK	PPDII/ PPK/TPS
	Rural	N/A	PPK/PPS/ TPS	PPK/PPS/ TPS	PPK/PPS/ TPS	PPK	PPK	PPK	PPDII/ PPK/TPS
Member	Urban	PPDII/ PPK/PPS	PPS/TPS	PPS/TPS	PPS/TPS	PPK	PPK	TPS	TPS
	Semi-urban	PPK/PPS	PPS/TPS	PPS/TPS	PPS/TPS	PPK	PPK	TPS	TPS
	Rural	N/A	PPS/TPS	PPS/TPS	PPS/TPS	PPK	PPK	TPS	TPS



Table 6: Training focus by province.

Training approach	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatra	East Kalimantan	North Sulawesi
Rough picture (basic description)	Semi-urban	Rural			Urban/ Semi-urban	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural
Comparison between 1999 election & previous election		Urban/ Semi-urban						Semi-urban /Urban
Detail (going through all materials)	Urban			Urban/ Semi-urban /Rural	Rural			
Theoretical			Semi-urban /Rural					
Step by step				Urban/ Semi-urban /Rural				
Discussion session		Rural		Semi-urban /Rural				
Role play/ video	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural

Table 7: Clearness/explicitness training.

Was it explicit/ clear enough?	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatra	East Kalimantan	North Sulawesi
Yes	Urban/ Semi-urban	Semi-urban		Urban/ Semi-urban /Rural	Rural		Semi-urban	
No	Semi-urban	Urban/ Rural	Urban/ Semi-urban /Rural		Semi/ Urban	Urban/ Semi-urban /Rural	Urban/ Rural	Urban/ Semi-urban /Rural

Table 8: Reasons why the training is clear/explicit.

If "Yes," why								
Reasons expressed	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatra	East Kalimantan	North Sulawesi
Not too crowded		Semi-urban					Semi-urban	
Well explained	Urban/ Semi-urban			Semi-urban /Rural	Rural			
Discussion session		Semi-urban		Semi-urban /Rural				

Table 9: Reasons for the training not being clear/explicit.

If "No," why								
Reasons expressed	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatra	East Kalimantan	North Sulawesi
Too crowded/ noisy					Urban	Semi-urban /Rural	Urban	Semi-urban
Did not get manuals		Urban					Urban	
Too many manuals		Rural						
Too fast explanation							Rural	
Time is too close to the election	Semi-urban					Urban	Rural	
Duration is too short			Urban/ Semi-urban /Rural		Urban/ Semi-urban	Urban/ Semi-urban		Semi-urban
Training is only once								
Not well explained			Urban/ Semi-urban/ Rural		Urban			Rural
No election materials		Semi-urban						
Inadequate trainer								Semi-urban /Urban

Table 10: Perceived effectiveness of the training.

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Effective	Urban	Semi-urban /Rural		Urban/ Semi-urban /Rural			Rural	
Moderately Effective		Urban	Urban/ Semi-urban /Rural		Urban / Semi-urban /Rural	Semi-urban /Rural	Urban	
Not Effective	Semi-urban					Urban	Semi-urban	Urban / Semi-urban /Rural

Table 11: Reasons for the training being effective.

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Well trained instructor								
Detail explanation		Semi-urban		Urban/ Semi-urban /Rural				
Role-play							Rural	
Systematic method					Rural			
Understandable		Rural						
All the information was new for me	Urban							

Table 12: Reasons for the training being perceived as not effective.

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Too crowded/ noisy	Semi-urban		Urban					
Too fast explanation			Semi-urban				Semi-urban	Semi-urban
Time is too close to the election							Semi-urban	Semi-urban
Duration is too short								Semi-urban
Training is only once								
Not explained completely			Rural/ Semi-urban			Urban	Semi-urban	
Inadequate trainer								Rural
						Urban		Semi-urban /Urban

Table 13: Did you receive any training materials?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural
No								

Table 14: What training materials did you receive?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
White IFES manual	Semi-urban /Urban	Urban/ Semi-urban /Rural		Urban/ Rural		Semi-urban /Rural	Semi-urban	Urban/ Semi-urban /Rural
Copies of pollworker training written material			Urban/ Semi-urban /Rural					
Purple book by IRI	Semi-urban /Urban			Urban	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural		
Video			Urban					
Copies of procedures document from the PPK		Semi-urban /Rural		Urban/ Semi-urban /Rural			Urban/ Semi-urban /Rural	

Table 15: For those who only read a few pages of IFES manual, why did you read a few pages only?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Too complicated to read		Urban						
Too lazy to read	Urban			Rural				
Time is too short to election							Urban	

Table 16: To what extent do you feel the white IFES manual helped you to do your job?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Very helpful	Semi-urban	Urban/ Semi-urban /Rural		Rural/ Urban			Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural
Helpful enough	Urban					Semi-urban /Rural		
Not helpful at all								

Table 17: Did you understand the manual?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes	Urban	Rural/ Semi-urban	N/A	Urban/ Semi-urban /Rural	N/A	Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural
No	Some of Semi-urban	Urban						

Table 18: Timing of receiving IFES manual.

When IFES manual received	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Two weeks before election day	Urban							
One week before election day	Semi-urban							
Less than 1 week before election day	Semi-urban	Rural		Urban				
On election day			Urban/ Semi-urban /Rural			Semi-urban /Rural	Urban	
During training		Urban/ Semi-urban		Rural		Semi-urban /Rural	Semi-urban	Urban/ Semi-urban /Rural

Table 19: Have you ever seen the video?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes	Most in Semi-urban / All in Urban	Urban/ Semi-urban /Rural	Most in Urban	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Most in Semi-urban	Semi-urban	One respondent in Urban
No			Rural/ Semi-urban			Most Rural	Urban/ Rural	Urban / Semi-urban /Rural

Table 20: For those who had seen the video, how many times did you see it on TV?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
None								
Once			Most in Urban					
More than once	Urban/ Most in Semi-urban	Urban/ Semi-urban /Rural	One respondent in Urban	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Semi-urban	Urban

Table 21: Were you shown the video in any other forums?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
No		Urban/ Semi-urban /Rural		Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural		Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural
Yes	Semi-urban: in the training		Urban: in the training			Urban: political party meeting		

Table 22: Did you watch the video on TV from beginning until the end?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes	Almost half of respondents in Semi-urban, all respondents in Urban	Two respondents from In-depth interviews	Most in Urban		One respondent in Urban, one respondent in Semi-urban	One respondent in Urban		One respondent in Urban
No		Other respondents did not watch fully		Urban/ Semi-urban /Rural			Urban / Semi-urban /Rural	

Table 23: Was the video useful to you?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes, very helpful	Urban/ Semi-urban	Urban	Urban		Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural		Urban / Semi-urban /Rural
Moderately helpful		Rural						
Not helpful						One respondent in Urban	Urban / Semi-urban /Rural	

Table 24: Did they understand the whole process - were the instructions clear in the video?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes, the instructions were very clear	Semi-urban /Urban	Urban	Urban		Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural		Urban
Moderately clear								
Not clear		Rural						

Table 25: Were the instructions in the video consistent with other training you received?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes, it was consistent	Semi-urban /Urban	Rural	Urban		Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural		Urban
No, it was not consistent		Urban						



Table 26: Were the instructions on the video a good portrayal of the election day?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes	Urban/ Semi-urban	Rural	Urban		Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural		
No		Urban						

Table 27: What was the atmosphere and overall organization in your TPS?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Safe	Urban/ Semi-urban	Rural/ Urban	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural
Organized	Urban/ Semi-urban		Urban/ Semi-urban /Rural		Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	
Chaotic								
Confused		Rural/ Semi-urban		Urban				Urban
Crowded	Urban		Semi-urban /Urban				Rural	

Table 28: During the day, were there any differences of opinion among the KPPS members?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes	Semi-urban /Urban	Urban / Semi-urban /Rural	Rural	Urban				Semi-urban
No					Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Rural

Table 29: Reasons for disputes in provinces where disputes were reported by respondents.

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Voter registration	Semi-urban /Urban	Urban / Semi-urban /Rural		Urban				
Job distribution & assignment	Semi-urban	Rural						
Hole punch	Semi-urban							
Lack of election material	Semi-urban							
Vote counts		Semi-urban						
Filling C form		Rural						
Assisting a voter	Semi-urban							
Handling of unused ballot	Semi-urban							
2 ply folded ballot	Semi-urban							
Manual content			Rural					

Table 30: Did the KPPS members receive help to set-up the polling station?

Who were preparing and helping to set-up the polling station?	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
KPPS members only					Semi-urban			Rural/Urban
KPPS member & local community	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Semi-urban
Local shopping center			Urban					

Table 31: Were the ballot boxes and ballots secure and being watched at all times?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural
No								

Table 32: Reasons for folding the ballots.

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatra	East Kalimantan	North Sulawesi
Secrecy	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban	Urban / Semi-urban /Rural	Urban/ Semi-urban
Easy to put in the ballot box		Urban/ Semi-urban		Urban				
Sign that the ballots counted by PPD II						Rural		
It just the way it is								Rural

Table 33: Were the ballots counted in advance before the voting started and how was the number recorded?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural
No						Urban *		

\* 1 respondent said they counted all the ballots at the end.  
All respondents claimed numbers were recorded in the C Form

Table 34: Were the ballots folded?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural	Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural
No						Urban *		

\* All respondents in South Sumatera Urban said they were supposed to have all ballots in 3 folds but they received only in 2 folds; so either the PPS member folded them, or the voter folded after casting their vote.

Table 35: Was the ballot signed before vote casting?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural
No								

Table 36: Who signed it and how many signatures?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Chair & vice chair (2 sign)		Urban*						
Chair, vice chair, & member (3 sign)	Urban/ Semi-urban /Rural	Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural

\* Spontaneous answer from respondents in Bandung Urban. Most respondents were KPPS members in the previous elections.

Table 37: Were there any missing ballots?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes	Semi-urban *							
No	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural

\* 1 response

Table 38: Were there enough ballots?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural
No	Semi-urban * Urban *		Urban *			Semi-urban * Rural *	Urban *	Semi-urban *

\* 1 response

Table 39: Were there enough holograms?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural
No	Semi-urban * Urban *				Semi-urban *		Urban *	

\* 1 response

Table 40: Different versions of voter eligibility process.

Version 1	Version 2
<ul style="list-style-type: none"> <li>▪ Voter came, gave his registration card</li> <li>▪ KPPS gave queue number</li> <li>▪ Voter asked to sit first</li> <li>▪ KPPS checked his card against registration list</li> <li>▪ If it was matched, KPPS call his number</li> </ul>	<ul style="list-style-type: none"> <li>▪ Voter came, gave his registration card</li> <li>▪ KPPS checked his card against registration list</li> <li>▪ KPPS gave queue number</li> <li>▪ Voter asked to sit first</li> <li>▪ KPPS call his number</li> </ul>
Version 3	b. Version 4
<ul style="list-style-type: none"> <li>▪ KPPS copy registration list, stick it on the board</li> <li>▪ Voter checks for his number himself</li> <li>▪ Voter writes down the number behind the A model</li> <li>▪ Voter came, gave his registration card</li> <li>▪ KPPS checked his card against registration list</li> <li>▪ KPPS gave queue number</li> <li>▪ Voter asked to sit first</li> <li>▪ KPPS call his number</li> </ul>	<ul style="list-style-type: none"> <li>▪ Voter came, gave his registration card</li> <li>▪ KPPS write down his name up to 20 people</li> <li>▪ KPPS gave queue number</li> <li>▪ KPPS call his name according to his number in the order he came</li> </ul>
Version 5	Version 6
<ul style="list-style-type: none"> <li>▪ Voter came, gave his registration card</li> <li>▪ KPPS checked his card against registration list</li> <li>▪ Voter waited to cast the vote</li> </ul>	<ul style="list-style-type: none"> <li>▪ Voter came, gave his registration card</li> <li>▪ KPPS checked his card against registration list</li> <li>▪ Voter waited to cast the vote</li> <li>▪ KPPS took registration card and allowed the voters to vote</li> <li>▪ KPPS matched it later since so many voters</li> </ul>
Version 7	Version 8
<ul style="list-style-type: none"> <li>▪ KPPS took registration card</li> <li>▪ KPPS checked voter registration with KTP (Indonesian ID Card) and TPS number</li> <li>▪ If it was matched, allow them to vote</li> <li>▪ Match to registration list later</li> </ul>	<ul style="list-style-type: none"> <li>▪ A day before election, KPPS came to every registered voter's house</li> <li>▪ KPPS gave the number based on registration list.</li> </ul>

Table 41: Versions of voter eligibility process (Table 40) per location.

How to check voters?	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatra	East Kalimantan	North Sulawesi
Version 1	Urban/ Semi-urban /Rural	Urban/ Semi-urban	Urban	Rural			Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural
Version 2	Urban	Rural			Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural		
Version 3				Urban/ Semi-urban				Urban
Version 4								
Version 5			Rural					
Version 6			Semi-urban					
Version 7			Urban					
Version 8			Urban					

Table 42: Action taken if the person had a registration card but his/her name was not on the voter registration list.

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatra	East Kalimantan	North Sulawesi
Not allowed to vote	Urban							Semi-urban
Asked for A2 model	Semi-urban	Urban/ Semi-urban		Rural	Semi-urban /Rural			
Asked for ID card	Semi-urban		Urban / Semi-urban /Rural		Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural
Checked ink mark on the finger	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural			Urban / Semi-urban /Rural	
Told to go to PPS/PPK			Urban / Semi-urban /Rural	Semi-urban	Urban	Urban/ Semi-urban /Rural		
Verify KPPS member handwriting at the time of registration		Rural						

Table 43: Actions taken on failure to produce the registration card.

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatra	East Kalimantan	North Sulawesi
Checked registration list for voter name	Urban	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban			Urban / Semi-urban /Rural	Urban / Semi-urban /Rural
Asked for ID card	Urban / Semi-urban /Rural	Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban	Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural
Checked ink mark on the finger	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural		Urban/ Semi-urban			Urban / Semi-urban /Rural	Urban/ Semi-urban
Allowed to vote	Urban / Semi-urban /Rural	Urban						Urban/ Semi-urban /Rural
Not allowed to vote			Semi-urban					Rural
Asked to wait till end of the day whether the name is on the list								Urban/ Semi-urban /Rural
Told to go to PPS/PPK	Rural	Rural	Urban/ Semi-urban /Rural		Urban			

Table 44: Were their names checked against voter registration list?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes	Semi-urban /Urban	Urban / Semi-urban /Rural	Rural/ Semi-urban	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural
No	Semi-urban		Urban					

Table 45: Was a mark made against voter registration list?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes	Urban/ Semi-urban	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	
No	Semi-urban		Urban					



Table 46: Did you have to reject anyone because they were not eligible to vote?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban	Urban/ Rural	Semi-urban/ Urban	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural
No				Semi-urban /Rural	Semi-urban	Rural		

Table 47: Why were they not eligible?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
They do not have voter registration			Urban/ Semi-urban /Rural					
They do not have A2 form		Urban/ Semi-urban /Rural				Semi-urban		Rural
Their name were not listed in voter registration list			Urban/ Semi-urban /Rural					
Time for voting was over	Semi-urban				Rural			
Wrong TPS	Semi-urban					Semi-urban	Rural	Urban
Never registered	Urban			Urban	Urban	Urban	Urban / Semi-urban /Rural	Semi-urban
Represented by somebody else							Rural	

Table 48: Were there any disputes about eligibility?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes		Urban / Semi-urban /Rural	Urban	Urban				Semi-urban
No	Urban/ Semi-urban /Rural				Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	

Table 49: Why did you use indelible ink?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
To avoid double voting	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural
Proof of voting	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural

Table 50: Did you get the indelible ink?

Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Table 51: Was there enough ink?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural
No	Urban		Rural/ Urban	Urban/ Semi-urban	Urban	Urban	Urban/ Semi-urban	

Table 52: How was the ink applied?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
The voter dipped his finger himself	Urban	Urban/ Semi-urban /Rural		Urban			Urban / Semi-urban /Rural	Semi-urban
Used ink sponge	Urban/ Semi-urban /Rural		Urban/ Semi-urban /Rural	Rural/ Semi-urban	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Semi-urban /Urban
The voters were assisted to dip finger	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural
The ink was allowed to dry before leaving the TPS	Urban/ Semi-urban /Rural		Urban/ Semi-urban /Rural	Rural/ Semi-urban	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Rural/ Urban

Table 53: What was the quality of the ink?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Non-indelible ink	Semi-urban						Rural	Urban/ Semi-urban /Rural
Indelible ink	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural		Semi-urban	
Alternate usage of indelible and non-indelible ink		Urban				Urban/ Semi-urban /Rural	Urban	

Table 54: Problem resolution regarding ink.

Problem resolution	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Report to PPS	Urban		Urban/ Semi-urban /Rural	Rural/ Urban			Urban	
Borrow from other TPS				Urban/ Semi-urban				
Add water to the ink				Urban				
Did not use the ink						Urban	Rural	
Use non-indelible ink stamp ink					Urban	Urban		

Table 55: Did you count the unused ballots and record them?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural
No								

Table 56: Where was the number of unused ballots recorded?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Model C forms		Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural
Envelope		Urban		Urban/ Semi-urban			Urban	Urban
Both	Urban/ Semi-urban /Rural							

Table 57: Did you count spoiled ballots?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Yes	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban- /Rural	Urban/ Semi-urban /Rural
No								

Table 58: Where was the number of spoiled ballots recorded?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Model C forms		Urban / Semi-urban /Rural	Urban / Semi-urban /Rural		Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural
Envelope		Urban					Urban	
Both	Urban/ Semi-urban /Rural			Urban/ Semi-urban /Rural				

Table 59: How was the counting done?

	Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
<p>Version 1:</p> <p>Open the sealed boxes.</p> <p>Show the empty boxes.</p> <p>Count all the ballots.</p> <p>The number had to be the same as the number of total voters.</p> <p>Ballot paper was unfolded one by one.</p> <p>Show them to party agents and observers and viewers.</p> <p>Followed by two other boxes.</p>	<p>Urban/ Semi-urban/ /Rural</p>	<p>Urban/ Semi-urban/ /Rural</p>	<p>Urban/ Semi-urban/ /Rural</p>	<p>Semi-urban/ /Urban</p>	<p>Urban/ Semi-urban/ /Rural</p>	<p>Urban/ Semi-urban/ /Rural</p>	<p>Urban / Semi-urban /Rural</p>	<p>Urban / Semi-urban /Rural</p>
<p>Version 2:</p> <p>Open the sealed boxes.</p> <p>Take one ballot. Unfold it.</p> <p>Show it to everybody.</p> <p>Followed all the steps till the box is empty.</p> <p>Followed steps with the other boxes.</p>				<p>Rural</p>				

Table 60: What information was recorded?

		Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Where did you record the number?	Model C form								Urban / Semi-urban /Rural
	Big tally sheet on board								
	Both (Model C form and big tally sheet)	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	
	Blackboard								Semi-urban /Urban
Did you tally the numbers?	Yes	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural
	No								
Did they count the invalid ballots?	Yes	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural
	No								
Did you record on Model C form and/or envelope?	Model C form	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural
	Envelope	Urban/ Semi-urban /Rural	Urban		Urban/ Semi-urban			Urban	Urban

Table 61: How did you tally the votes and how was this recorded?

Only 1 Version								
Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi	Jakarta
Unfolded the ballot								
Showed it to everybody								
Read the party number								
One KPPS member recorded on big tally sheet on board	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural	Urban/ Semi-urban /Rural
One KPPS member records on the blackboard								Rural/ Semi-urban



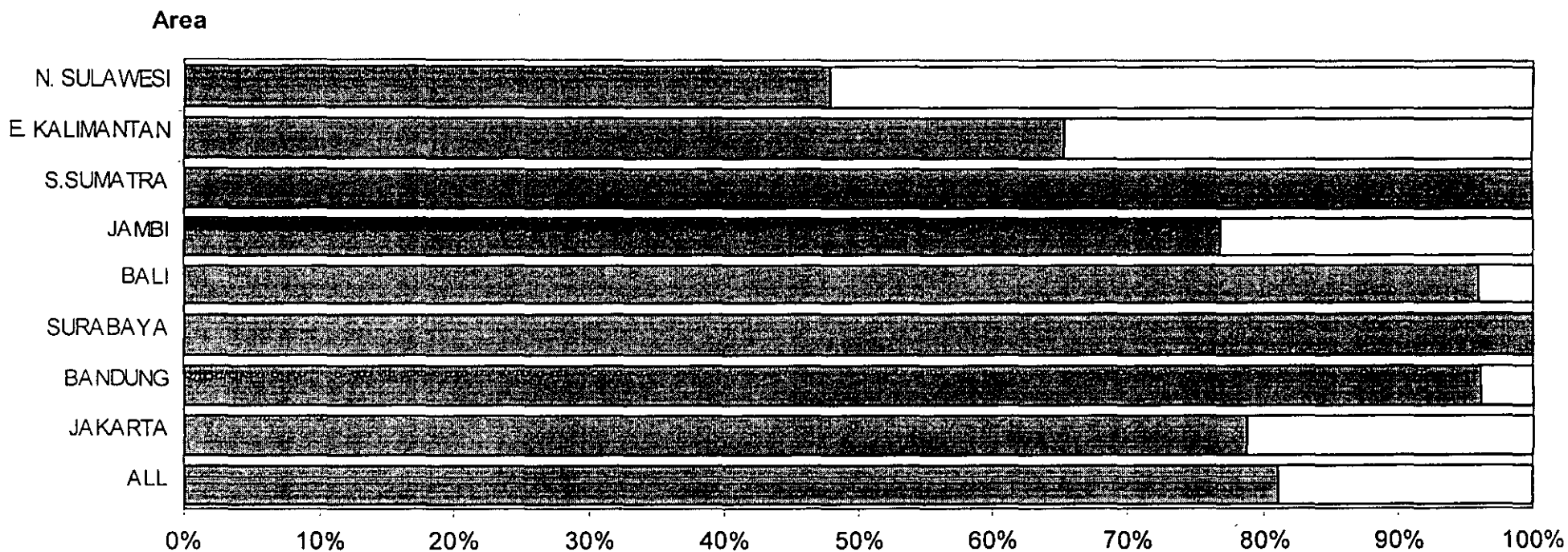
Table 62: Security of ballots.

		Jakarta	Bandung	Surabaya	Bali	Jambi	South Sumatera	East Kalimantan	North Sulawesi
Did the number of unused, spoiled, valid, and invalid ballots equal the number of ballots received from PPS?	Yes	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural
	No	Semi-urban *		Rural **					
Was there any interruption during the vote counts?	Yes	Semi-urban	Urban/ Rural	Rural/ Urban	Urban	Urban/ Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural	Rural
	No	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban / Semi-urban /Rural	Urban/ Semi-urban /Rural				Urban/ Semi-urban /Rural
Were the ballot papers and boxes secured?		Yes to all	Yes to all	Yes to all	Yes to all	Yes to all	Yes to all	Yes to all	Yes to all
Do you think the ballot counting at your polling station was free from fraud?		Yes to all	Yes to all	Yes to all	Yes to all	Yes to all	Yes to all	Yes to all	Yes to all

\* 1 ballot was missing

\*\* There were 2-ply ballots folded into one

Chart 1: Did you receive any training?



	ALL	JAKARTA	BANDUNG	SURABAYA	BALI	JAMBI	S.SUMATRA	E KALIMANTAN	N. SULAWESI
<input type="checkbox"/> No	18.9%	21.2%	3.8%	0.0%	4.0%	23.1%	0.0%	34.6%	52.0%
<input checked="" type="checkbox"/> Yes	81.1%	78.8%	96.2%	100.0%	96.0%	76.9%	100.0%	65.4%	48.0%

**Chart 2: When did you receive the training?**

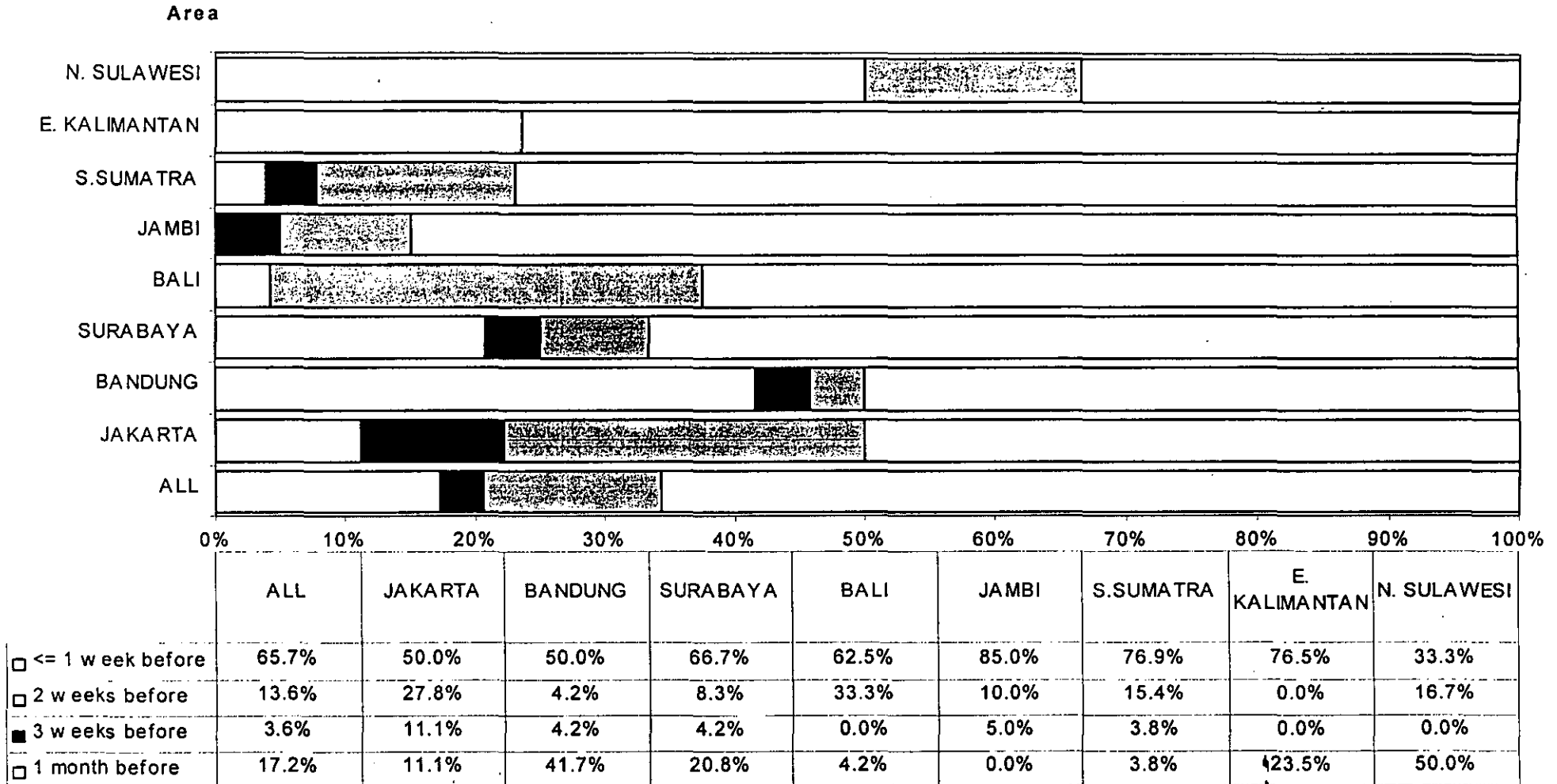
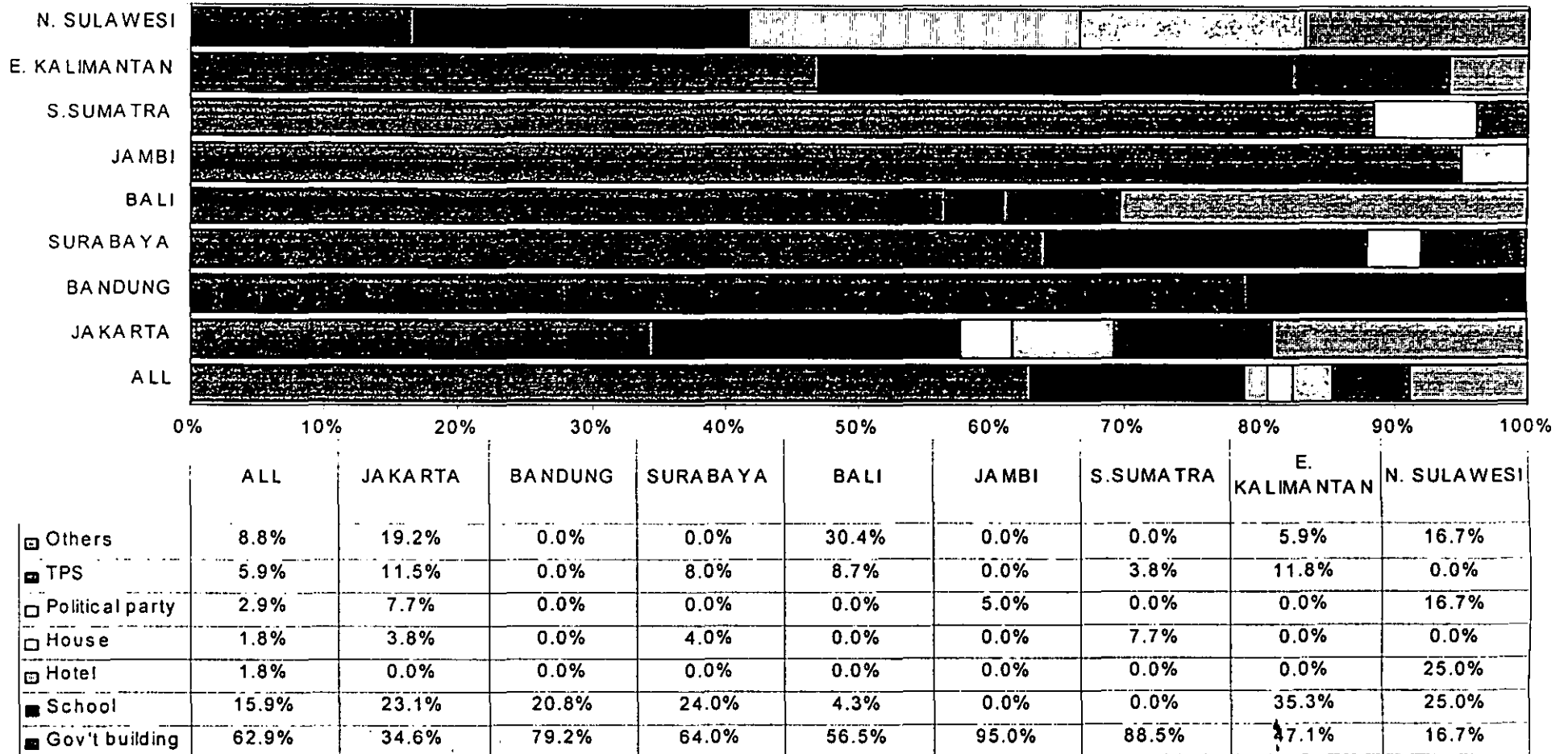
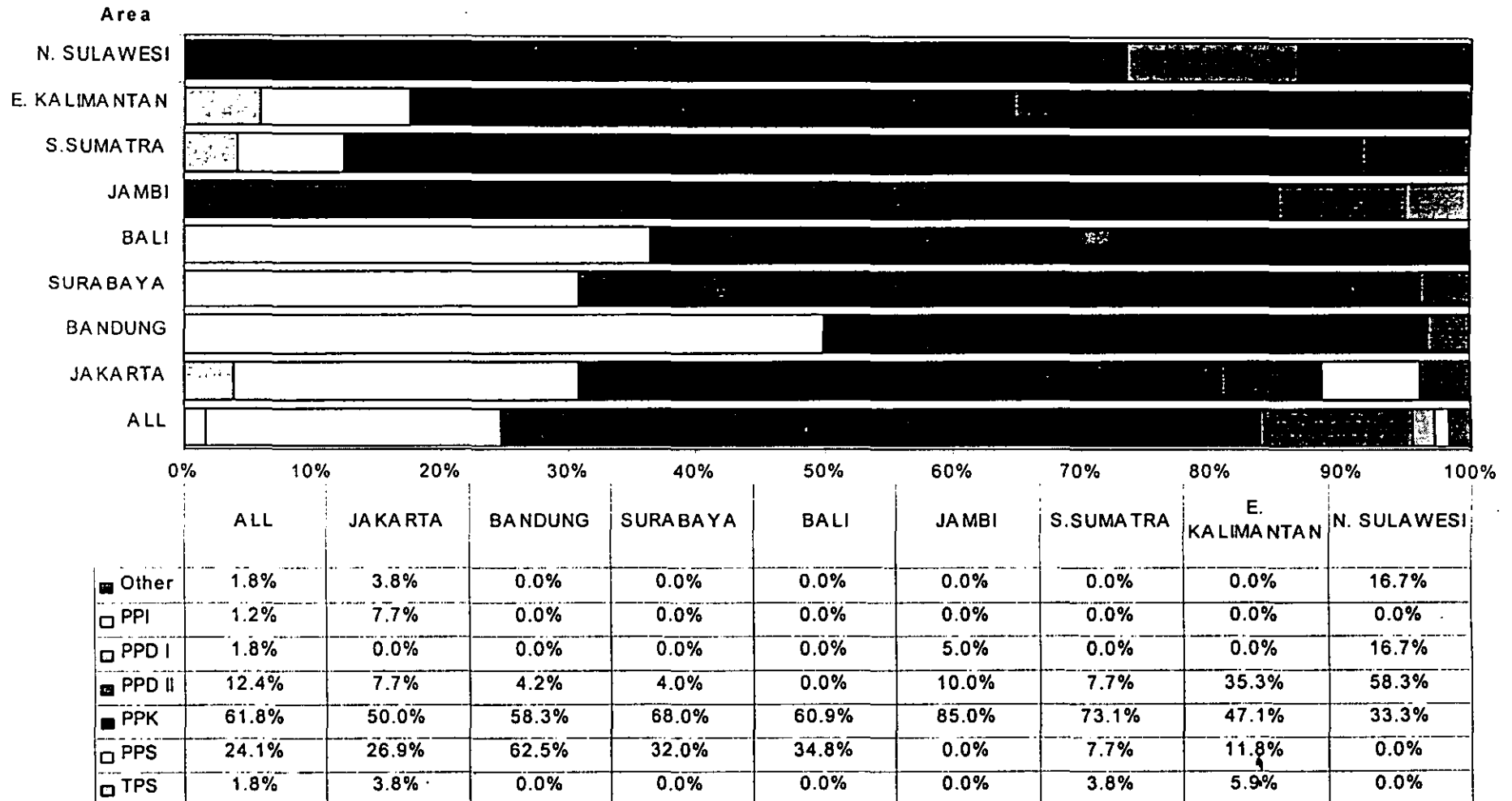


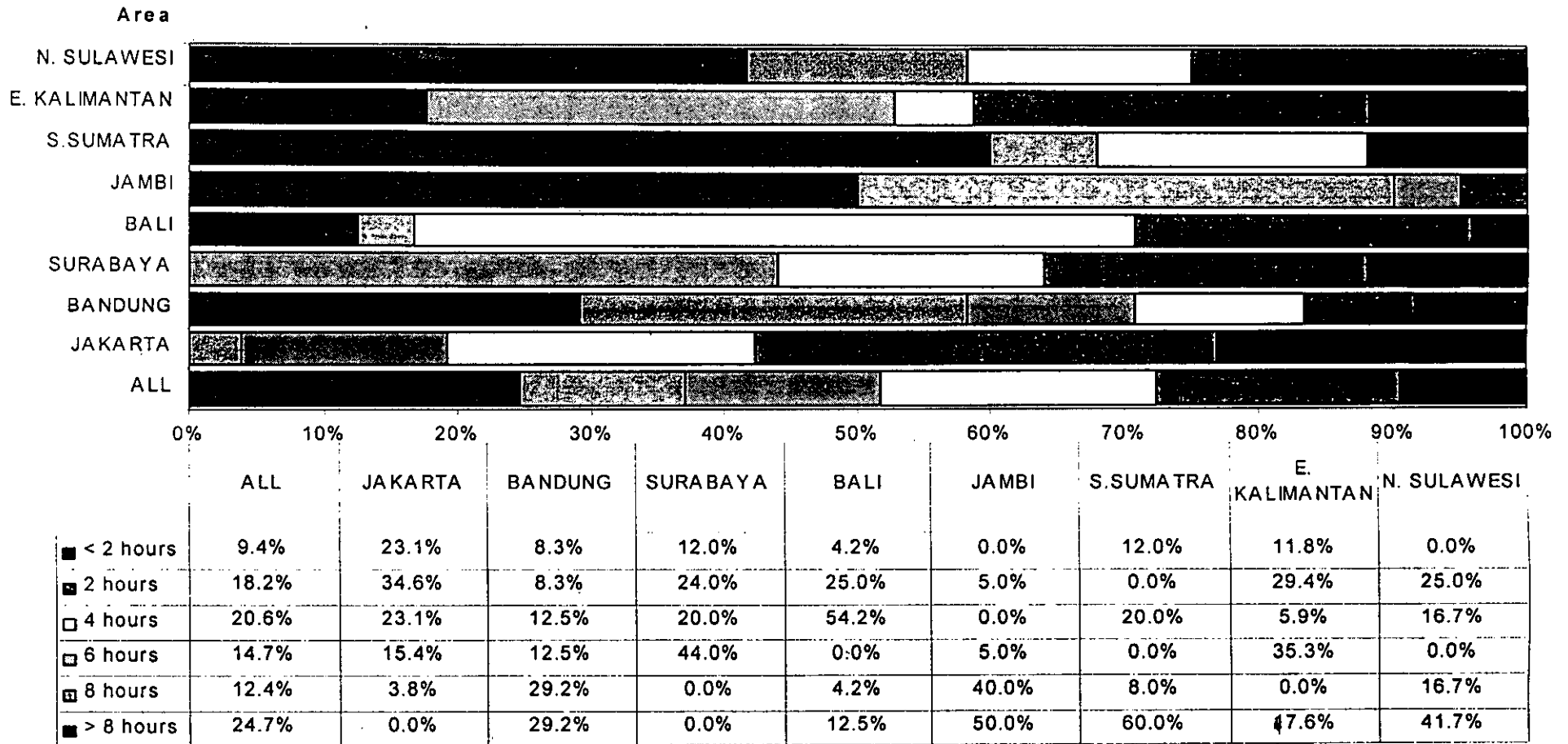
Chart 3: Where was the training conducted?



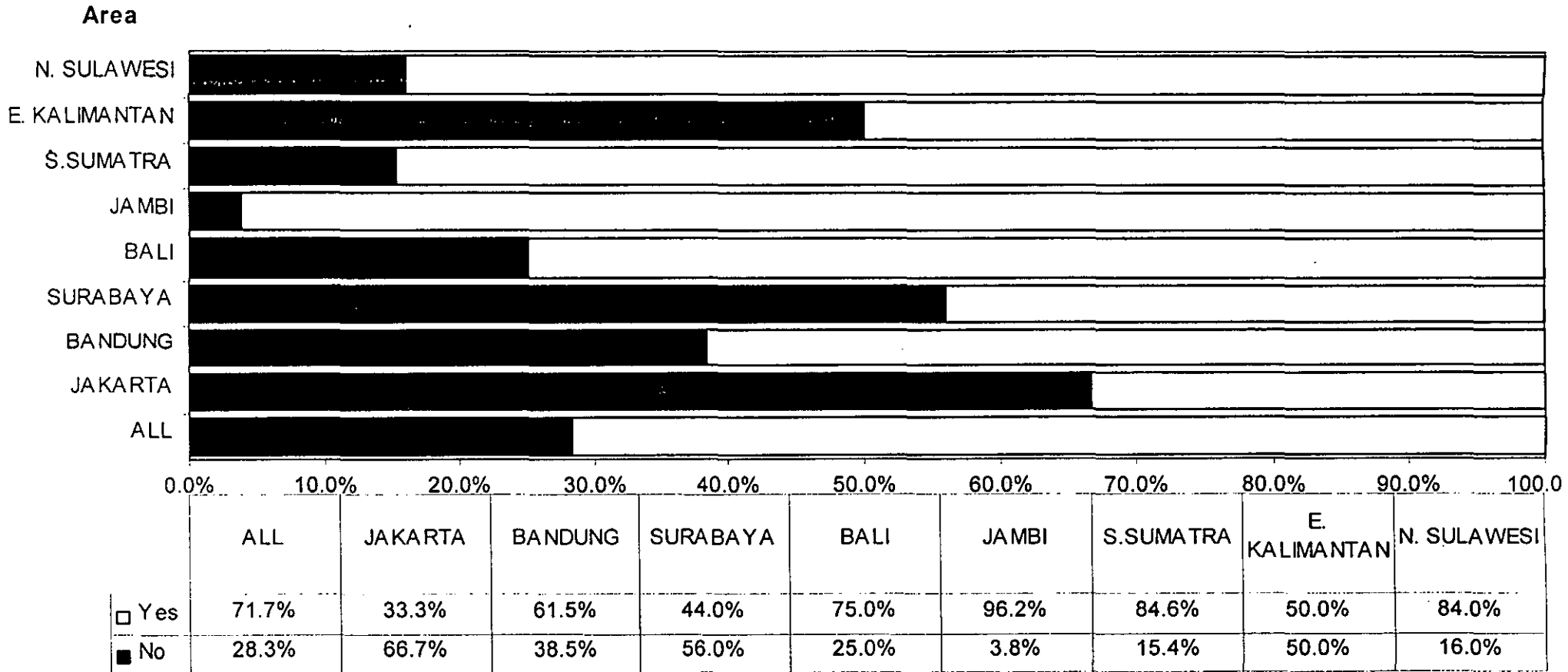
**Chart 4: Who organized the training?**



**Chart 5: How long did the training last?**



**Chart 6: Did you receive any payment for attending the training?**

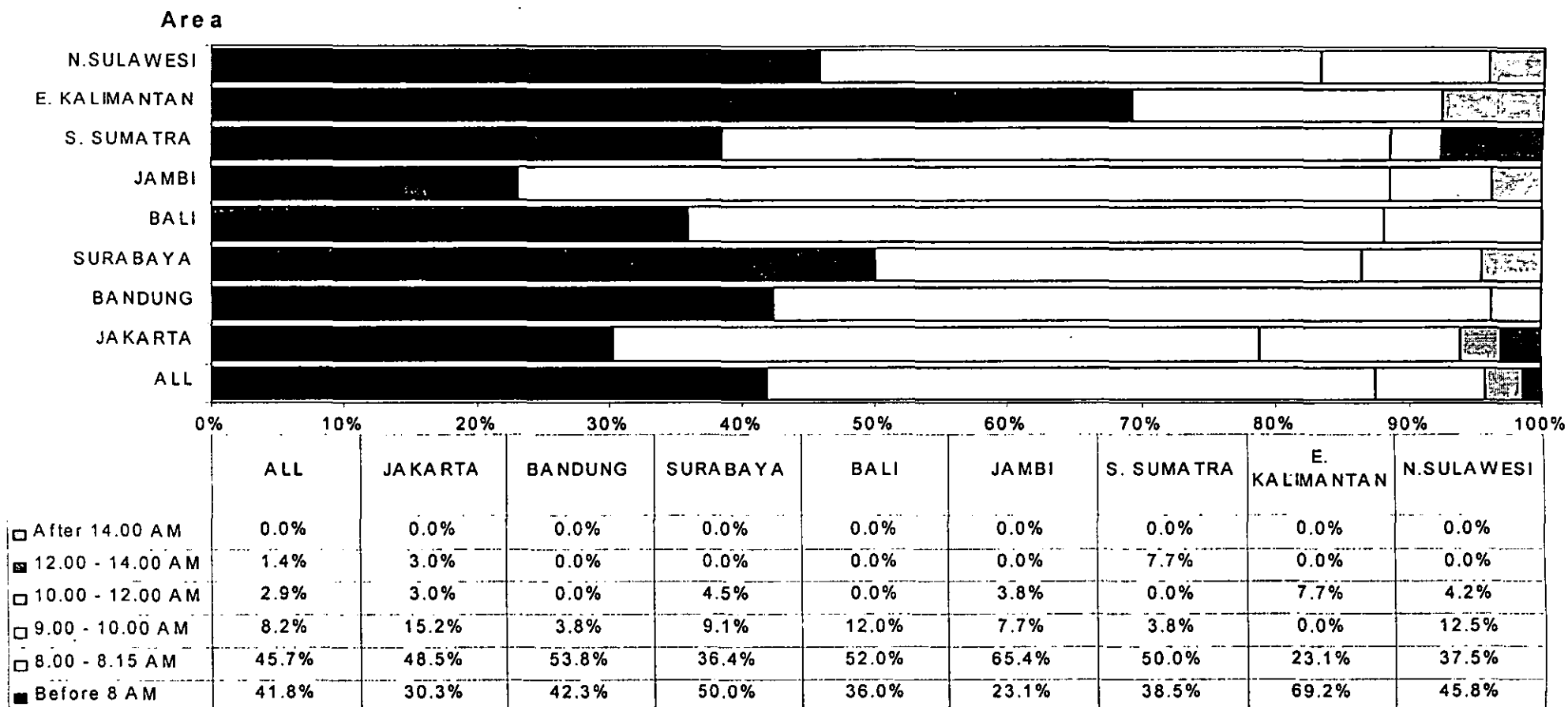


**Chart 7: Actual amount of money received for attending the training (IDR)**

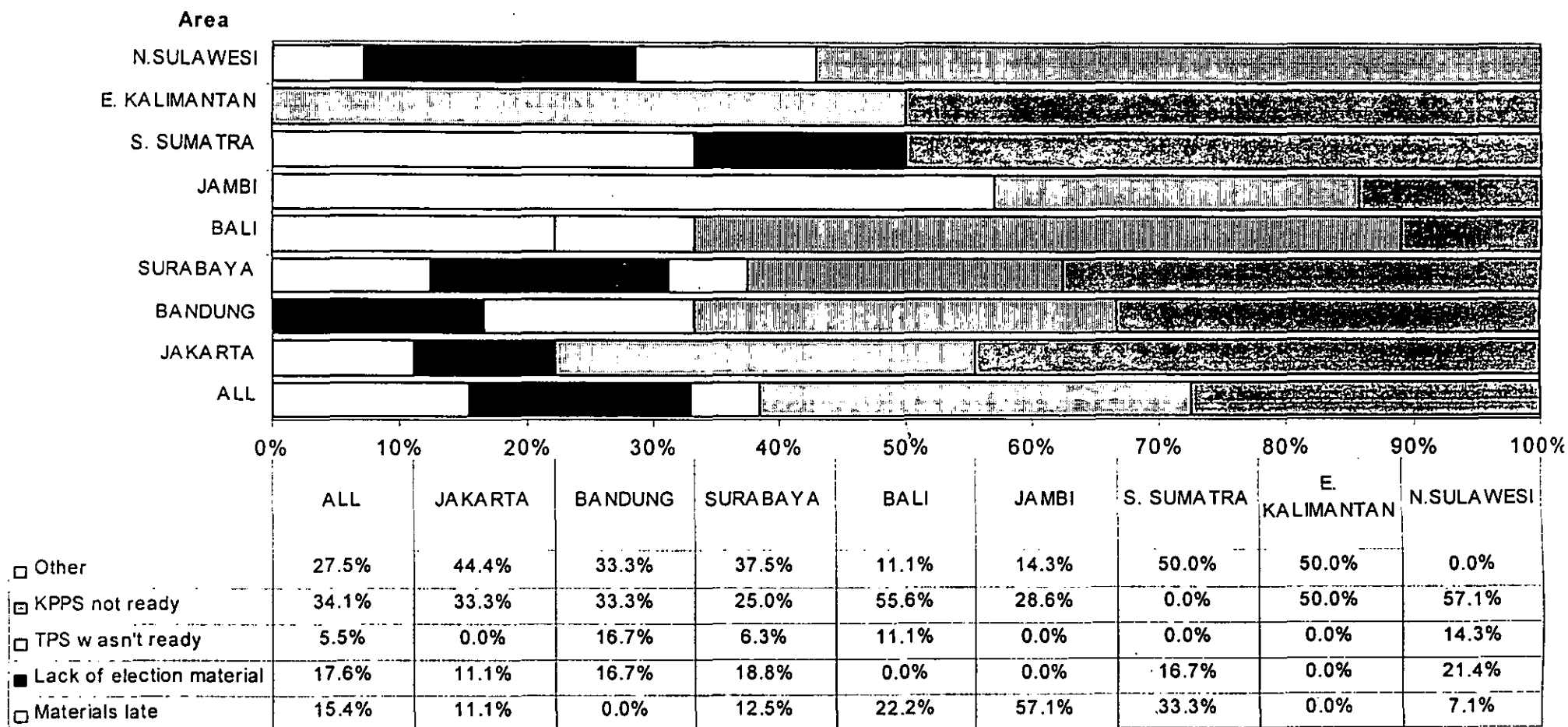
	All	Jakarta	Bandung	Surabaya	Bali	Jambi	S. Sumatra	E. Kalimantan	N. Sulawesi
Average	11,217	7,424	14,808	9,000	18,600	17,308	9,038	6,846	7,800
Max	50,000	28,000	30,000	40,000	30,000	30,000	20,000	50,000	30,000
Mode	-	-	-	-	30,000	-	10,000	-	-



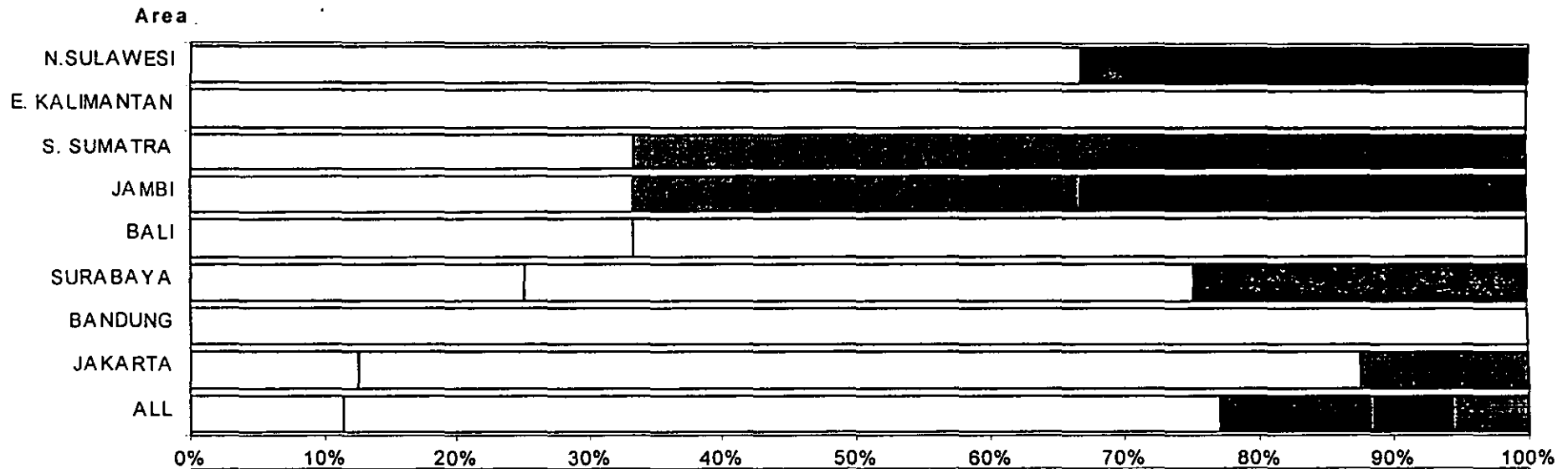
**Chart 8: Polling Station Opening Time**



**Chart 9: Reasons for late opening of the polling station**

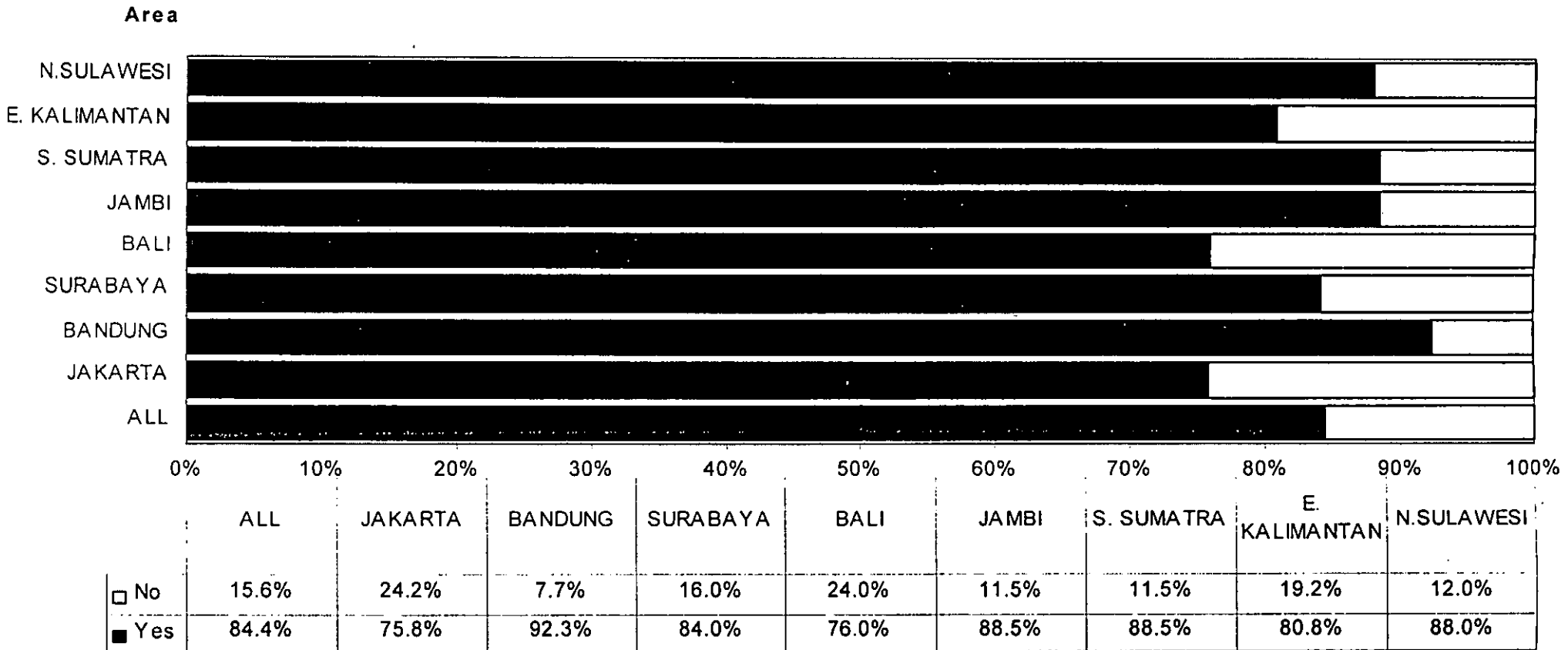


**Chart 10: Action taken if inadequate ballots**

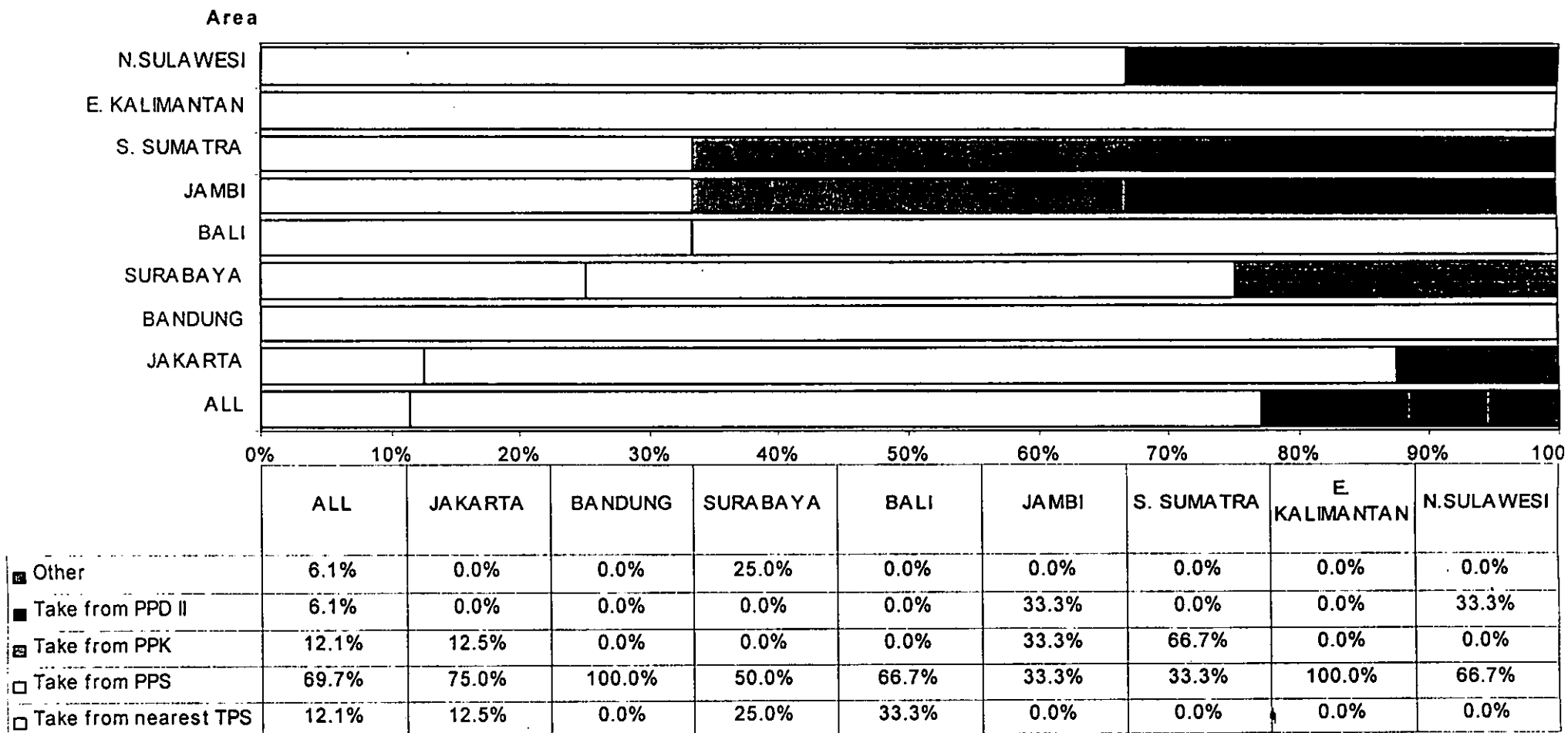


	ALL	JAKARTA	BANDUNG	SURABAYA	BALI	JAMBI	S. SUMATRA	E. KALIMANTAN	N.SULAWESI
Other	6.1%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Take from PPD II	6.1%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	33.3%
Take from PPK	12.1%	12.5%	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%	0.0%
Take from PPS	69.7%	75.0%	100.0%	50.0%	66.7%	33.3%	33.3%	100.0%	66.7%
Take from nearest TPS	12.1%	12.5%	0.0%	25.0%	33.3%	0.0%	0.0%	0.0%	0.0%

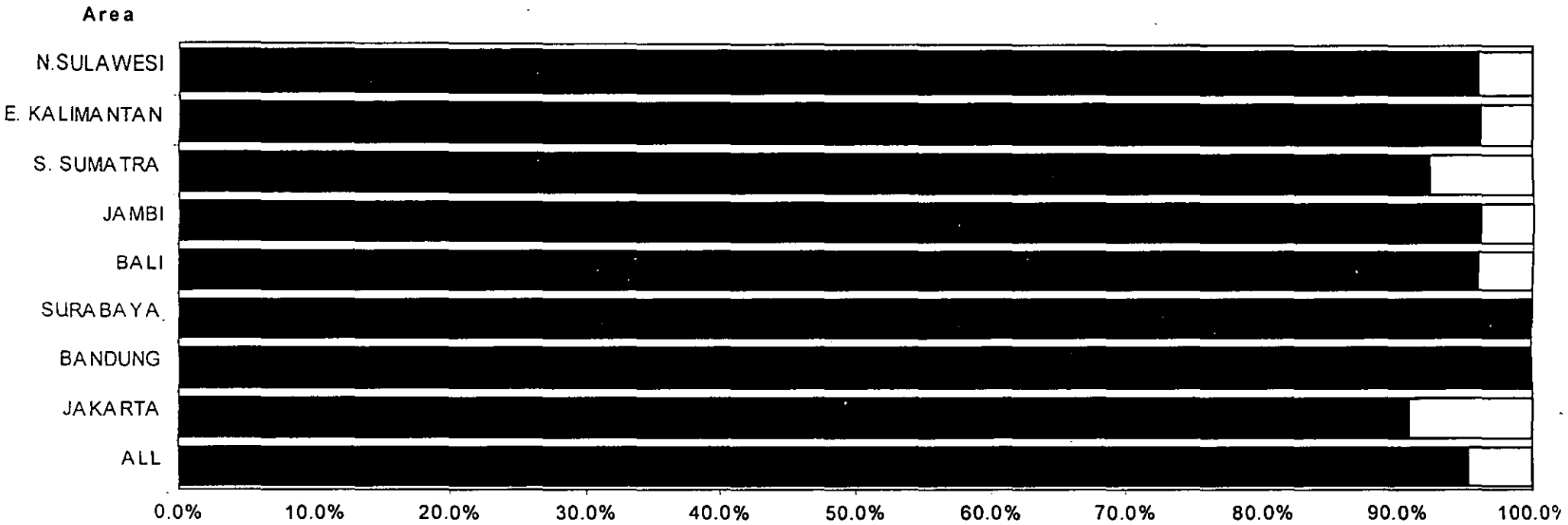
**Chart 11: Were there sufficient ballot papers?**



**Chart 12: Action taken if there was not sufficient ballot papers**



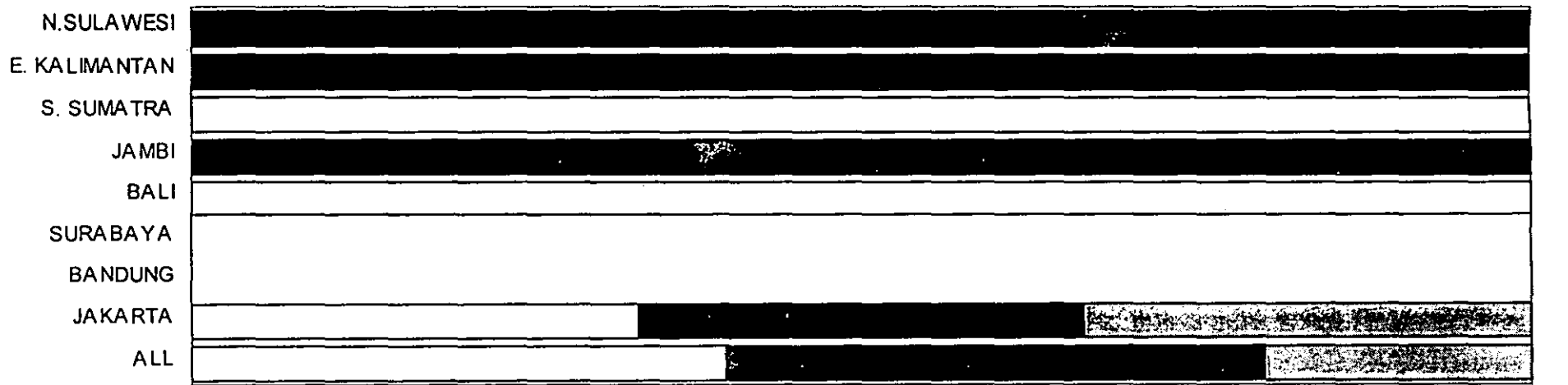
**Chart 13: Did you place a Hologram on the ballot paper before you gave it to voters?**



	ALL	JAKARTA	BANDUNG	SURABAYA	BALI	JAMBI	S. SUMATRA	E. KALIMANTAN	N.SULAWESI
<input type="checkbox"/> No	4.8%	9.1%	0.0%	0.0%	4.0%	3.8%	7.7%	3.8%	4.0%
<input checked="" type="checkbox"/> Yes	95.2%	90.9%	100.0%	100.0%	96.0%	96.2%	92.3%	96.2%	96.0%

**Chart 14: Reason for not placing hologram on ballot paper before KPSS gave it to voters.**

Area



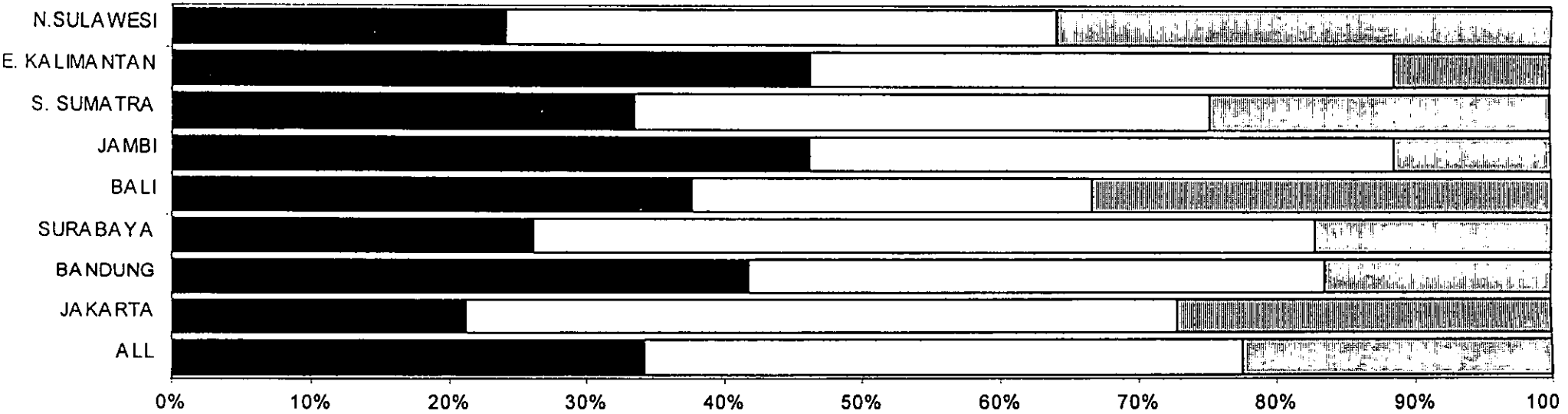
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

ALL JAKARTA BANDUNG SURABAYA BALI JAMBI S. SUMATRA E. KALIMANTAN N.SULAWESI

	ALL	JAKARTA	BANDUNG	SURABAYA	BALI	JAMBI	S. SUMATRA	E. KALIMANTAN	N.SULAWESI
Others	20.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Forgot/DK w here to place it	40.0%	33.3%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%	100.0%
Lack of holograms	40.0%	33.3%	0.0%	0.0%	100.0%	0.0%	100.0%	0.0%	0.0%
No hologram	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Chart 15: Polling station closing time

Area

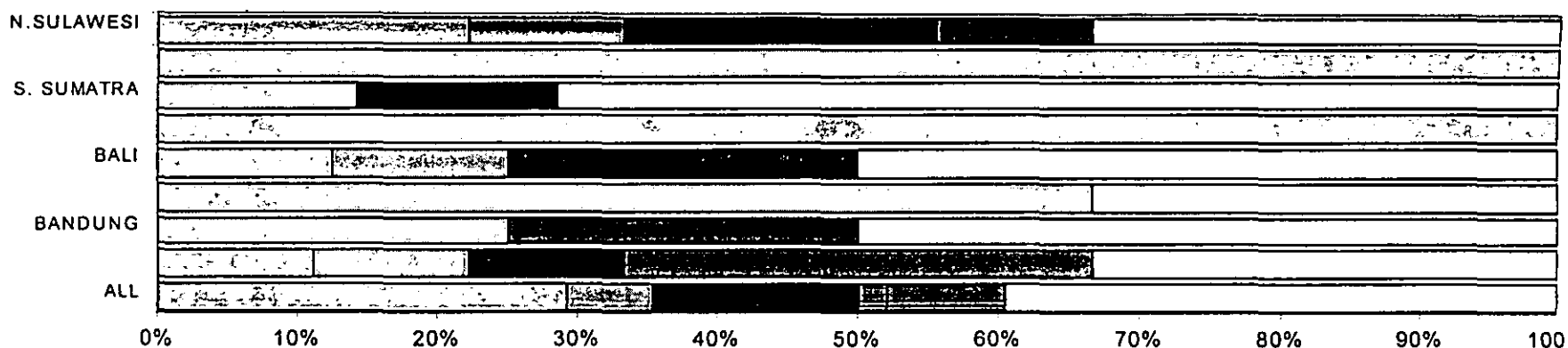


	ALL	JAKARTA	BANDUNG	SURABAYA	BALI	JAMBI	S. SUMATRA	E. KALIMANTAN	N.SULAWESI
After 14.15	22.4%	27.3%	16.7%	17.4%	33.3%	11.5%	25.0%	11.5%	36.0%
14.00 - 14.15	43.4%	51.5%	41.7%	56.5%	29.2%	42.3%	41.7%	42.3%	40.0%
Before 14.00	34.1%	21.2%	41.7%	26.1%	37.5%	46.2%	33.3%	46.2%	24.0%



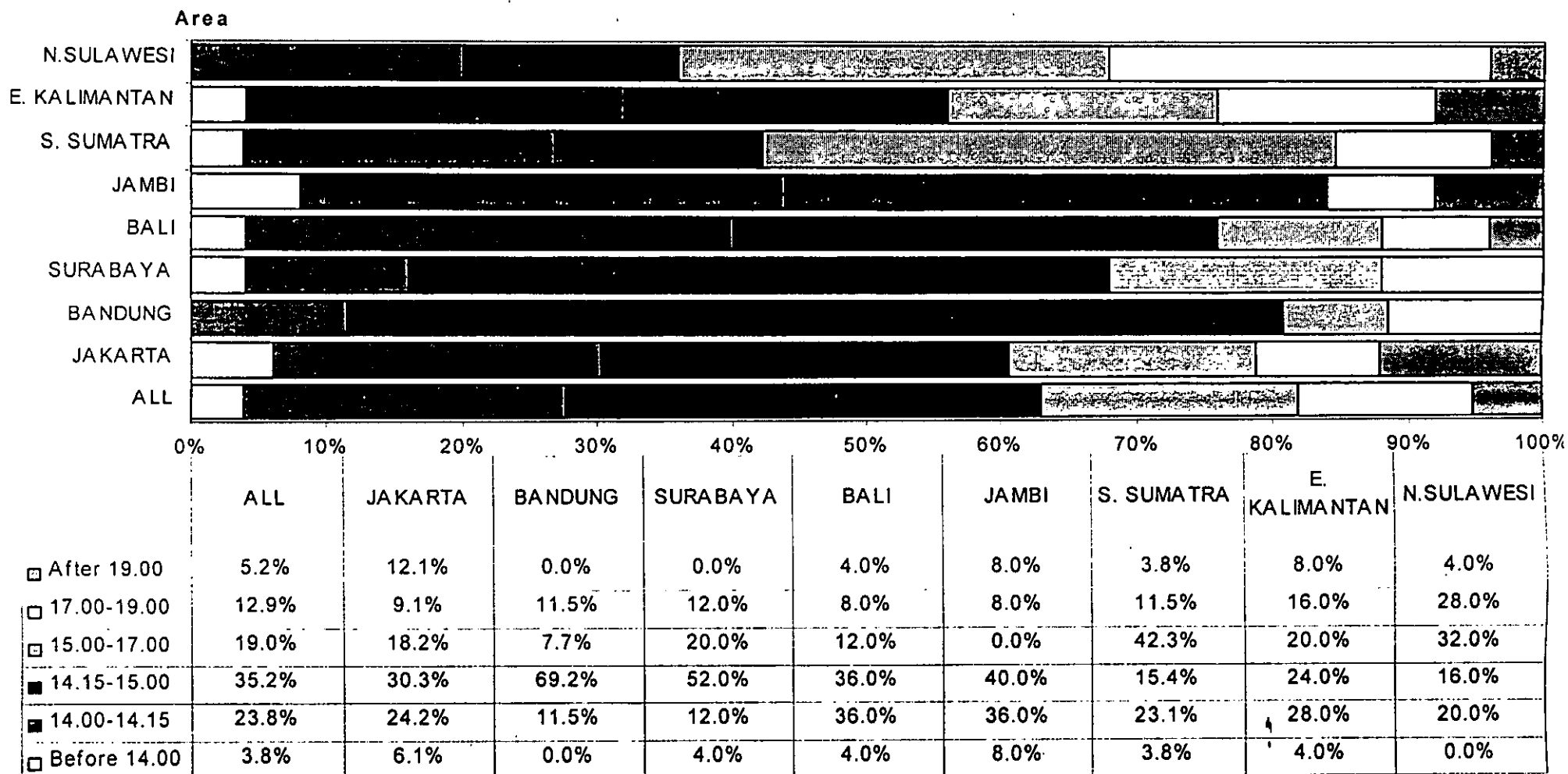
Chart 16: Reasons for late closing

Area



	ALL	JAKARTA	BANDUNG	SURABAY A	BALI	JAMBI	S. SUMATRA	E. KALIMAN TAN	N.SULAW ESI
Other	41.3%	33.3%	50.0%	25.0%	50.0%	0.0%	83.3%	0.0%	33.3%
Take a break	8.7%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%
Dispute	2.2%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Lack of election material	15.2%	11.1%	0.0%	0.0%	25.0%	0.0%	16.7%	0.0%	22.2%
Bad organizing	6.5%	11.1%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	11.1%
Long queues	30.4%	11.1%	25.0%	50.0%	12.5%	100.0%	16.7%	66.7%	22.2%

Chart 17: What time did you start counting the ballot?



**Chart 18: Take a break during voting or counting**

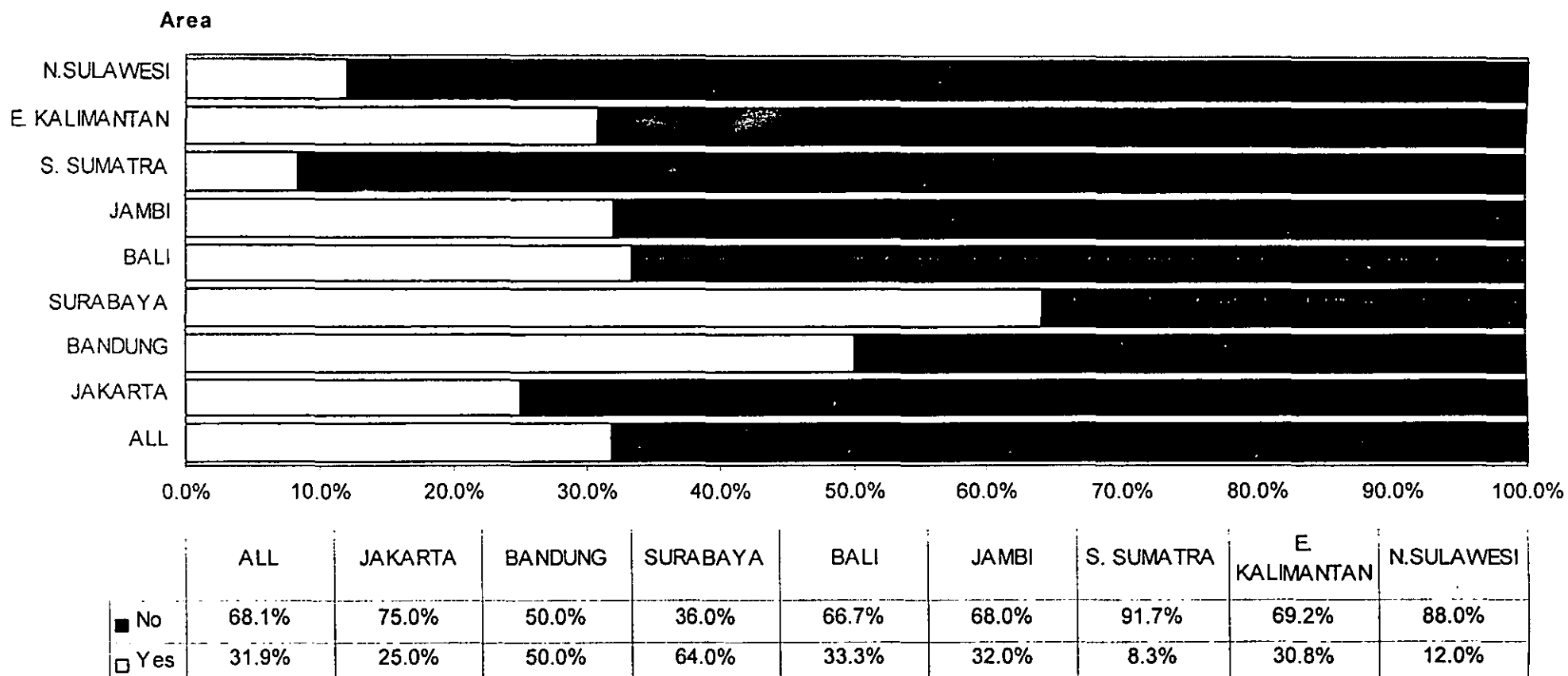
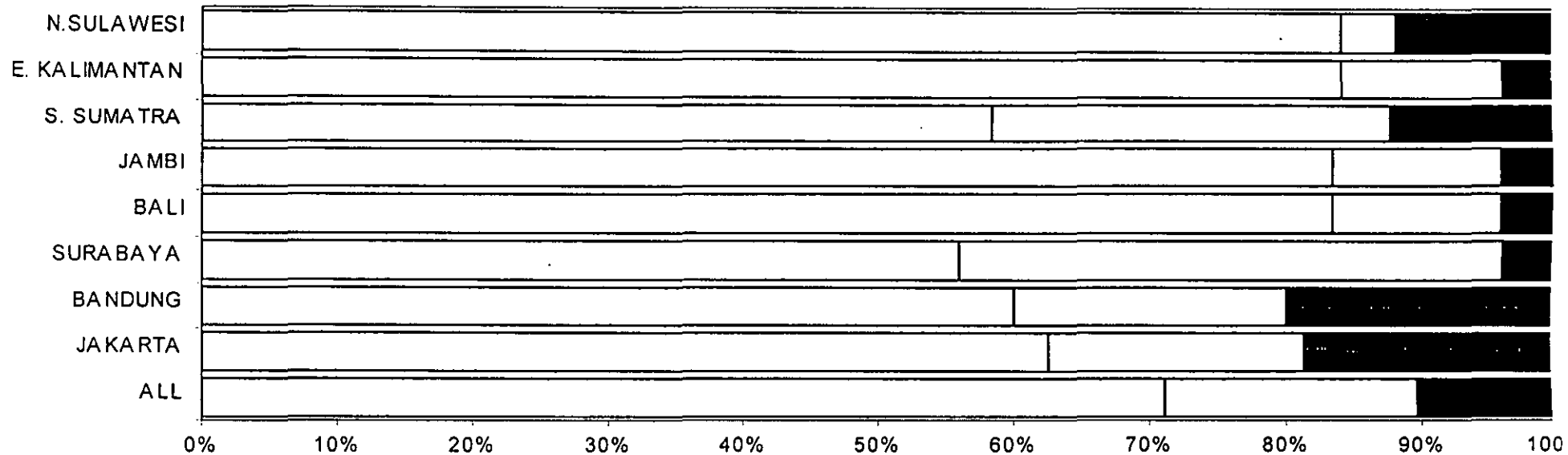


Chart 19: Existence of observer



	ALL	JAKARTA	BANDUNG	SURABAYA	BALI	JAMBI	S. SUMATRA	E. KALIMANTAN	N.SULAWESI
■ No observer	10.3%	18.8%	20.0%	4.0%	4.2%	4.2%	12.5%	4.0%	12.0%
□ Didn't help	18.6%	18.8%	20.0%	40.0%	12.5%	12.5%	29.2%	12.0%	4.0%
□ Helped	71.1%	62.5%	60.0%	56.0%	83.3%	83.3%	58.3%	84.0%	84.0%

**APPENDIX B.**  
**SELF-COMPLETION QUESTIONNAIRE**

## SELF-COMPLETION QUESTIONNAIRE

### Pollworker Training Evaluation

Respondent's Name	
TPS No.	
RT No.	
RW No.	
Kelurahan	
Kecamatan	

For these questions below:

Choose the answer based on your experience while become a KPPS member on the 7<sup>th</sup> June 1999 election. Circle the answer on the number.

1. What position were you appointed to hold on your KPPS team
  - Chairman 1
  - Vice Chairman 2
  - KPPS member 3
  
2. Did you receive any kind of training prior to or on Election Day regarding your role and responsibilities as a KPPS member and the Election Day procedures?
  - Yes 1
  - No 2
  
- 2.a If "Yes", when did you receive the training?
  - One month before the Election Day 1
  - Three weeks before the Election Day 2
  - Two weeks before the Election Day 3
  - One week before the Election Day 4
  - Less than one week before the Election Day 5
  
- 2.b. If "Yes", where did you receive the training?
  - Public/government building 1
  - School 2
  - Hotel 3
  - House 4
  - Political party premises 5
  - At the TPS 6
  - Other 7

2.c. If "Yes", who ran the training programme?		
TPS		1
PPS		2
PPK		3
PPD II		4
PPD I		5
PPI		6
Other		7
2.d. If "Yes", how long did the training last?		
More than 8 hours		1
Eight hours		2
Six		3
Four		4
Two		5
Less than 2 hours		6
2.e. If "Yes", did you receive a stipend/payment for attending the training?		
Yes		1
No		2
2.f. If "Yes", how much have you receive? IDR _____		
3.a. Was the environment around your polling station conducive to carrying out a fair and free election?		
Yes		1
No		2
3.b. Were the queues orderly and calm? :		
Yes		1
No		2
3.c. During the election, did you feel safe?		
Yes		1
No		2
3.d. During the election, was your polling station secure?		
Yes		1
No		2
3.e. Were you aware of anyone trying to intimidate voters during the Election Day?		
Yes		1
No		2

- 3.f. If "Yes", who was intimidating?
- Party agent 1
  - Domestic observer 2
  - Security guards 3
  - Political party member 4
  - Viewers 5
  - Others / DK 6
- 3.g. If "Yes", how did they try to influence the election process?
- Intimidating 1
  - Offering money 2
  - Threatening 3
  - Others \_\_\_\_\_ 4
  - (Please specify)
4. What time did polling start on Election Day in your polling station?
- Before 8.00 AM 1
  - At 8.00 – 8.15 AM 2
  - Between 8.15 – 9.00 AM 3
  - Between 9.00 – 10.00 AM 4
  - Between 10.00 – 12.00 AM 5
  - After 12.00 PM 6
  - After 2.00 PM 7
- 4.a. If you opened the TPS after 8.00 AM what caused the delay.  
(Multiple)
- Necessary materials were late arriving 1
  - Not enough materials 2
  - TPS not ready 3
  - KPPS members not ready 4
  - Others \_\_\_\_\_ 5
5. What time did your TPS close the voting?
- Before 2.00 PM 1
  - At 2.00 – 2.15 PM 2
  - After 2.15 PM \_\_\_\_\_ 3
  - (Please specify what time exactly)



- 5.a. What caused the delay?
- |                   |   |
|-------------------|---|
| Too long queues   | 1 |
| Bad organization  | 2 |
| Lack of materials | 3 |
| Dispute           | 4 |
| Food/Rest break   | 5 |
| Others _____      | 6 |
- (Please specify)
6. What time did your TPS start counting?
- |                           |   |
|---------------------------|---|
| Before 2.00 PM            | 1 |
| At 2.00 – 2.15 PM         | 2 |
| Between 2.15 – 3.00 PM    | 3 |
| Between 3.00 – 5.00 PM    | 4 |
| Between 5.00 PM – 7.00 PM | 5 |
| After 7.00 PM _____       | 6 |
- (Please specify what time exactly)
7. Did any of the KPPS members take any breaks, leave the polling station, go home to eat or change while the polling or counting was in process?
- |     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |
8. In your opinion did the presence of these observers help to reduce incidents of misconduct or fraud?
- |             |   |
|-------------|---|
| Yes         | 1 |
| No          | 2 |
| No Observer | 3 |
9. Did you receive stipend money for working as a KPPS member on Election Day?
- |     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |
- 9.a. If "Yes", how much? IDR \_\_\_\_\_
10. Did you receive enough ballot papers on the day?
- |     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |
- 10.a. If not what did you do?
- |                             |   |
|-----------------------------|---|
| Get from other TPS close by | 1 |
| Get from PPS                | 2 |
| Get from PPK                | 3 |
| Get from PPD II             | 4 |
| Others _____                | 5 |
- (Please specify)

11. Was a hologram placed on the ballot paper before it was given to the voter to cast his vote?
- |     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |
| DK  | 3 |
- 11.a. If "Not", why not?
- |                                       |   |
|---------------------------------------|---|
| Not available                         | 1 |
| Not enough holograms                  | 2 |
| Forgot/Did not know where to place it | 3 |
| Others                                | 4 |

**APPENDIX C.**  
**GLOSSARY OF ELECTION TERMS**

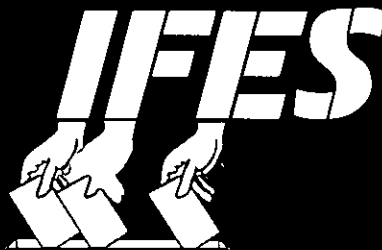
BAHASA INDONESIA	ENGLISH
Ayat	Paragraph / Sub-article / Section
Bab	Chapter
Badan Perwakilan	Assembly
Berita acara Perhitungan	Statement of the Count
Berita acara Perhitungan Suara (SHTPS)	Statement of the Consolidation of Results
Berita acara TPS	Statement of the Poll
Bilik Pemungutan Suara	Voting booth
Bukti Pendaftaran Pemilih	Notice of Registration
Calon Legislatif (Caleg)	Legislative candidate
Camat	District head
Daerah Pemilihan	Constituency (electoral district)
Daftar Calon Sementara (DCS)	Preliminary List of Candidates
Daftar Calon Tetap (DCT)	Official List of Candidates
Daftar Pemilih	Register of Electors
Daftar Pemilih Sementara	Preliminary Register of Electors
Daftar Pemilih Tetap	Official Register of Electors
Demokratis dan Transparan	Democratic and transparent
Departemen	Ministry
Desa	Village (rural equivalent to 'kelurahan')
Hansip (Pertahanan Sipil)	Civilian guards
Hasil Akhir	Official results
Hasil Pemungutan Suara	Polling day / voting day / election day
Hasil Sementara	Preliminary results
Juklak (Petunjuk Pelaksanaan)	Operational guidelines
Juknis (Petunjuk Teknis)	Technical guidelines
Jurdil (Jujur dan Adil)	Free and fair
Kabupaten (Daerah Tingkat (Dati) II)	Regency
Kamra (Keamanan Rakyat)	Civil Security Force
Kecamatan	District
Kelurahan	Sub - district
Kepala Desa (Kades)	Village head
Keputusan	Decree
Kertas / Kain penyekat, ruang pencoblos	Voting screen
Ketua	Chairperson
Kotak Suara	Ballot box
Kotamadya (Dati II)	Municipality (urban equivalent to regency)
KPPS (Kelompok Pelaksana Pemungutan Suara)	Polling Station Committee
KPU (Komisi Pemilihan Umum)	National Election Commission
LUBER (Langsung, Umum, Bebas, Rahasia)	Direct, universal, free, and confidential
Lurah	Kelurahan head

BAHASA INDONESIA	ENGLISH
Menghitung Suara	Count ballots / votes
MPR(Majelis Permusyawaratan Rakyat)	People's Deliberation Assembly
Musyawarah Mufakat	Deliberation and consensus
Official Ballot	Regular ballot
P4U (Partai Politik Peserta Pemilihan Umum)	Contesting Political Party
Panwas(Panitia Pengawas)	Supervisory/Monitoring/Oversight Committee
Panwaslu(Panitia Pengawas Pemilu)	National Election Monitoring Committee
Panwaspus(Panitia Pengawas Pusat)	Central Election Monitoring Committee
Partai Politik Peserta Pemilu	Competing/contesting political party
Pasal	Article
Pemilihan Umum	Election
Pencalonan	Candidacy
Pendaftaran Partai	Registration of parties
Pengurus Partai	Party committee
Perhitungan Suara dari beberapa TPS	Consolidation of the results
PPD I (Panitia Pemilu DATI I)	Provincial Election Committee
PPD II (Panitia Pemilu DATI II)	Regency Election Committee
PPI (Panitia Pemilihan Indonesia)	National Election Committee
PPK (Panitia Pemilu Tingkat Kecamatan)	District Election Committee
PPS(Panitia Pemungutan Suara=Panitia	Sub - district Election Committee
Propinsi (DATI I))	Province
Proses Pemilu	Election process
Saksi Utusan Partai	Party agent
Satgas (Satuan Tugas) Parpol	Political Party Security Unit
Segel	Seal
Sekretariat Pemilu Nasional	National Election Secretariat
Sistem Pemilu	Election system
Suara sah	Valid ballot
Suara tidak sah	Plurality / majority
Surat Suara	Ballot paper
Surat Suara Palsu	Fake / counterfeit ballot
Surat Suara Rusak	Spoiled ballot
Tempat pendaftaran	Registration station
Tinta Pemilu	Indelible ink
TPS (Tempat Pemungutan Suara)	Polling station
Wakil Ketua	Vice chairperson
Walikota / WalikotaMadya (KDH Tingkat II)	Mayor

<b>ENGLISH</b>	<b>BAHASA INDONESIA</b>
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Article	Pasal
Assembly	Badan Perwakilan
Ballot box	Kotak Suara
Ballot paper	Surat Suara
Candidacy	Pencalonan
Central Election Monitoring Committee	Panwaspus(Panitia Pengawas Pusat)
Chairperson	Ketua
Chapter	Bab
Civil Security Force	Kamra (Keamanan Rakyat)
Civilian guards	Hansip (Pertahanan Sipil)
Competing/contesting political party	Partai Politik Peserta Pemilu
Consolidation of the results	Perhitungan Suara dari beberapa TPS
Constituency (electoral district)	Daerah Pemilihan
Contesting political party	P4U (Partai Politik Peserta Pemilihan Umum)
Count ballots / votes	Menghitung Suara
Decree	Keputusan
Deliberation and consensus	Musyawarah Mufakat
Democratic and transparent	Demokratis dan Transparan
Direct, universal, free, and confidential	LUBER (Langsung, Umum, Bebas, Rahasia)
District	Kecamatan
District Election Committee	PPK (Panitia Pemilu Tingkat Kecamatan)
District head	Camat
Election	Pemilihan Umum
Election process	Proses Pemilu
Election system	Sistem Pemilu
Fake / counterfeit ballot	Surat Suara Palsu
Free and fair	Jurdil (Jujur dan Adil)
Indelible ink	Tinta Pemilu
Kelurahan head	Lurah
Legislative candidate	Calon Legislatif (Caleg)
Mayor	Walikota / WalikotaMadya (KDH Tingkat II)
Ministry	Departemen
Municipality (urban equivalent to regency)	Kotamadya (Dati II)
National Election Commission	KPU (Komisi Pemilihan Umum)
National Election Committee	PPI (Panitia Pemilihan Indonesia)
National Election Monitoring Committee	Panwaslu(Panitia Pengawas Pemilu)
National Election Secretariat	Sekretariat Pemilu Nasional
Notice of Registration	Bukti Pendaftaran Pemilih
Official List of Candidates	Daftar Calon Tetap (DCT)

ENGLISH	BAHASA INDONESIA
Official Register of Electors	Daftar Pemilih Tetap
Official results	Hasil Akhir
Operational guidelines	Juklak (Petunjuk Pelaksanaan)
Paragraph / Sub-article / Section	Ayat
Party agent	Saksi Utusan Partai
Party committee	Pengurus Partai
People's Deliberation Assembly	MPR(Majelis Permusyawaratan Rakyat)
Plurality / Majority	Suara tidak sah
Political Party Security Unit	Satgas (Satuan Tugas) Parpol
Polling day / Voting day / Election day	Hasil Pemungutan Suara
Polling station	TPS (Tempat Pemungutan Suara)
Polling Station Committee	KPPS (Kelompok Pelaksana Pemungutan Suara)
Preliminary List of Candidates	Daftar Calon Sementara (DCS)
Preliminary Register of Electors	Daftar Pemilih Sementara
Preliminary results	Hasil Sementara
Province	Propinsi (DATI I))
Provincial Election Committee	PPDI (Panitia Pemilu DATI I)
Regency	Kabupaten (Daerah Tingkat (Dati) II)
Regency Election Committee	PPD II (Panitia Pemilu DATI II)
Register of Electors	Daftar Pemilih
Registration of parties	Pendaftaran Partai
Registration station	Tempat pendaftaran
Regular ballot	Official Ballot
Seal	Segel
Spoiled ballot	Surat Suara Rusak
Statement of the Consolidation of Results	Berita acara Perhitungan Suara (SHTPS)
Statement of the Count	Berita acara Perhitungan
Statement of the Poll	Berita acara TPS
Sub-district	Kelurahan
Sub - district Election Committee	PPS(Panitia Pemungutan Suara=Panitia
Supervisory/Monitoring/Oversight Committee	Panwas(Panitia Pengawas)
Technical guidelines	Juknis (Petunjuk Teknis)
Valid ballot	Suara sah
Vice chairperson	Wakil Ketua
Village (rural equivalent to 'kelurahan')	Desa
Village head	Kepala Desa (Kades)
Voting booth	Bilik Pemungutan Suara
Voting screen	Kertas / Kain penyekat, ruang pencoblos



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