DRAFT QUESTIONS - FOCUS GROUPS FOR LIAISON OFFICERS

General

- How many of you worked in previous elections? How does this year compare?
- What was the most challenging aspect of the period over Election Day for you? How did you handle it?
- What were the main problems you encountered on Election Day?

Preparation

- Did you feel adequately prepared for fulfilling your duties for Election Day?
- Do you feel that the preparation given to you by the IEC equipped you sufficiently to be able to deal with all the problems that arose?
- What was discussed at the meeting with Training Officers in the District Offices?
- How useful was this meeting? Was it sufficient to cover what you needed to fulfil your role? Is there anything else you would include, or cover in more detail?
- Did you receive the Liaison Officer Checklist? Was it useful?
- Would any other tools have been useful to prepare you for your tasks?
- Did you implement your role according to the meeting and checklist, or did you adapt instructions in any way to your own requirements?

Staffing and Management

- When did you first meet the volunteers? Was this appropriate?
- When did you first meet the Polling and Counting Committees? Was this appropriate too?
- Did you have sufficient staff at the Polling Centre for centre management tasks? Would any additional staff be helpful?
- How did you distribute tasks to the volunteers? Was their contribution useful?
- Did you have any problems with the volunteers?
- Did you have any problems with any polling and counting teams? If so, what and how did you handle it?
- How did you and your staff manage for food and water during the day?

Centre Management

- Did you face any problems with voters or were the polling centre staff able to control the flow of voters effectively?
- What role did the police play at your polling centre? Were they managing access effectively?
- Did you need to call upon the police for any reason? If so, why? How responsive were they?
- Were there people in the centre who should not have been there?
- After voting did voters leave the centre promptly or did they stay? Did the police assist in enforcing voters to leave the centre after they had voted?
- Did you encounter any disabled voters? Were there any problems with persons with disability accessing polling stations?
- Did you receive any complaints from voters or visitors about anything? What were these and what did you do about it?
- Did you have any media representatives visiting your polling centre? Did they interview you? What did they ask?

- Were there any emergencies at your polling centre? What did you do?
- Did you know what was going to be in your kit before you received it? Was there a checklist?

Tasks Before and on Election Day

- Talk through the Liaison Officer Checklist (annexed) for tasks not already covered in the discussion. Ask the Liaison Officers in relation to each task, what they did, how it went and how it could be improved.

Campaigning

- What is your understanding of the rules regarding campaigning on Election Day?
- What responsibility do you have as a Liaison Officer to deal with campaigning on Election Day?
- Was there much campaigning outside your polling centre? Did you, the police or anyone else do anything to limit this?
- Was there any campaigning inside your polling centre? Did you do anything to try to prevent it? What could you do to prevent it?
- What kinds of campaigning did you observe taking place, or was reported to you?
- Were you aware of any instances of vote buying around the polling centre on Election Day?
- Did you note cases of candidates providing transportation for voters to the polling centre?
- Observers noted significant campaigning around most polling centres? What are your suggestions on how to reduce this and prevent campaigning during the silence period?
- Were you aware of candidates or their agents placing pressure on voters or staff at your polling centre? What kind of pressure did you see?
- Did you feel safe or did you feel threatened?

Communication and Coordination

- What contact did you have with the IEC District Office on Election Day?
- Who were your main contact persons there? Did you call the district Operations Room for any reason?
- How responsive was the District Office to your calls and requests?

Packing and Transfer of Materials after Counting

- How did you deal with the polling station non-sensitive materials after the process finished? Was there anyone to help you package the non-sensitive materials? Did you know what you were going to have to collect?
- How did you transport them and where did you transport them to afterwards?
- Did you find any sensitive materials remaining in the polling stations? If so, what did you do with it?
- Where did you put the materials when you arrived to the district committee? Was there space and proper storage facilities?

General

- Did anything surprise you on Election Day?
- If you could change anything, what would you change?
- Did you vote? If not, why not?

Annex – Administrative Liaison Officer Checklist

Before Election Day		
❑	Centre Signage	Prepare signage for the Centre, in coordination with the District Election Office
❑	Contact List	Prepare a list of telephone numbers for all P&C Committees in the Centre and other important numbers, such as District Office Operations Room, police security, medical facilities, Technical Liaison Officer, District Office observers focal point
❑	Your Contacts	Make sure the P&C Committees have your telephone number
❑	Materials Receipt	Receive all non-sensitive materials for the Centre and P&C Rooms from the District Office
Centre Set-Up Day Before Polling		Set up the P&C Centre
❑	Materials Delivery	Deliver non-sensitive materials to Centre and ensure they are properly secured for overnight storage
❑	Centre and Room Signs	Post Centre signs and P&C Room signs outside the Rooms
❑	Volunteers' Table	Set up the table for volunteers (education material, paper, scissors, computer)
❑	P&C Room Set Up	Ensure each P&C Room is properly equipped with furniture and materials, and set up for polling
❑	Entrances and Exits	Ensure entrances and exits are set up and functioning
❑	Other Doors	Ensure other doors are locked or blocked
❑	Fire Exits	Ensure fire exits are not locked or blocked
❑	Queue Barriers	Put in place queue barriers (tape or rope)
❑	School Signs and Symbols	Remove or cover signs and symbols at the Centre that may be inappropriate or construed as campaign material
❑	Campaign Material	Remove campaign material from in and around the Centre
Election Day: Before Polling and Opening		
❑	Centre Staff Attendance	Ensure volunteers and the Technical Liaison Officer are present at 6:00 hours
❑	P&C Room Officials Attendance	Coordinate with P&C Committees to ensure all Polling Officials are present at 6:00 hours
❑	Report Attendance & Required Replacements	Notify Operations Room of attendance of staff and absences; Coordinate with Operations Room for replacements if required
❑	Access for Visitors	Allow accredited visitors (observers, candidates, agents, media, special guests) to enter the Centre at 6:00 (but not P&C Rooms)
❑	Staff Visibility	Ensure P&C Centre and Room staff are visible and wearing official clothing as provided in the kits
❑	Check the Centre	Check P&C Rooms are set up and check lighting (use back-up lighting in kits, if required)
❑	Organize Volunteers	Organize placement and responsibilities of volunteers; make sure they understand the P&C Room voter distribution
❑	Check Materials	Check all P&C Rooms have adequate supplies
❑	Remove Campaign Material	Remove any campaign material from in and around the Centre
❑	Visitor Access to P&C Rooms	At 06:45, invite accredited visitors to enter the P&C Rooms to attend the closing of the ballot box and opening procedures; try to ensure there is observation in every P&C Room
❑	Centre Opening	At 07:00 hours, open the Centre to voters
❑	Opening Report	Shortly after 07:00 hours, report to the District Office Operations Room that the Centre is open; inform of any P&C Rooms not yet open
❑	Opening Report Update (if necessary)	If any P&C Rooms did not open at 07:00 hours, report to the District Office Operations Room when all Rooms are open

Polling		
❑	Centre Queue and Access	Ensure ushers are organizing Centre queue and facilitate access for those authorized to enter the Centre
❑	Flow	Control flow of voters within the Centre
❑	Directing Voters	Direct voters to the correct P&C Room
❑	Crowd control	Ensure crowd is orderly and under control
❑	Special Needs	Ensure staff assist elderly, disabled and pregnant persons
❑	Greeting visitors	Observers, Candidates, Agents, Media, Special Guests are greeted
❑	Emergencies	Any emergencies or incidents are responded to; All staff are aware of security/emergency procedures
❑	Supplies	Ensure all P&C Rooms have sufficient supplies
❑	Interim Reporting	Report to the District Office at 12:00 hours and 15:00 hours voter turnout for each Room and the Centre as a whole, confirm P&C Rooms open and notify of any significant issues
❑	P&C Officials Voting	Allow P&C Officials to vote if registered in the Centre and to leave for short white if registered in nearby Centre
❑	Security	Liaise with Security Officials as appropriate; ensure Security Officials are appropriately positioned and remain outside the P&C Rooms
❑	Prevent Campaigning	Prevent any electoral campaigning in the Centre
❑	P&C Room Requests	Respond to any questions or requests from P&C Committees
❑	IEC District Office Operations Room	Notify the IEC District Office Operations Room of any questions, incidents or problems
❑	Polling Extension	If notified of polling extension by District Office Operations Room, notify all P&C Committees
Closure		
❑	Centre Closed	Close Centre at 19:00 hours (or 21:00 hours in case of extension; those in line or in the Centre may register/vote; All voters leave the Centre
❑	Closing Report	When all P&C Rooms are closed, report to District Office Operations Room that the Centre and all Rooms are closed
❑	Reminders	Remind the P&C Committee about (i) posting the minutes (ii) flagging +2% discrepancy; (iii) entering results in database
❑	Tidying	Tidy up Centre, dispose of rubbish and remove posters
❑	Discrepancy	Report any +2% discrepancy to the District Election Office
❑	Centre Kit Packed	Pack P&C Centre Kit in kit box
❑	After Count Report	Report to District Office Operations Room that counting is complete for the Centre
❑	Remain at Centre	Remain at Centre until intake completed for all Rooms; respond to any queries from District Election Office
❑	Room Kits Packed	Pack all P&C Rooms Kits in kit boxes
❑	Materials Delivery	Deliver Centre and Room Kits to District Election Office