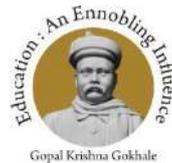# HOW DO URBAN VOTERS RATE THE POLLING PROCESS?

A POST-POLL VOTERS' SURVEY IN 5 MAJOR MUNICIPAL CORPORATION ELECTIONS IN MAHARASHTRA

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CHAPTER I

INTRODUCTION

On 21st February 2017, 10 Municipal Corporations in Maharashtra went to polls. One of the major issues faced in Municipal Corporation elections in Maharashtra is the low voter turnout. The State Election Commission of Maharashtra (SECM) has been actively involved in creating various voter awareness programs with the objective of creating a higher voter turnout in Maharashtra urban body elections, because true representation can only happen with more participation.

An earlier study by Gokhale Institute of Politics and Economics[1] commissioned by the SECM looks deeper into why voter turnout tends to be low, especially in PMC and BMC areas. The study of voters in the PMC shows that voters in the more affluent wards of Pune have a very low level of interest in local politics; further they have a very poor perception of services offered by the PMC and also display very low levels of engagement with the PMC. In the BMC area too, the findings are somewhat similar. Further, with more affluence comes lesser dependence on the local body to provide the desired level of services. A good example is one of water supply. If the local body does not provide water regularly, people can resort to buying water through tankers to meet their requirements. Thus, within both PMC and BMC, the study finds that engagement with the local body decreases with affluence. Last but not the least, there is the issue of social media. Today, if there is an issue that the local body fails to resolve, the residents may and do use social media actively to voice their opinion about the issue. With social media explosion the voter does not have to wait till the next elections to voice her opinion; thus, there is reduced dependence on the process of voting to make one's voice heard. All these issues have resulted into what is commonly termed as "urban apathy."

Whilst probing deeper into urban apathy, the study finds increasing levels of frustration amongst the voters, made evident through statements such as "Casting a vote has made no difference so far". One also finds despondence, "My vote cannot change anything within the system." And very interestingly, one finds a high level of disappointment with the candidates, "Most candidates are of a very poor quality."

If the candidates are indeed of a poor quality, then what type of candidates do the voters in the Corporation areas want? When asked about candidate attributes, voters are vocal about their preference for well-educated candidates. They also want candidates without criminal background and those who are not corrupt.

How can the electoral authorities ensure that the local political parties will field only such candidates who fulfil such requirements? Candidates fielded by political parties for local body elections are often selected on the basis of party loyalty, financial capacity of the candidate and caste considerations[2]. It has been observed that several candidates may have criminal backgrounds or disproportionate assets. Political parties are known to field such candidates despite their murky background.

One effective way to restrain political parties from giving tickets to 'tainted' candidates is to make the background of such candidates known to the voters. This year, the State Election Commission created a rule that the affidavits of the candidates with information on their age, educational qualification, criminal background (if any) and asset-liability statements would be displayed outside the polling booth. It is pertinent from a policy continuation perspective to assess how the voters react to this new move.

Similarly, voter reactions to other aspects of the polling process too need to be documented and assessed. These include time spent in the queue for voting, cleanliness of the booth, facilities for the handicapped, ease of voting, etc. Documentation of voter reactions to poll processes will be an important step in terms of reforming electoral field operations over a period of time.

At the initiative of the SECM, Gokhale Institute of Politics and Economics planned a post-poll survey to be conducted on the day of elections to cover the issues mentioned above. No such formal documentation exists for earlier local body elections in Maharashtra, or for any other local body elections in other states of India. Thus, this is a first-of-its-kind attempt at documenting and formalizing the voting experience at local body elections in Maharashtra.

CHAPTER 2

RESEARCH QUESTIONS

The main objective of the post-poll voters' survey was to understand voter perceptions regarding various aspects of the polling process. As has been mentioned in the earlier chapter, the study also aimed at finding voter reactions to the directive of the SECM to display outside the polling stations the affidavits of candidates pertaining to their educational qualifications, criminal background and asset-liability declarations.

RESEARCH QUESTIONS

The main research questions with which the survey was designed were the following.

I.   Voter Perception regarding polling –process

This first set of questions was designed to understand voter perceptions regarding the actual polling process. The answers to these queries would be important in terms of understanding whether operational issues were hampering the voting process.

a. Are the voters satisfied with the cleanliness of the booth?
b. Are there special facilities to help handicapped voters with the process?
c. Do the voters feel satisfied regarding the working condition of the Electronic Voting Machines (EVMs)?
d. In all of the Corporations except Mumbai, a multi-member ward system has been introduced. This implies that each ward is run by 4 Corporators. Thus, each voter has to vote for 4 different Corporators and hence has to press 4 different buttons on the EVMs. Have the voters understood this process? How do voters rank the "ease of how to vote"?
e. Are the election officers courteous?
f. What score do voters give to the overall voting experience in the Corporations in Maharashtra?
g. How much time does it take for a voter to cast her vote from the time she enters the polling station to the time she exits it?

II.   Voter perceptions regarding the Affidavits displayed outside the polling stations

The other main objective of the survey was to gauge whether voters have liked the SECM move of displaying candidate information outside the polling stations. This move was created in order to enable the voters to have a more informed opinion about the candidates before casting their votes. Has this move really empowered the voters? If yes, to what extent? The following research questions were the second focus area of the survey.

a. Did the voter read the candidate information displayed outside the polling station?

b. Was the information displayed in a language understood by most voters?
c. Did the voters perceive this move to be a good move?
d. Had the information pertaining to the candidate displayed outside the polling station changed their decision about whom to vote for? How?

III.   Voter Perceptions about other issues faced on the day of polling

Voting is a unique experience in urban Maharashtra. This experience could be marred by extra-zealous party workers creating nuisance outside polling stations or by other instances wherein political parties try to influence the voters. Following research questions were created to focus on this aspect of the polling experience.

a. Political parties normally have some presence near polling stations. Most of them construct temporary sheds or pandals to assist voter to find their name in the voters' list, identify the booth number inside the polling station, etc. Did party karyakartas create nuisance outside the polling stations?

b. There are many instances of cash being distributed or liquor, free food and gifts being given to voters to influence their votes. What are the voter perceptions regarding these issues? Have they witnessed any of these issues at a personal level?

Identifying the research questions exactly is an integral part of any survey. Once the research questions are designed, the next step is to construct a tool or a questionnaire in order to get proper answers to the questions. The questionnaire prepared for this survey is given in Appendix A of the report.

CHAPTER 3

DESIGN OF SURVEY AND SAMPLING CONSIDERATIONS

Sampling is a crucial part of survey design. The sample has to be sufficiently representative of the population so that the results obtained on basis of the sample can be generalized to the population. A voter perception survey in the different Municipal Corporations in Maharashtra required a process of selection of Corporations, identification and selection of wards within the Corporations and the number of polling stations to be covered per ward. It also required thought on how to identify the voter respondents at every booth. This chapter outlines the various sampling aspects of the research proposal.

SAMPLING PLAN

10 Municipal Corporations went to polls on 21st February 2017. Due to time and cost considerations, it was not possible to cover voters in all Corporations for the survey. Hence, it was decided to sample the Corporation in each of the six divisional headquarters in Maharashtra.

The 36 districts of Maharashtra are divided into 6 administrative divisions, namely Konkan, Pune, Nashik, Aurangabad, Amravati and Nagpur. The divisional headquarters of the divisions are at Mumbai, Pune, Nashik, Aurangabad, Amravati and Nagpur cities respectively. Since the development levels within the cities are different, the civic issues and opinions of voters on candidates would be different across all the 6 cities. It was thus decided to cover voters belonging to the Municipal Corporations in each of the 6 cities through the survey. Since Aurangabad Municipal Corporation elections were not scheduled for the 21st February 2017, it was left out of the sample. The survey was conducted in the other 5 Municipal Corporations.

Drawing up of the sample plan firstly entails identification of the proper sample frame for the purpose of sampling. The following table shows the differences in the numbers of valid voters in each of the selected Corporations as per the 2012 SECM data.

Table 3.1: Number of Valid Voters in each Corporation

Details	Valid Voters_2012 elections	Proportion of voters in each city to the total
Bombay Municipal Corporation	10286579	0.63
Pune Municipal Corporation	2558578	0.16
Nagpur Municipal Corporation	1986057	0.12
Nashik Municipal Corporation	1003000	0.06
Amravati Municipal Corporation	517338	0.03
Total	**16351552**	**1**

APPROACH I

Using the entire voter population of the six cities could be one possible population frame. This implies that we would sample some voters directly out of 1.63 crore voters and then use the Probability Proportional to Sampling (PPS) method to further decide how many voters to select from each of the Corporations. While this is a relatively simple method of sampling, taking the entire population of 6 Corporations is not an appropriate frame since the voter population of Mumbai by itself forms nearly 60 per cent of the total voting population, whereas Amravati forms a miniscule 3 per cent. Thus, assuming that we selected about 5000 voters using the entire population of 6 cities as population frame, then we would have to interview 3000 voters in Mumbai and only 150 voters in Amravati. The skew in the voter population of the said Corporations is so high that this kind of a population frame was seen to be incorrect.

APPROACH II

1. CLUSTER SAMPLING

Hence, the Corporations were classified using a simple cluster analysis on the basis of their voter populations. BMC gets classified as a separate cluster by itself. The Municipal Corporations of Pune and Nagpur get classified into another cluster, whereas those of Nashik and Amravati get classified into a third cluster. For each of the clusters, the population frame is the total number of voters registered in the 2012 elections. Using a 2 per cent margin of error, the sample size for the first two clusters gets determined at 2401 voters. The third cluster consists of Municipal Corporations that are inherently smaller than those included in the first two clusters. This needs to reflect in the sample size too and hence, a 3 per cent margin of error was applied to the third cluster. In this way, the sample size of the third cluster was fixed at 1067.

2. APPLYING PPS

Next, the Probability Proportional to Sampling (PPS) method was applied to Cluster II and Cluster III in order to further determine how many voters to sample in each of the Corporations in the cluster. The details are given in the column titled "Required Sample Size". A 10 per cent cushion was applied for data loss and the final sample sizes for each of the Corporations were worked out accordingly.

The following table elucidates.

Table 3.2: Sampling Plan in the 5 Municipal Corporations at 95% Confidence level

Corporation	Total Voter Population (2012 election)	Margin of Error (%)	Required Sample Size	10% cushion for data loss	Final sample size
Cluster I					
Brihanmumbai Municipal Corporation	10286579	2	2401	240	2640
Cluster II					
Pune and Nagpur	4544635	2	2401	240	2640
of which					
Pune Municipal Corporation (56%)			1345	135	1480
Nagpur Municipal Corporation (44%)			1050	105	1155
Cluster III					
Nashik and Amravati	1520338	3	1067	106	1173
of which					
Nashik Municipal Corporation (65%)			693	67	760
Amravati Municipal Corporation (35%)			600*	60	660
TOTAL	**16351552**		**5869**	**586**	**6455**

*The actual sample size for Amravati Municipal Corporation as per 3 per cent margin of error is 373; but it was decided that a minimum sample size of 600 voters should be chosen in every city.

Thus, a total sample size of about 6455 voters was finalized for this survey. The next step was to create a "Coverage Plan" to sample within the said Corporations.

3. COVERAGE PLAN FOR IDENTIFYING PRABHAGS AND BOOTHS

In consultation with the SECM, it was decided to sample 10 per cent of the total wards in the Brihanmumbai Municipal Corporation and 20 per cent of the Prabhags (containing multiple wards) in the other Corporations as a first step in the coverage plan. Within each of the Prabhags, a minimum of 2 and maximum of 4 polling stations would be covered. This step was kept a bit flexible because the ground situation for each of the Prabhags was different. The following table shows the coverage of wards (% of total number of wards or Prabhags) and polling stations (at maximum of 4 polling stations being covered per Prabhag) as planned in the survey.

Table 3.3: Coverage of wards and booths within the selected Corporations

Details	No. of Prabhags in the Corporation	Number of Prabhags to be covered in the survey	No. of polling stations to be covered (Maximum 4 per Prabhag)	Sample per Polling Station
Brihanmumbai Municipal Corporation	227	23	92	29
Pune Municipal Corporation	41	8	32	46
Nagpur Municipal Corporation	38	7	28	41
Nashik Municipal Corporation	31	6	24	32
Amravati Municipal Corporation	22	4	16	41
Total		**48**	**192**	

Election day is a tricky day for surveys. The administrative machinery as well as political parties and candidates tend to be highly distrustful of any enumerators wanting more information from the voters. It was hence assumed that one enumerator may be able to contact only 25 voter respondents in a day maximally. Thus, two enumerators were appointed at most polling stations where the sample per booth exceeded 25. The calculation in the following table shows that the project would require appointments of 268 enumerators throughout Maharashtra.

Table 3.4: Sample voters covered per booth and no. of enumerators required per booth

Details	No. of Prabhags in the Corporation	Number of Prabhags to be covered in the survey	No. of polling stations to be covered (Maximum 4)	Sample per Polling Station	Number of enumerators needed per polling station	No. of enumerators required within the Corporation
Brihanmumbai Municipal Corporation	227	23	92	29	1	92
Pune Municipal Corporation	41	8	32	46	2	64
Nagpur Municipal Corporation	38	7	28	41	2	56
Nashik Municipal Corporation	31	6	24	32	1	24
Amravati Municipal Corporation	22	4	16	41	2	32
Total		**48**	**192**			**268**

4. IDENTIFYING THE VOTER-RESPONDENT

Any sample plan has to create steps to move from the most aggregated survey level, in this case the voting population of the 5 selected Corporations, to the most disaggregated level, in this case the voter-respondent. Following were the instructions given to the enumerators for identifying the voter-respondents.

a. Enumerators were asked to contact voters post-voting i.e. after they had exited the polling station. Thus, enumerators were to talk to only those people with the indelible ink mark.

b. They were further instructed to spread out the sample throughout the day. This instruction was particularly relevant because voters from different socio-economic classifications cluster to the polling station at different times of the day. Typically, early morning attracts the salaried individuals, whereas the latter half of the day normally witnesses polling station visits by the lower socio-economic groups. It has been a known fact that cash and liquor distribution are rampant on the eve of the polling day and on the morning of the polls. Both cash and liquor are used to influence the voting preferences of the lowest socio-economic groups. Hence, these groups normally tend to vote late in the day. This was easy to monitor since the

survey was carried out using Android devices. This enabled the monitoring team in Pune to take real-time updates of the sample coverage throughout the day.

c. Enumerators were asked to maintain a gender balance in choosing the voter respondent. Thus, they were asked to ensure that contact with a female voter respondent was followed by one with a male voter respondent.

d. They were also asked to contact voter respondents across different age groups. Typically, interview of a male voter above 40 ought to be followed by interview of a younger female respondent.

TIME OF THE SURVEY

The survey was conducted on the day of the polls i.e. on 21st February 2017, from 7:30 a.m. to 5:30 p.m.

SAMPLING ISSUES AND FIELD PROBLEMS

As has been mentioned earlier, polling days are extremely tricky days for conducting any survey. At some of the wards, the enumerators were met with suspicion. At times, they were questioned by police authorities, at times by the party workers belonging to different political parties and at times, by the voters themselves, about the issues they were studying. Some enumerators were forced to change the polling station halfway through the day. Many a voter would initially agree to being interviewed, but would walk away halfway through the survey, not willing to share too many details about voting behaviour. This caused multiple issues in terms of managing the field. The matter was more complicated by the fact that the survey had to be conducted only for one day and that there was no scope to correct the gap in sample size on the next day.

In most cases, whenever enumerators reported problems, they were instructed to cover more voters than planned so that the overall sample collected would be sufficient even if the sample in some wards or booths fell short. This caused some deviations between the final sample size that was fixed before the survey and the actual sample that was collected by enumerators on that day. It was only in Nagpur that the required sample size could not be met. In all other Corporations, the actual sample size collected was higher than the required sample size.

Table 3.5: Required and Actual Sample Size

Corporation	Final Sample Size	Actual sample size collected
Brihanmumbai Municipal Corporation	2401	2541
Pune Municipal Corporation (56%)	1345	1630

Graph 4.2: Sample Respondents by Gender
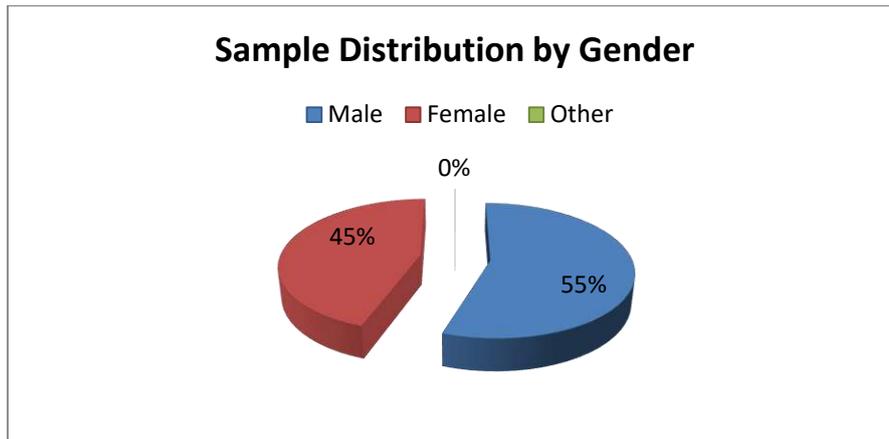
4.3 Sample Distribution by Age Group

45 per cent of the voters in the sample are in the young age group of 18-35, 34 per cent of the voters in the sample are in the middle aged group 36 – 50 years of age whereas 11 per cent of the sample covered consists of voters higher than 51 years of age. Thus, the sample is slightly biased towards coverage of younger voters.

Table 4.2: Sample Respondents by Age

Age Group	Respondents	Percent
18-35	2909	45.1
36-50	2173	33.7
51 and above	1369	11.3
Total	**6451**	**100.0**

Graph 4.3: Sample Respondents by Age
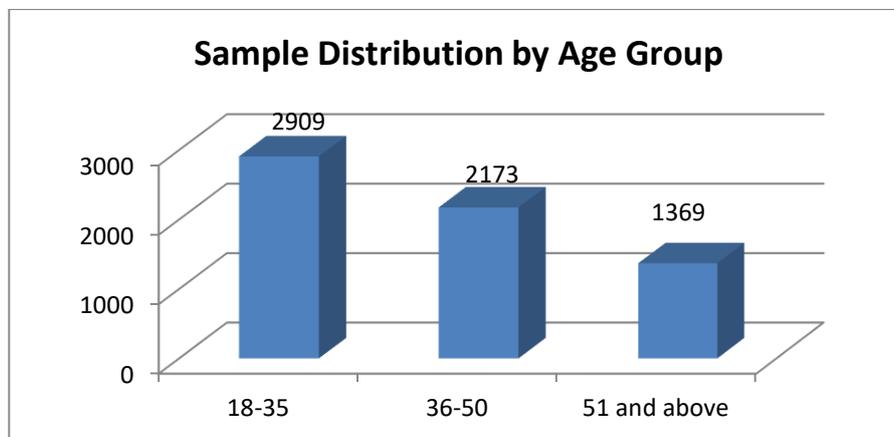
4.4 Sample distribution by Socio-Economic Classification (SEC)

It is also important to understand the socio-economic classification of the voters covered in the sample. This study uses the "New Socio-Economic Classification (SEC) System" by the Media Research User's Council (MRUC) to classify Indian households into different socio-economic groups. The new SEC model is heavily based on the Indian Readership Survey (IRS)'s model of using the education level of the main earner of the family together with the number of assets owned by the family to arrive at the socio-economic classification (SEC) of the respondent. The questionnaire contained questions to ascertain the number of assets held by the family of the respondent as well as to understand the education of the main earner of the family. Based on this information, the SEC system developed by MRUC was applied to create an understanding of the socio-economic classification of the voter.

The following table and graph show the distribution of socio-economic classes within the sample. Category A voters are those which belong to families in which the main earner is highly educated and a high number of (the standard 11) assets are held by the family. Category C voters are those which belong to families in which the main earner is not well-educated and a low number of (the standard 11) assets are held by the family.

Table 4.3: Sample Respondents by Socio-Economic Classification

Socio-economic status	No. of respondents in that category	Percent
C	1709	26.5
B	2341	36.3
A	2401	37.2
Total	**6451**	**100.0**

Graph 4.4: Sample Respondents by Socio-Economic Classification
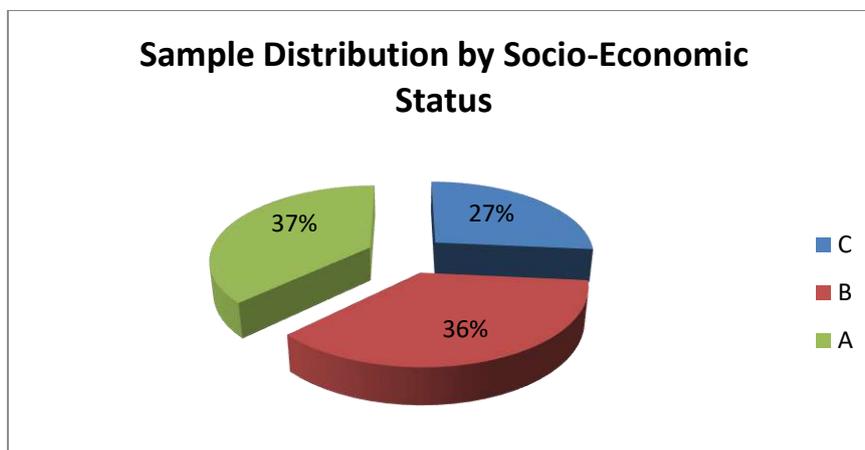
4.5 Sample Distribution by Time of casting the vote

As has been mentioned in the chapter on sampling, enumerators were asked to conduct the survey throughout the day. One of the reasons for insisting on interviewing voters throughout the day was the logic that people belonging to different socio-economic classes would perhaps have specific preferred time for voting. We classify the time slot from 7:30 a.m. to 11:30 a.m. as "morning", the slot from 11:30 a.m. to 3:30 p.m. as "afternoon" and 3:30 p.m. onwards as "evening". Following table shows the proportion of the sample collected in the morning, afternoon and evening sessions.

Table 4.4: Sample no. of voters interviewed in the morning, afternoon and evening

Voting time	No. of voters interviewed	Percent
Morning	1624	25.2
Afternoon	2247	34.8
Evening	2580	40.0
Total	**6451**	**100.0**

The following table shows the gender-wise distribution of voters within the sample collected in the morning, afternoon and evening sessions.

Table 4.5: Gender Distribution of Voters interviewed at different times of the day

			Time			Total
			Morning	Afternoon	Evening	
Gender	Male	Count	943	1162	1461	3566
		% within Gender	26.4%	32.6%	41.0%	100.0%
	Female	Count	680	1084	1119	2883
		% within Gender	23.6%	37.6%	38.8%	100.0%
	Other	Count	1	1	0	2
		% within Gender	50.0%	50.0%	0.0%	100.0%
Total		**Count**	**1624**	**2247**	**2580**	**6451**
		% within Gender	**25.2%**	**34.8%**	**40.0%**	**100.0%**

Graph 4.5: No. of voter-respondents in the sample by gender, in the morning, afternoon and evening sessions
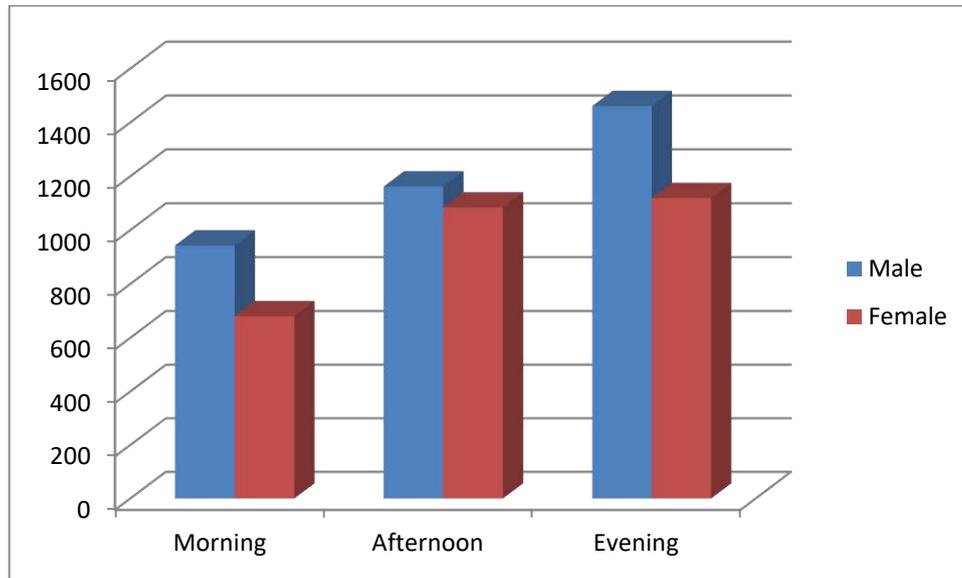
It is interesting to note that the number of male voter respondents in the sample shows a steep increase from the afternoon session to the evening session; with the female respondents, the increase is very steep from the morning session to the afternoon session, but not very high from the afternoon to the evening.

There is no significant difference in the sample as per the age group of the voters interviewed at different times of the day. A higher percentage of all age groups is observed in the evening sample; it is only with senior citizens that one observes a higher percentage in the afternoon rather than in the evening. The table given below elucidates.

Table 4.6: Age Distribution of Voters interviewed at different times of the day

		Time			
		Morning	**Afternoon**	**Evening**	**Total**
Age Group	18-35	22.3%	35.3%	42.4%	100.0%
	36-50	26.0%	34.2%	39.8%	100.0%
	51-60	27.4%	33.7%	38.9%	100.0%
	60+	33.2%	35.8%	31.0%	100.0%
Total		**25.2%**	**34.8%**	**40.0%**	**100.0%**

However, a very interesting trend is observed when one examines the sample by socio-economic classification of the voters interviewed at different times of the day. When one considers the voters belonging to the socio-economic category A in the sample, there is not too much of a difference in the percentage of voters coming out to vote during different parts of the day. However, as one moves from B to C, and from C to D socioeconomic classifications, lesser and lesser percentage of voters is seen in the morning whereas higher percentages are witnessed in the evening sample.

Graph 4.6: Distribution of Voters by Socio-economic Class interviewed at different times of the day
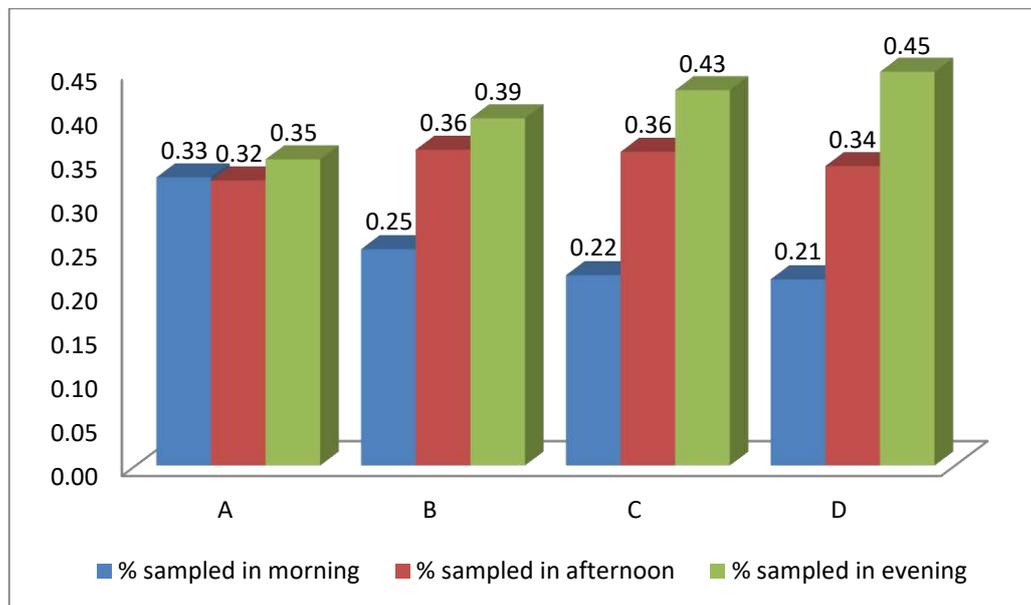
Thus, the sample size collected on the day of the voting exceeded the planned sample size in most Corporations; it is only in Nagpur that the sample was slightly smaller than expected. The sample does not show a major bias in terms of gender or socio-economic classification, though there does seem to be a slight bias in that young voters have been covered more than the older voters. The sample has been collected in the morning, afternoon as well as evening sessions. A deeper look into the gender, age and socio-economic classification of voters who cast their votes during different times of the day has been presented in the chapter.

The next chapter now goes on to discuss the main findings of the study.

CHAPTER 5

MAJOR FINDINGS OF THE POST POLL SURVEY

This chapter outlines the major findings of the post-poll survey conducted in five Municipal Corporations on the 21st February 2017. As has been mentioned earlier, the objectives of the survey can be divided into three major components.

- I. Voter perceptions regarding the polling process
- II. Voter perceptions regarding the Affidavits displayed outside the polling stations
- III. Voter perceptions regarding other issues faced on the day of polling

The first objective is to understand the perception of the urban voters in Maharashtra regarding the polling process and regarding the experience of voting. The second is to assess voter reaction to the display of candidate information outside the polling stations. The third objective is to document other issues faced by the voters on the day of polling.

The results of the survey are shown below.

5.1 VOTER PERCEPTION REGARDING POLLING PROCESS

- Voter perceptions regarding different aspects of the polling process show encouraging results. The overall voting experience gets an average score of 8.46 out of 10 from urban voters in 5 Municipal Corporations of Maharashtra.

- Voters were asked to give scores out of 10 on different criteria. Voters give a score of 7.87 to cleanliness of the booth; the best scores on this parameter are given by the Mumbai voters (8.07), whereas the worst scores are given by Nagpur (7.15).

- However, in terms of facilities for the handicapped, the overall score across Maharashtra is seen to be low at 6.12 out of 10. It is interesting to note that the voters in the BMC area as well as in the Nashik Municipal Corporation seem to be satisfied with the facilities provided for the handicapped; however, in all other Corporations, voters have expressed dissatisfaction about facilities for the handicapped voters.

- It is also observed that the more elite voters have expressed higher dissatisfaction with facilities for the handicapped as compared to the voters in the "B" or "C" groups within the socio-economic categories. See Graph 5.5.

- After the results were declared, there were some complaints from the candidates and/or political parties which lost the elections that the Electronic Voting Machines were not in good working condition. However, urban voters seem satisfied with the working condition of the EVMs and give it an overall score of 8.46 out of 10.

- In BMC, there was only one vote to be cast in one ward. However, in the other Corporations, four wards were clubbed to form a "Prabhag"; thus, one voter had to

cast votes for four Corporators within her Prabhag. Were the voters aware of the process? Did they understand that they were required to press 4 separate buttons on the EVM? This answer was elicited under "Ease of Voting." However, it does look like the voter in Maharashtra has understood the process of voting for multiple members within a ward; the ease of voting has received a score of 8.21 out of 10.

- However, it is interesting to note that the "ease of voting" as recorded under the survey is seen to be statistically significantly higher for BMC as compared to the rest of the Corporations. One possible conclusion one could derive from this could be the fact that it is easier for voters to understand the one-ward-one-vote system as compared to understanding how to cast the vote under the multi-member ward system.

- Similarly, younger voters have given a higher score on the "ease of voting" as compared to senior voters. Similarly, more educated voters have given a higher score to the "ease of voting" as compared to the voters who've studied till Class IV. Thus, a multi-member ward system seems to be easier to understand for the more educated voters as compared to the less educated ones.

- Again, voters belonging to a higher socio-economic category give a higher score on "ease of voting". This is not surprising, given that the inclusion of a voter in a particular socio-economic category is dependent on the education level of the main earner of the family. Thus, one may infer that voters belonging to more educated families found it easier to understand the multi-member ward system as compared to those belonging to lesser educated families.

- Election officers manning the polling booths were helpful and courteous, say the urban voters of Maharashtra. The courteousness of officers gets a score of 8.22 out of 10. The best scores on courteousness of election officers are in Mumbai (8.46), whereas the worst are in Amravati (7.34).

- Thus, the overall voting experience was a positive one for most voters across urban Maharashtra.

- Mumbai voters record a score which is statistically significantly higher on "overall voting experience" as compared to the other Corporations. Also, the elite voters give a lower score on "overall voting experience" as compared to those categorized as "B" or "C" within the socio-economic groups.

- There does not seem to be any major difference in terms of the scores given by male and female voters. Following info-graphics are self-explanatory.

Graph 5.1: Average Score (all Corporations) to poll processes out of 10
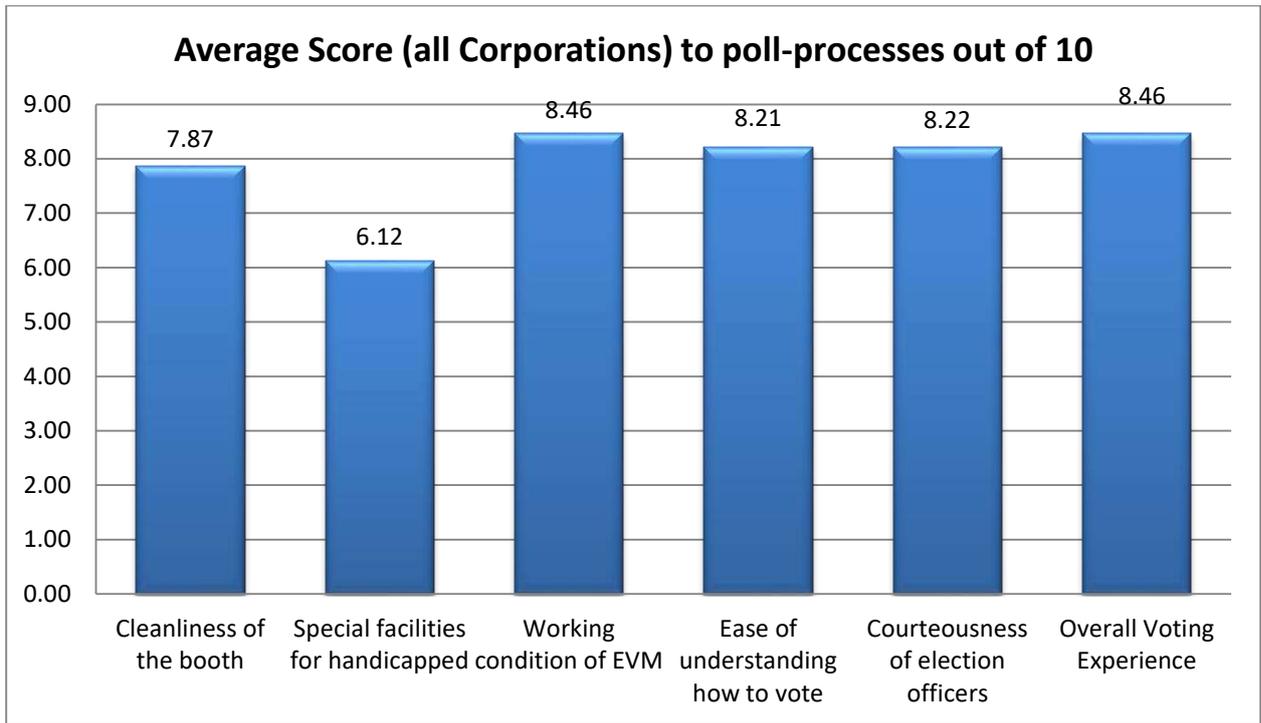
Table 5.1: Corporation-wise Score to Poll-Processes out of 10

	Cleanliness of the booth	Special facilities for handicapped	Working condition of EVM	Ease of understanding how to vote	Courteousness of election officers	Overall Voting Experience
Mumbai	8.07	7.06	8.75	8.57	8.46	8.84
Pune	8.07	**5.28**	8.37	8.19	8.37	8.37
Nagpur	7.15	**4.27**	7.97	7.76	7.83	7.77
Amravati	7.44	**5.90**	7.76	7.58	7.34	8.20
Nashik	7.99	7.07	8.91	8.16	8.38	8.42
Total	7.87	6.12	8.46	8.21	8.22	8.46

Graph 5.2: Score to polling process by gender
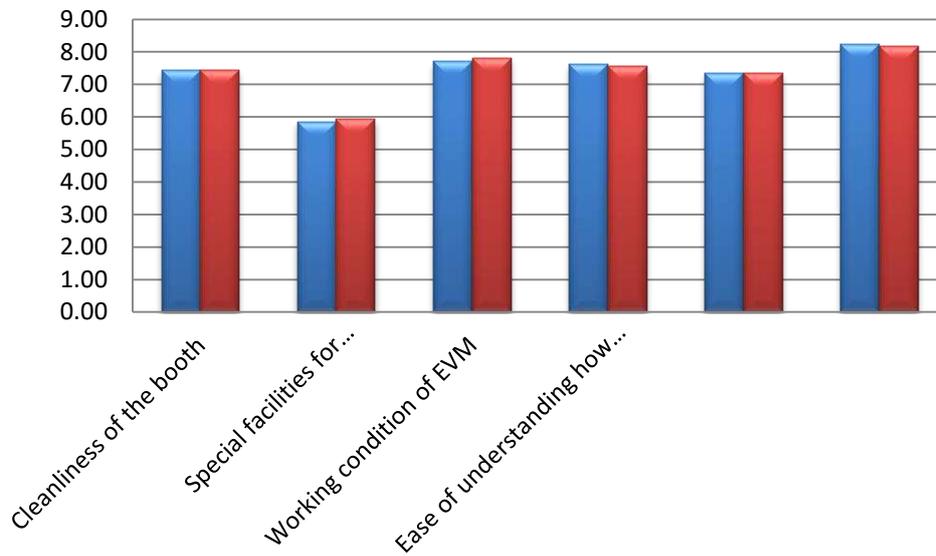
Graph 5.3: Score to polling process by Age of Voters

Graph 5.4: Score to voting process by education level of voters

Score to voting process by Education
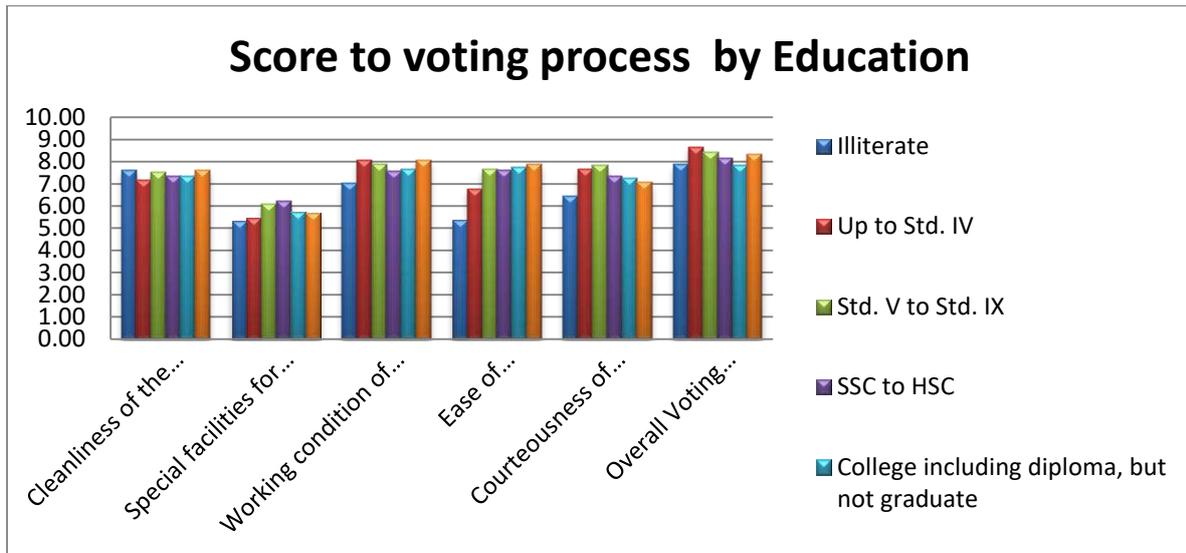
Graph 5.5: Score to voting process by socio-economic classification of voters

Score to voting process by Socio-economic Classification
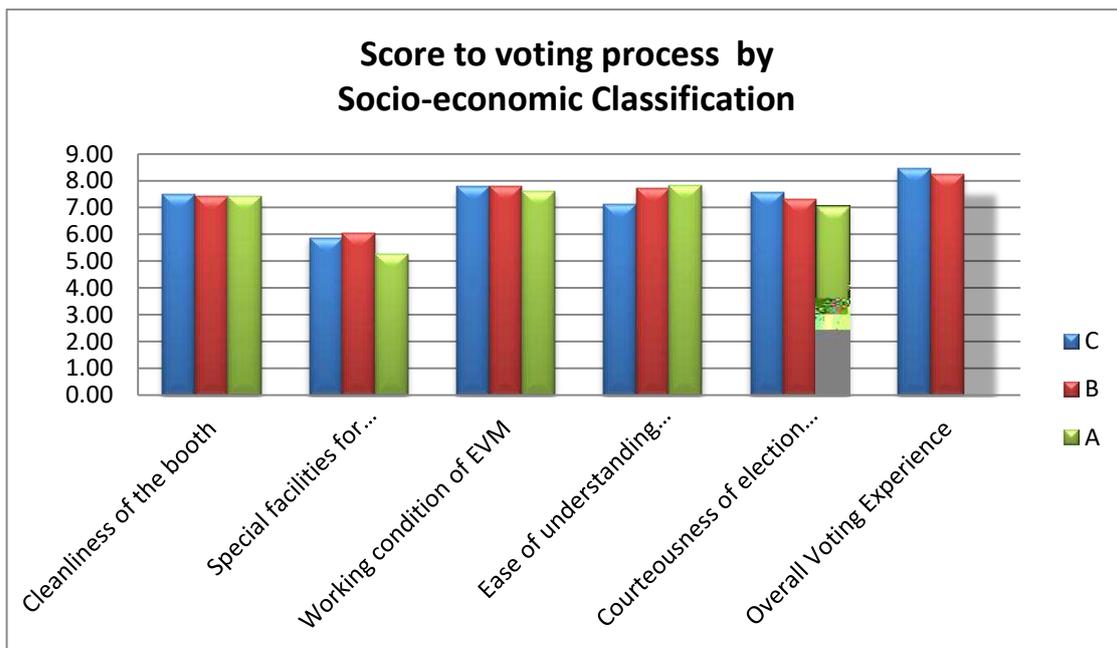
- The survey also documented the total time in minutes taken by the voter to cast her vote, right from her entry into the polling station to the exit. On an average, it takes around 16 minutes for the voter from entry point into the polling station to exiting the station in Municipal Corporation elections in Maharashtra. The highest time needed is recorded in Mumbai (24 minutes) whereas the lowest time needed in the polling station is recorded in Nashik (6 minutes).

Table 5.2: Time in minutes taken from entry into the polling station to exit (including queue)

	Minimum	**Mean**	**Maximum**	**Std. Deviation**
Amravati	2	12.88	120	11.086
Mumbai	2	23.80	159	23.572
Nagpur	2	11.75	120	11.115
Nashik	2	9.88	45	5.977
Pune	2	10.40	120	9.208
Total	**2**	**16.07**	**159**	**17.704**

- The time taken from entry to exit in the polling station also depends significantly on the time of the day at which the voter visits the polling station.

Table 5.3: Time taken in the polling station in the morning, afternoon and evening session

Time taken from entry in polling station to exit			
Time	**Mean**	**N**	**Std. Deviation**
Morning	12.50	1605	12.150
Afternoon	15.45	2223	16.537
Evening	18.86	2554	20.893
Total	**16.07**	**6382**	**17.704**

- The above table indicates that the time taken in the polling station is minimum in the morning session (around 12 minutes), whereas it is highest in the afternoon session (about 15 minutes) and highest in the evening (about 18 minutes).

5.2 VOTER PERCEPTION REGARDING DISPLAY OF CANDIDATE INFORMATION OUTSIDE THE POLLING STATION

The other main objective of the survey was to gauge whether voters support the SECM move of displaying candidate information outside the polling stations. This move was created in order to enable the voters to have a more informed opinion about the candidates before casting their votes. Has this move really empowered the voters? If yes, to what extent? The following research questions were the second focus area of the survey.

    a. Did the voter read the candidate information displayed outside the polling station?
    b. Was the information displayed in a language understood by most voters?
    c. Did the voters perceive this move to be a good move?
    d. Had display of the information pertaining to the candidate changed their decision about whom to vote for? How?

The answers to the above 4 questions are given below in a tabular format.
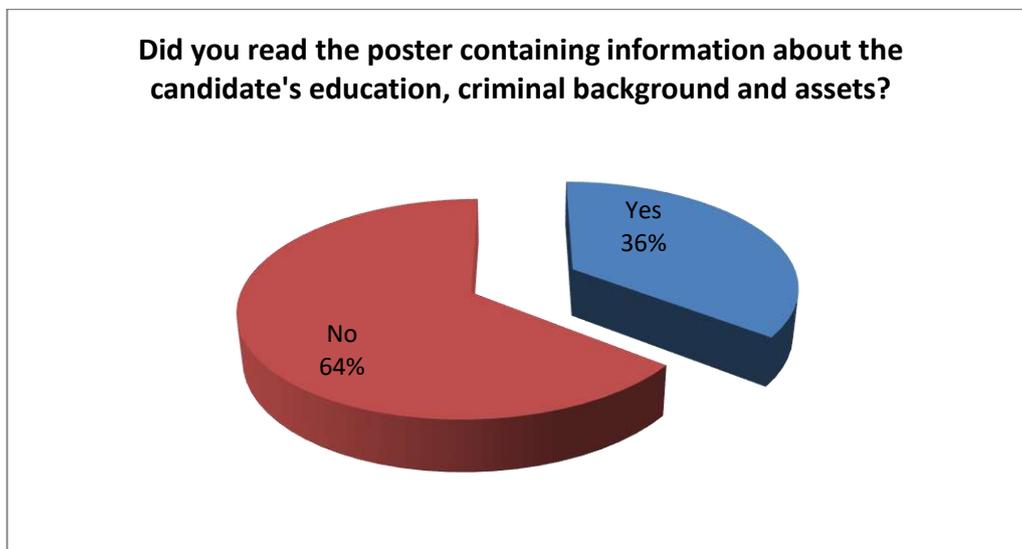
Table 5.4: Voter Perceptions Regarding Display of Candidate Information

About Display of Candidate Information outside the polling station	Number of Voters	Percent Voters (% of total voters interviewed)
The poster containing information about the candidate's education, criminal background and assets was seen	2292	35.5%
The language of the poster was understood	2115	32.8%
The voter felt this is a good move for generating voter awareness	2019	31.3%
The poster affected the decision of voting	889	13.8%
Total	**6451**	**100%**

- The above table indicates that out of the 6451 voters interviewed, only 2292 voters i.e. 35.5 per cent of the voters had actually read the poster. Why is it that nearly 65 per cent of the voters did not read the poster at all? The answer given below is mostly based on the actual field observation of the polling day.

- The SECM had given guidelines to all Corporations that posters containing candidate information were to be displayed outside polling stations. The size of the poster was also prescribed by the guidelines. The main problem was that the posters were displayed mostly at the gates of the schools serving as polling stations.

- Now, the observation on the polling day was that all voters were generally seen to be in a hurry to identify their booths within the polling station. Hence, most people did not stop outside the polling station where the affidavit was displayed but hurried inside quickly to identify their relevant booth and stand in the queue.

- A further issue was that of anxiety. Many voters, based on earlier experience, were genuinely anxious till such time that they could actually find their name on the voters list. As the day progressed, more news started coming in about voters who could not find their names on the voting list at the polling station. This further added to the anxiety of the voters, who were concerned with quickly stepping into the polling station and getting into the queue.

- Hence, the actual number of voters who stopped outside the polling station to read the particulars of the candidates was considerably less. In fact, many could be seen reading the poster after having cast their votes!

- Thus, only 36 per cent of the voters actually read the candidate information on the poster outside the polling station. It is interesting to note that the maximum percentage of voters who read this information came from Pune and Nashik Municipal Corporations. The minimum percentage was in Nagpur.

Graph 5.6: Number of voters who read the candidate information outside the polling station

Did you read the poster containing information about the candidate's education, criminal background and assets?

Yes 36%

No 64%

Graph 5.7: Number of voters who read the candidate information outside the polling station by Corporation

Did you read the poster containing information about the candidate's education, criminal background and assets?

- Yes ■ No

Amravati 29.3% | Mumbai 27.1% | Nagpur 22.6% | Nashik 61.7% | Pune 46.6%
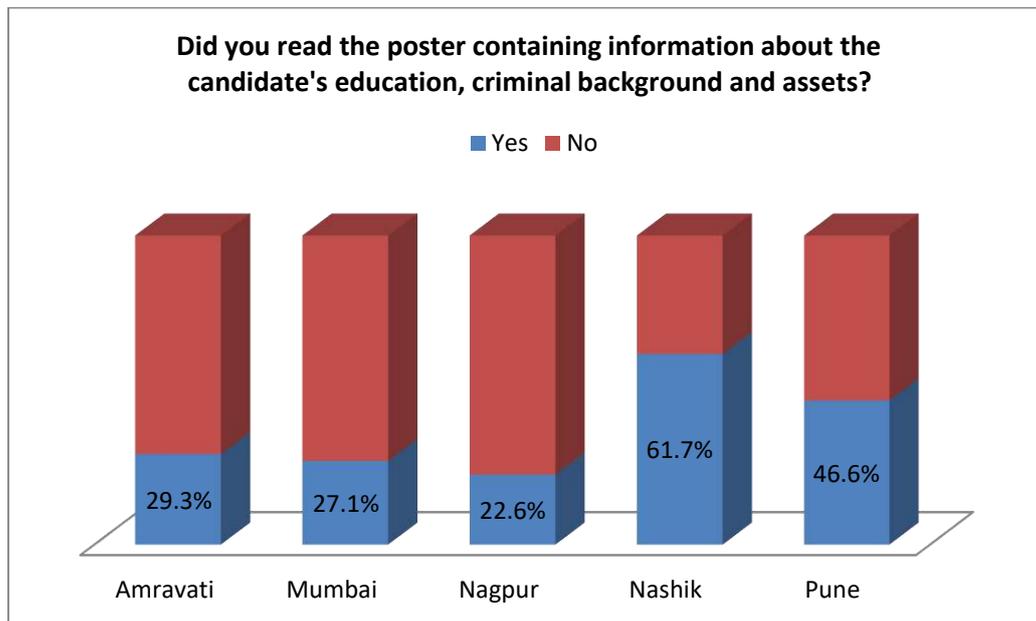
- However, amongst the voters who did read the poster, the survey finds that they could properly understand the language (Marathi) in which the information was given. In cosmopolitan areas, the percentage of non-Marathi speaking people is on the rise. Within BMC particularly, the percentage of non-Marathi speaking people is quite high. Hence, it was pertinent to find out if language was a barrier for the voters to find the relevant information about the candidates. However, language does not come across as an issue at all. Of those 2292 voters who read the information, 2115 voters i.e. 92 per cent of the voters did not feel that language was a barrier to understanding the information.

- Of the voters who read the poster, 2019 voters i.e. 88 per cent of the voters supported the fact that this was a good move by the State Election Commission of Maharashtra. 39 per cent of the voters who read the poster said that the information affected their decision of whom to vote for.

- 13 per cent of all voters within the sample agreed that the move by the State Election Commission of Maharashtra to display candidate affidavits outside the polling station affected their decision regarding whom to vote for.

- How exactly did the move affect the voters' decisions? Most voters were vocal about the move enabling them to "identify the correct candidate" and to "vote for the educated candidate". Many spoke about the move creating more information on the "overall quality of candidates", thereby enabling them to "vote for the correct candidate".

- It is extremely interesting to note that voters' reactions in the 5 cities on how the move influenced their decisions were slightly varied. Thus, the Mumbai voters mostly said that the move was excellent in terms of identifying a "good" candidate. The voters in Pune and Nashik commended the move by saying that it helped them to cast a vote for the "educated" candidate. However, the voters in Nagpur were more vocal about how the information helped them to weed out "criminal" candidates from their choice. Voters in Amravati said that the display helped them to take a more "informed" decision.

- The following table shows that the maximum impact of the move seems to be on the voters in Nashik, whereas the minimum impact has happened in Mumbai.

Table 5.5: Voter Perceptions regarding Display of Candidate Information by Corporations

About Poster	Percent of Total Voters				
	Nagpur	**Mumbai**	**Amravati**	**Pune**	**Nashik**
The poster containing information about the candidate's education, criminal background and assets was seen	23%	27%	29%	47%	62%
The language in the poster was understood	22%	23%	28%	44%	61%
Voters felt that this was a good move for generating voter awareness	21%	22%	26%	41%	59%
The poster affected the decision of whom to vote for	15%	8%	9%	12%	39%
Total	**100%**	**100%**	**100%**	**100%**	**100%**

- Since the focus of the survey was on gauging the impact of the move on the urban voters, it was also important to assess the perceptions of the voters who had not read the poster. They might not have read the information, but would they have liked to? Do they perceive this move by the State Election Commission to be a good one? Should this policy continue in the future too?

- 65 per cent of those voters who had not read the poster also feel that the move by the SECM is a good one and that such information on the candidate should be displayed outside the polling station

- There is more response to the move from the voters in Nagpur and Pune than from other cities. The following graphs are self-explanatory.

Graph 5.8: Should candidate information be displayed outside the polling station?
**(Response from voters who had not read the poster)**
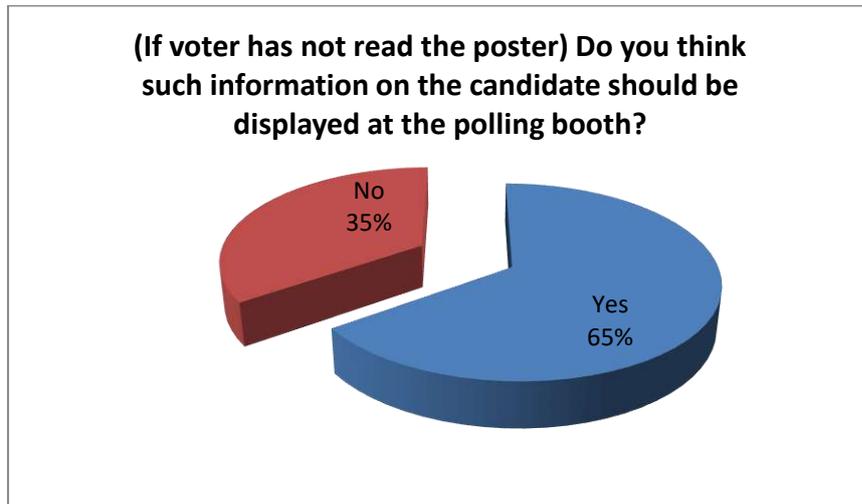
Graph 5.9: Should candidate information be displayed outside the polling station?
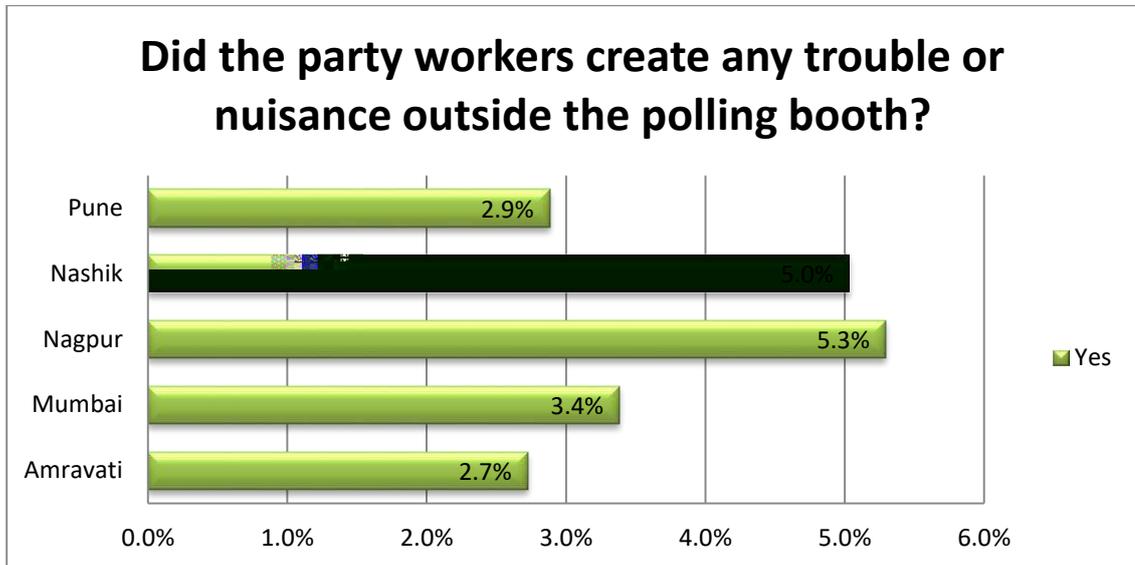**(City-wise response from voters who had not read the poster)**
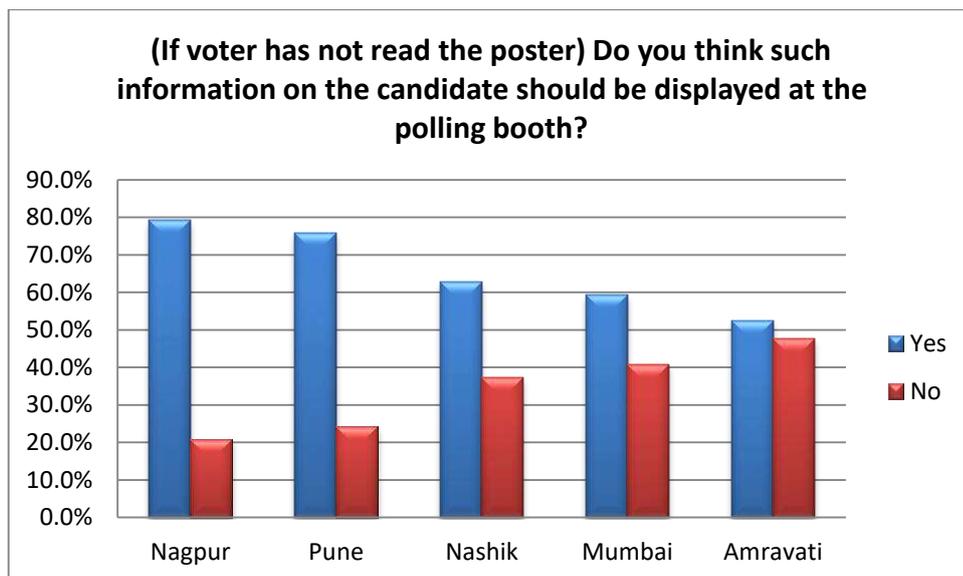
5.3 VOTER PERCEPTIONS REGARDING OTHER ISSUES FACED ON THE DAY OF POLLING

- As has been mentioned earlier, the day of elections invites a lot of excitement, and tension too. Party workers of different political parties set up temporary, make-shift offices at critical polling stations; they guide the voters and help them to find their polling stations. It is of course hoped that the goodwill gesture will invite reciprocation and the voter would vote for the party which is helping out at the venue.

- The problem is that since multiple parties are present at the venue, it sometimes causes frictions and fracas between the karyakartas. Some workers belonging to a political party may feel that other workers are trying to unduly influence the voters.

- This causes brawls to break out outside polling stations, creating trouble for voters. Voters also may feel intimidated by the presence of the party karyakartas near the polling station; else, they may feel irritated by too many good Samaritans wanting to help them find their names in the voting lists on the day of polls.

- It is important to document how voters perceive the behaviour of the party karyakartas on the day of voting. Did they feel that the party workers were causing nuisance outside the polling stations?

- It is heartening to note that only 4 per cent of the voters interviewed said that party workers created trouble outside polling stations. The number of people who felt that the karyakartas caused nuisance is highest in Nagpur and Nashik; but even in those areas only about 5 per cent of the people report these kind of incidences.

Graph 5.10: Voter Perception about Party Karyakartas creating nuisance on the day of the polls

Did the party workers create any trouble or nuisance outside the polling booth?

Yes 4%

No 96%
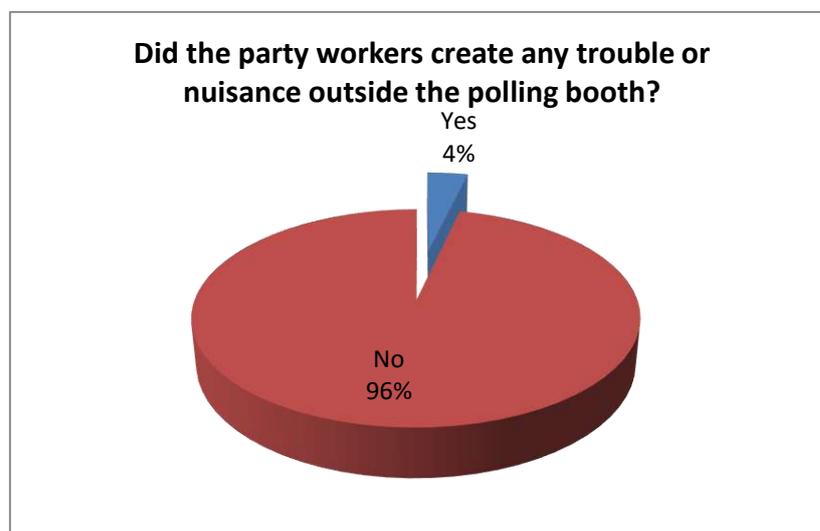
Graph 5.11: City-Wise Voter Perception about Party Karyakartas creating nuisance on the day of the polls

Did the party workers create any trouble or nuisance outside the polling booth?

City	Yes
Pune	2.9%
Nashik	5.0%
Nagpur	5.3%
Mumbai	3.4%
Amravati	2.7%

Thus, the main findings of the survey are encouraging; the urban voters seem to be fairly satisfied about the polling process, want to have candidate information posted outside the polling stations and do not seem to have encountered major issues in terms of nuisance from party karyakartas on the day of the polls. The next chapter gives quick analysis for every individual Corporation through info-graphics only.

CHAPTER 6

POST POLL ANALYSIS POINTS FOR EACH CORPORATION

The main findings of the post poll survey have been discussed in detail in Chapter 5. This chapter presents the findings of the survey for each Corporation separately. The findings are presented only through info-graphics.

6.1 BRIHANMUMBAI MUNICIPAL CORPORATION ELECTIONS

1. Sample responses collected and analyzed in 50 wards of BMC: 2541 voters

2. Scoring (0-10) given by voters on various aspects of the voting process; 0 indicates the worst rating and 10 indicates the best rating

**Graph 6.1.1: Score given by voters to different polling processes in Mumbai**
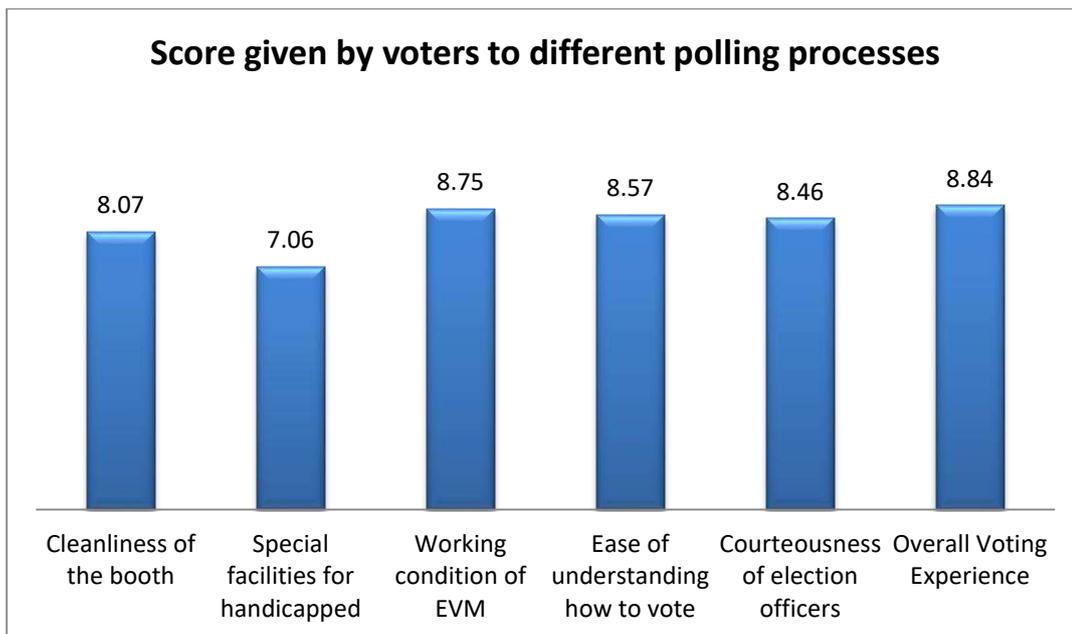
3. Average time taken from entry into the polling station to exit: **24 minutes**

Table 6.1.1: Time taken in polling station from Entry to Exit in Mumbai

Descriptive Statistics of Time taken from entry in polling booth till voting for BMC	
Minimum	2
Mean	23.8
Maximum	159
Std. Deviation	23.572

4. Did you read the poster containing information on the candidate's education, criminal background (if any), and assets?

Graph 6.1.2: Percentage of voters who read candidate information outside the polling station in Mumbai

Did you read the poster containing information about the candidate's education, criminal background and assets?

Yes 27%

No 73%
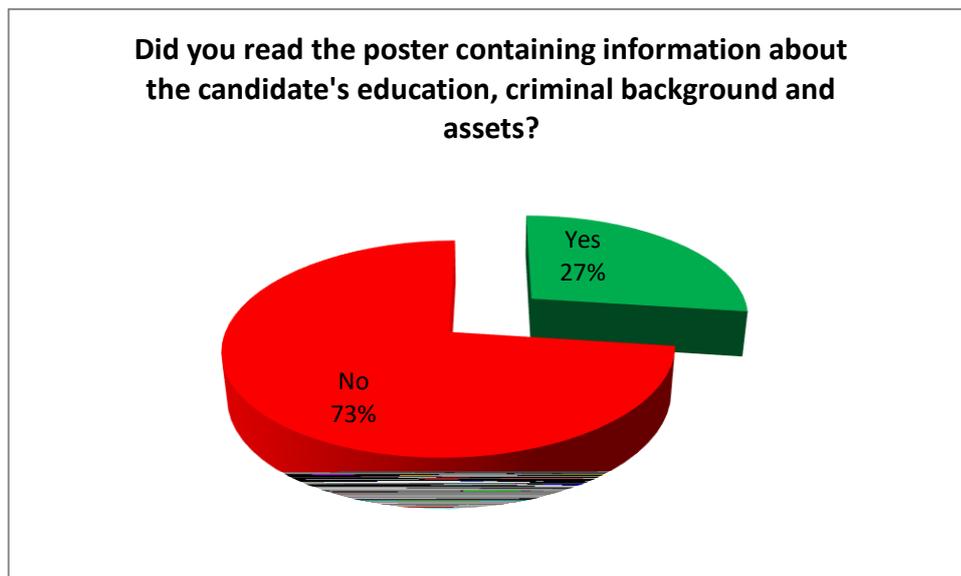
5. ONLY FOR THOSE VOTERS WHO HAD READ THE POSTER

Graph 6.1.3: Did candidate information affect the voting decision of voters who read the information in Mumbai?

If yes, how?

a. It helped me to cast a vote for an educated candidate
b. It will bring the "correct" candidate into power
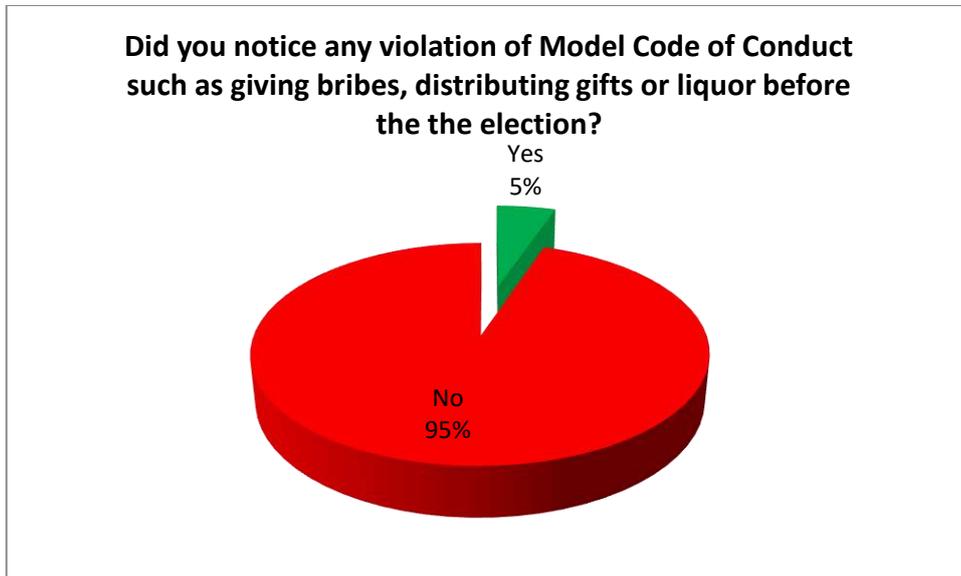c. This is a great move and it helped me to understand candidate profiles better
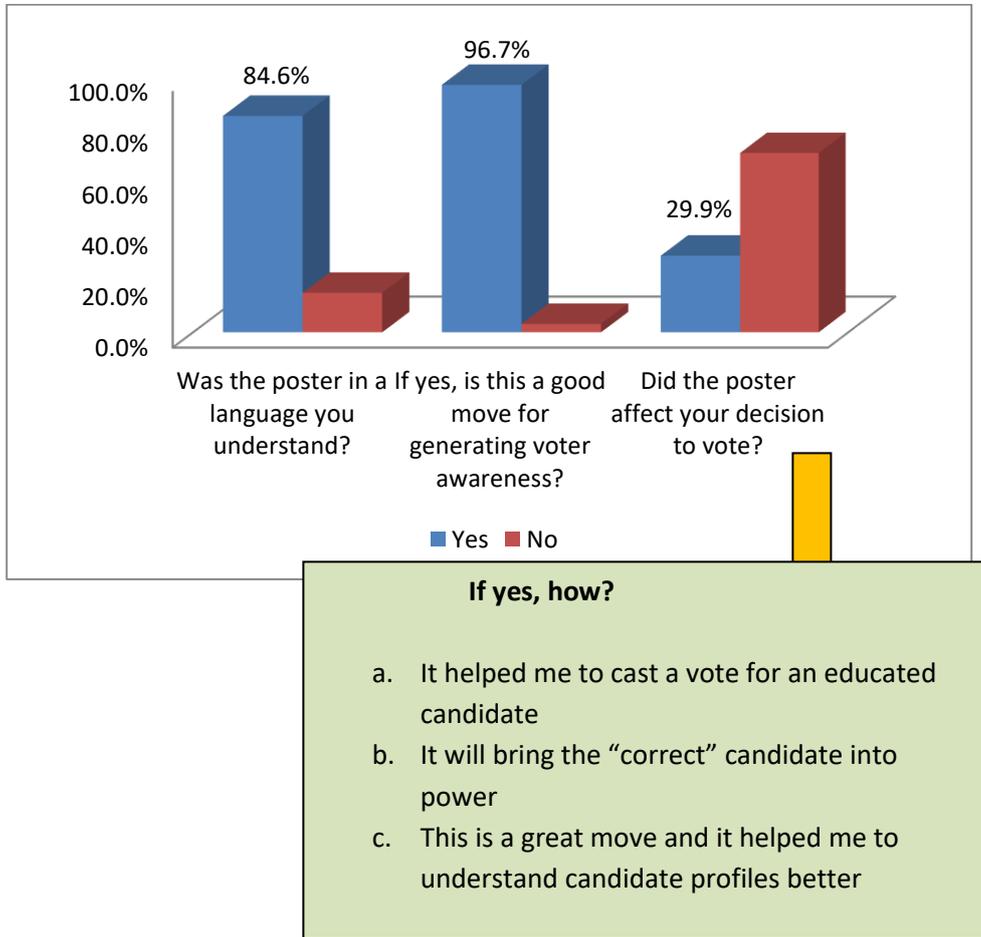
6. ONLY FOR THOSE WHO HAD NOT READ THE POSTER

Graph 6.1.4: Opinion about display of candidate information from voters who had not read the poster in Mumbai
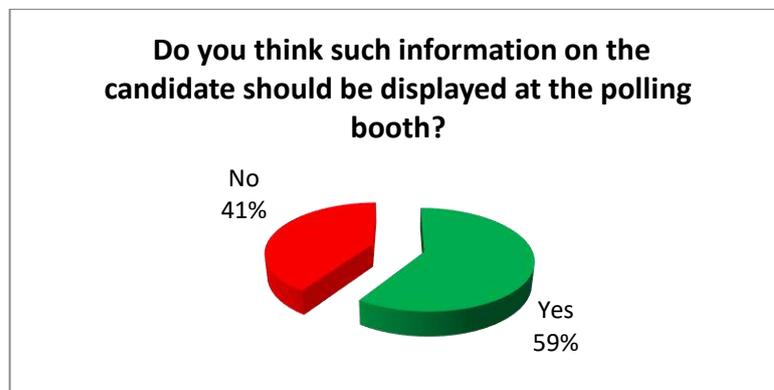
7. FOR ALL VOTER-RESPONDENTS

Graph 6.1.5: Voter Perception about MCC violation in Mumbai

Did you notice any violation of Model Code of Conduct such as giving bribes, distributing gifts or liquor before the the election?

Yes
5%

No
95%

8. FOR ALL VOTER-RESPONDENTS

Graph 6.1.6: Did party karyakartas create nuisance outside the polling station in Mumbai?

Did the party workers create any trouble or nuisance outside the polling booth?

Yes
3%

No
97%
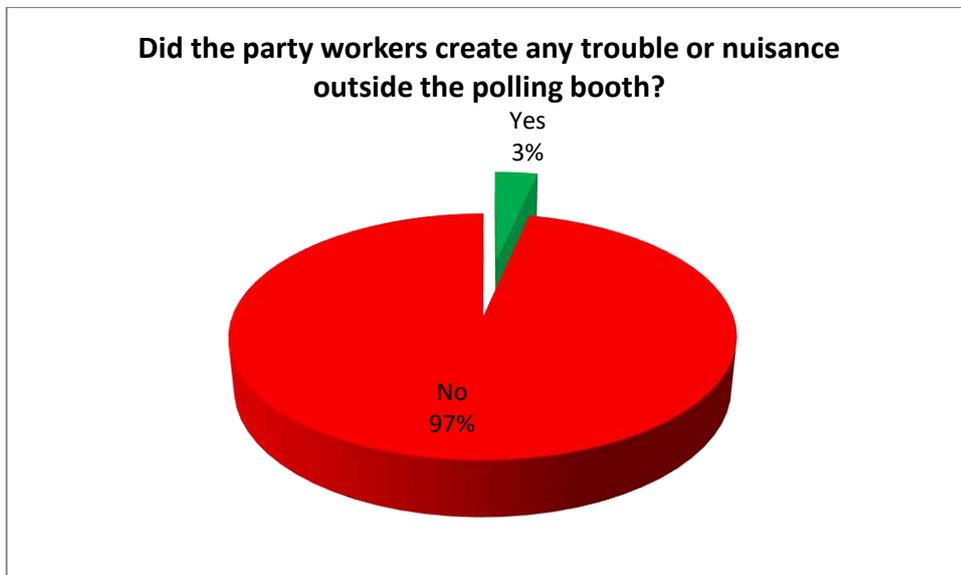
Box 6.1.1: Field observations in BMC

Some informal observations:

- Most people were in such a tearing hurry to get in and find their booth that they did not read the poster at all

- The real time when the voter is fairly relaxed and in a mood to get more information is while she is in the queue inside the polling station; this is the ideal area for display of the poster

- Even though most people did not read the poster, they agreed with the idea wholeheartedly

- A definite preference for the "educated" candidate was observed in Mumbai

6.2 PUNE MUNICIPAL CORPORATION ELECTIONS

1. Sample responses collected and analyzed in 8 prabhags of Municipal Corporation: 1631 voters

2. Scoring (0-10) given by voters on various aspects of the voting process; 0 indicates the worst rating and 10 indicates the best rating

**Graph 6.2.1: Score given by voters to different polling processes in Pune**
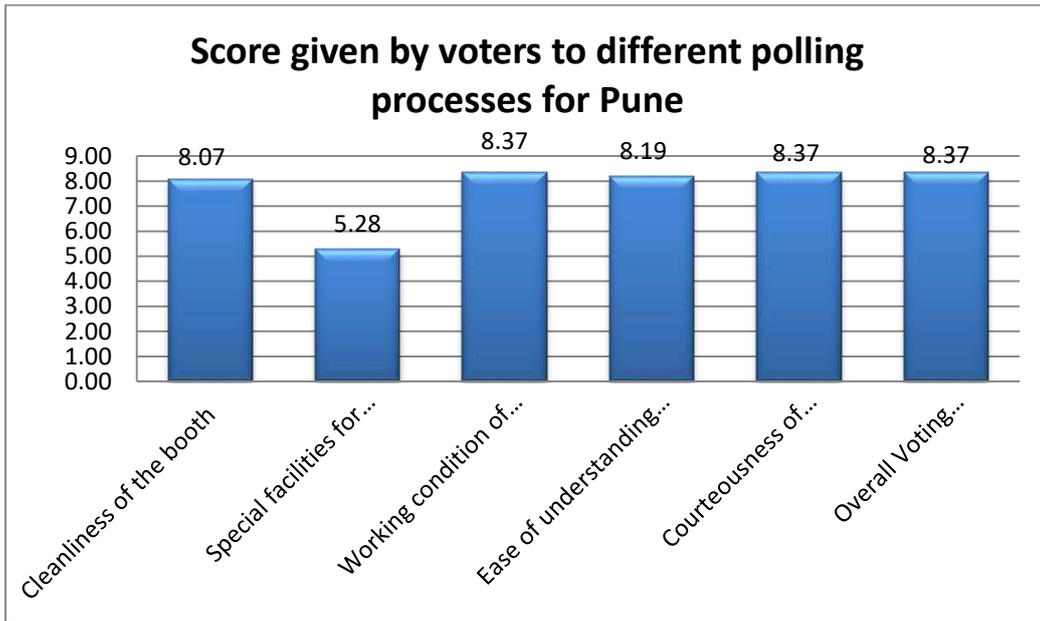
3. Average time taken from entry into the polling station to exit: **10 minutes**

Table 6.2.1: Time taken in polling station from Entry to Exit in Pune

Descriptive Statistics of Time taken from entry in polling booth till voting for Pune MP	
Minimum	2
Mean	10.4
Maximum	120
Std. Deviation	9.208

4. Did you read the poster containing information on the candidate's education, criminal background (if any), and assets?

Graph 6.2.2: Percentage of voters who read candidate information outside the polling station in Pune
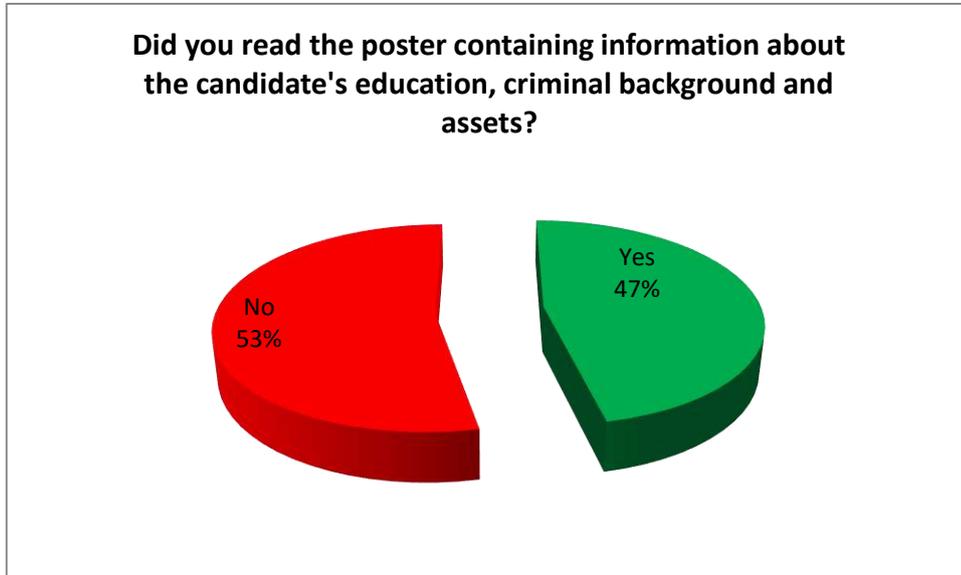
5. ONLY FOR THOSE WHO HAD READ THE POSTER:

Graph 6.2.3: Did candidate information affect the voting decision of voters who read the information in Pune?

If yes, how?
a. I voted for an educated candidate
b. It is an excellent move to weed out criminals from the system
c. Excellent move to create awareness amongst
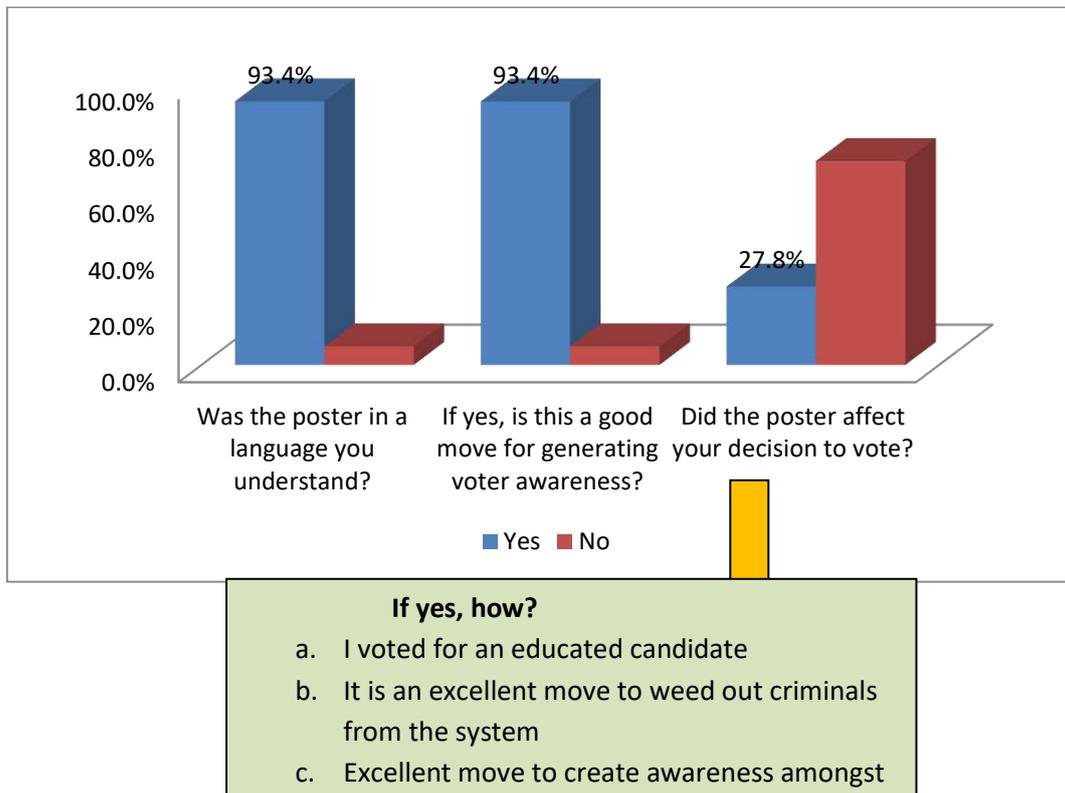
6.   ONLY FOR THOSE WHO HAD NOT READ THE POSTER

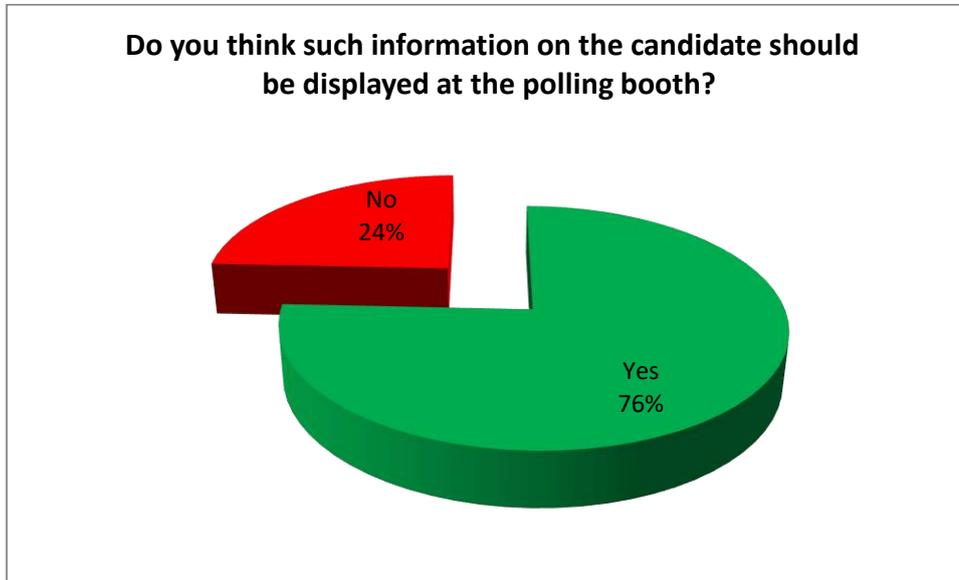**Graph 6.2.4: Opinion about display of candidate information from voters who had not read the poster in Pune**

Do you think such information on the candidate should
be displayed at the polling booth?

No
24%

Yes
76%

7.   FOR ALL VOTER-RESPONDENTS

Graph 6.2.5: Voter Perception about MCC violation in Pune

Did you notice any violation of Model Code of Conduct
such as giving bribes, distributing gifts or liquor before
the the election?

Yes
4%

No
96%

8. FOR ALL VOTER-RESPONDENTS

Graph 6.2.6: Did party karyakartas create nuisance outside the polling station in Pune?

Did the party workers create any trouble or nuisance outside the polling booth?
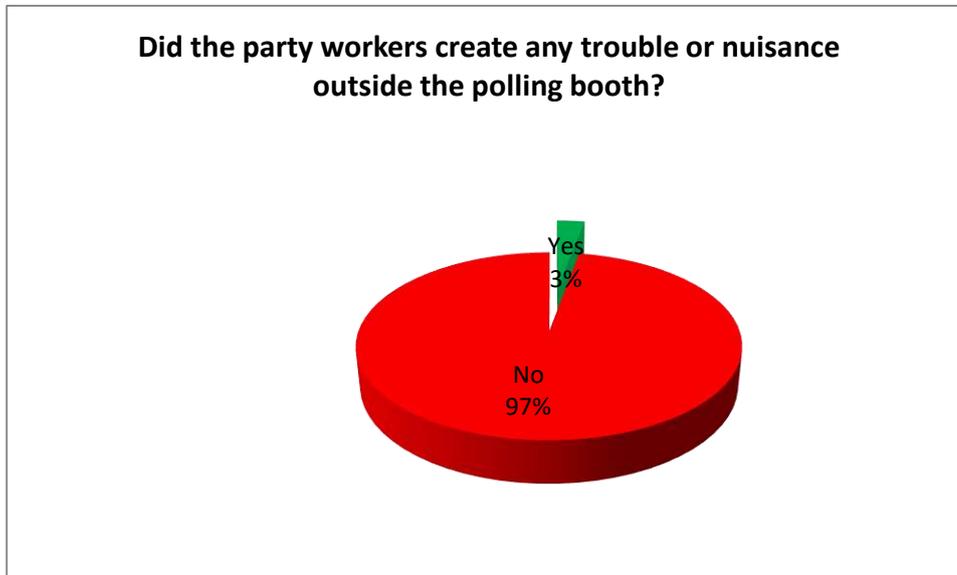
6.3 NAGPUR MUNICIPAL CORPORATION ELECTIONS

1. Sample responses collected and analyzed in 7 prabhags of Nagpur Municipal Corporation: 831 voters

2. Scoring (0-10) given by voters on various aspects of the voting process; 0 indicates the worst rating and 10 indicates the best rating

Graph 6.3.1: Score given by voters to different polling processes in Nagpur
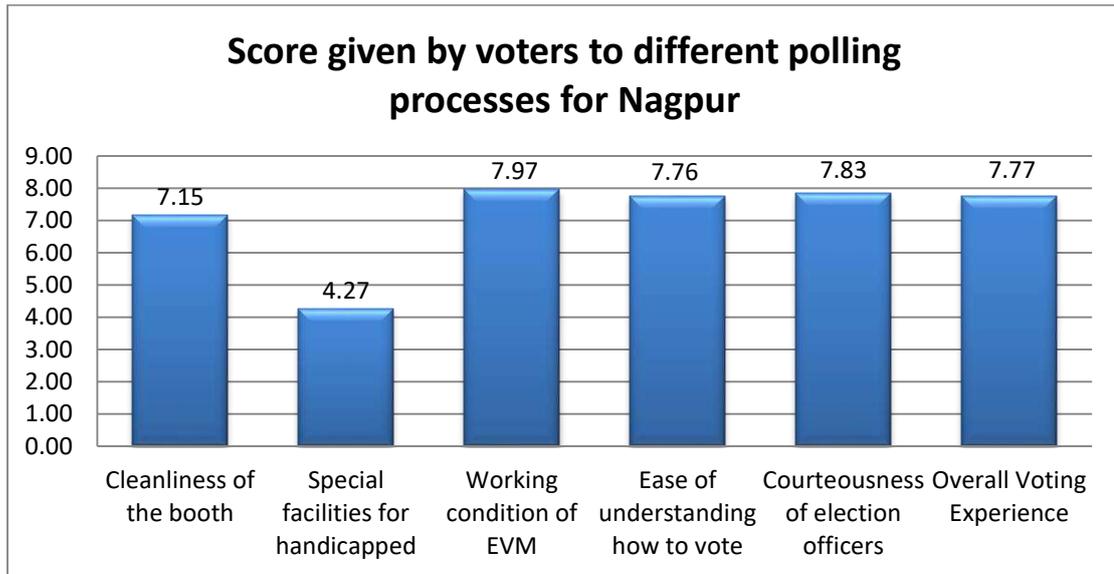
3. Average time taken from entry into the polling station to exit: **12 minutes**

Table 6.3.1: Time taken in polling station from Entry to Exit in Nagpur

Descriptive Statistics of Time taken from entry in polling booth till voting for Nagpur Municipal Corporation	
Minimum	2
Mean	11.75
Maximum	120
Std. Deviation	11.115

4. Did you read the poster containing information on the candidate's education, criminal background (if any), and assets?

Graph 6.3.2: Percentage of voters who read candidate information outside the polling station in Nagpur

5. ONLY FOR THOSE WHO HAD READ THE POSTER:

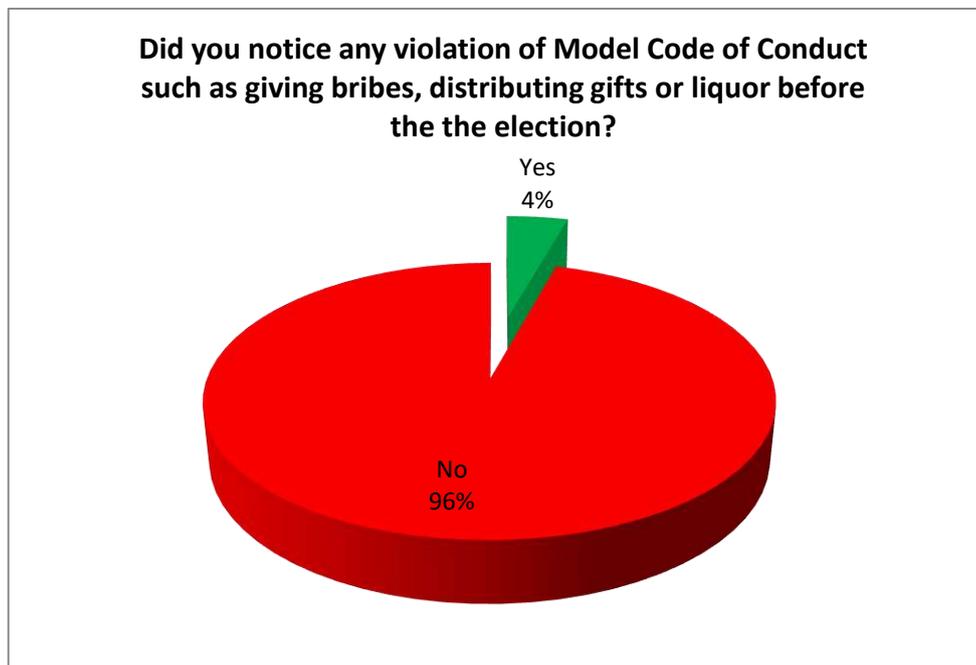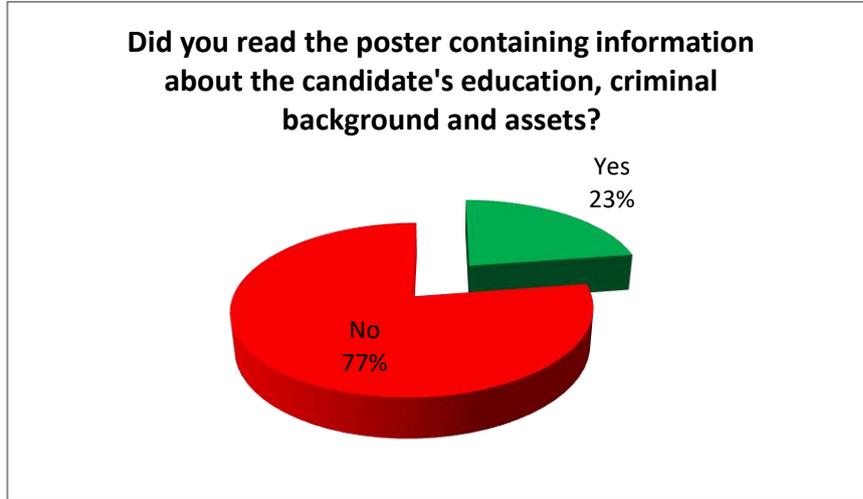**Graph 6.3.3: Did candidate information affect the voting decision of voters who read the information in Nagpur**
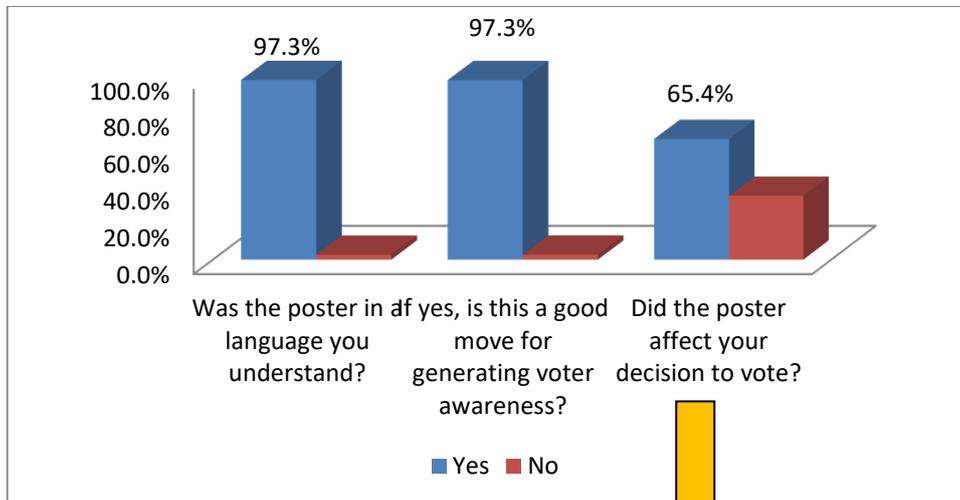
If yes, how?

a. I came to know who had criminal backgrounds
b. I voted for educated candidates
c. Very important move to create more information

6. ONLY FOR THOSE WHO HAD NOT READ THE POSTER

Graph 6.3.4: Opinion about display of candidate information from voters who had not read the poster in Nagpur

Do you think such information on the candidate should be displayed at the polling booth?

No
21%

Yes
79%
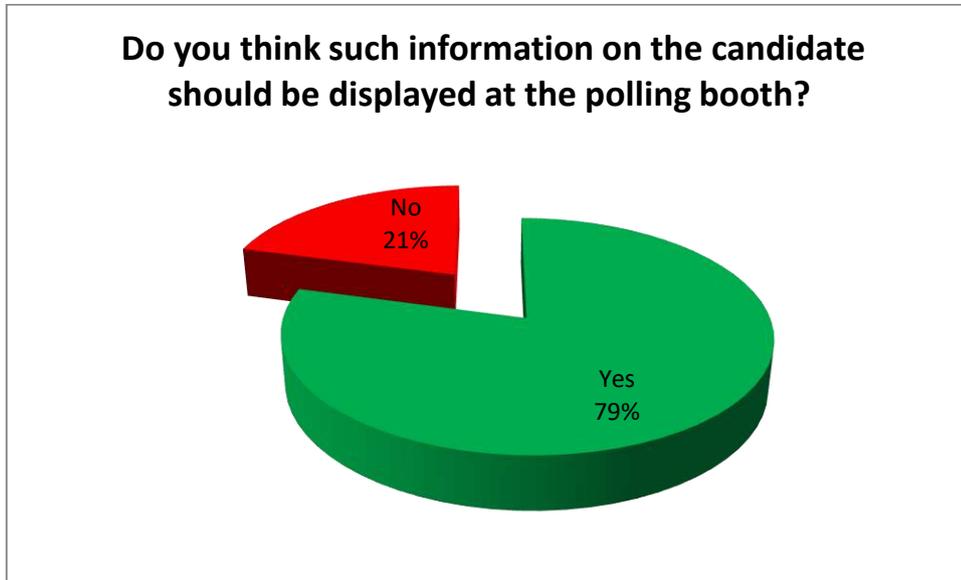
7. FOR ALL VOTER-RESPONDENTS

Graph 6.3.5: Voter Perception about MCC violation in Nagpur

Did you notice any violation of Model Code of Conduct such as giving bribes, distributing gifts or liquor before the the election?

Yes
6%

No
94%

8. FOR ALL VOTER-RESPONDENTS

Graph 6.3.6: Did party karyakartas create nuisance outside the polling station in Nagpur?

Did the party workers create any trouble or nuisance outside the polling booth?

Yes
5%

No
95%
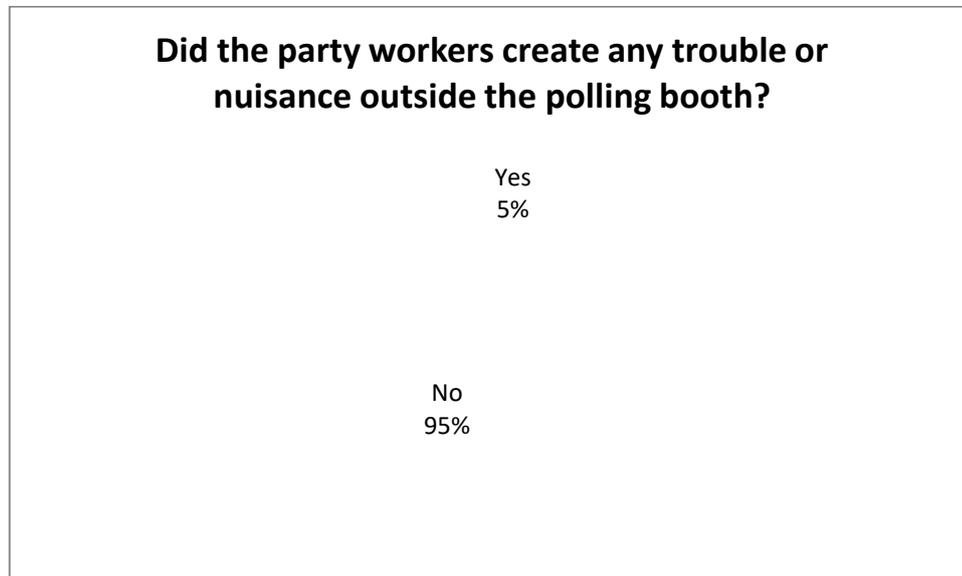
6.4 NASHIK MUNICIPAL CORPORATION ELECTIONS

1. Sample responses collected and analyzed in 6 prabhags of Municipal Corporation: 715 voters

2. Scoring (0-10) given by voters on various aspects of the voting process; 0 indicates the worst rating and 10 indicates the best rating

Graph 6.4.1: Score given by voters to different polling processes in Nashik
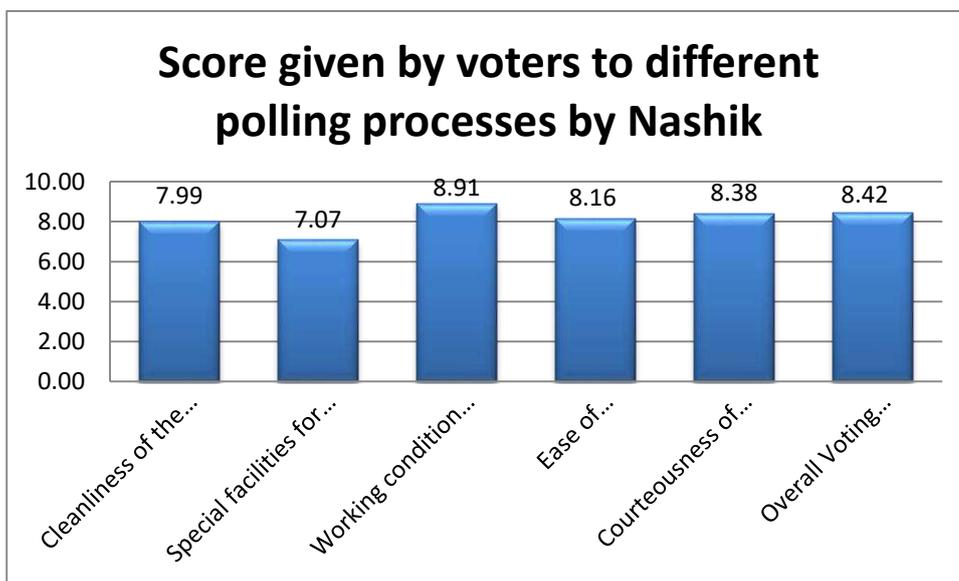
3. Average time taken from entry into the polling station to exit: **10 minutes**

Table 6.4.1: Time taken in polling station from Entry to Exit in Nashik

Descriptive Statistics of Time taken from entry in polling booth till voting for Nashik MP	
Minimum	2
Mean	9.88
Maximum	45
Std. Deviation	5.977

4. Did you read the poster containing information on the candidate's education, criminal background (if any), and assets?

Graph 6.4.2: Percentage of voters who read candidate information outside the polling station in Nashik
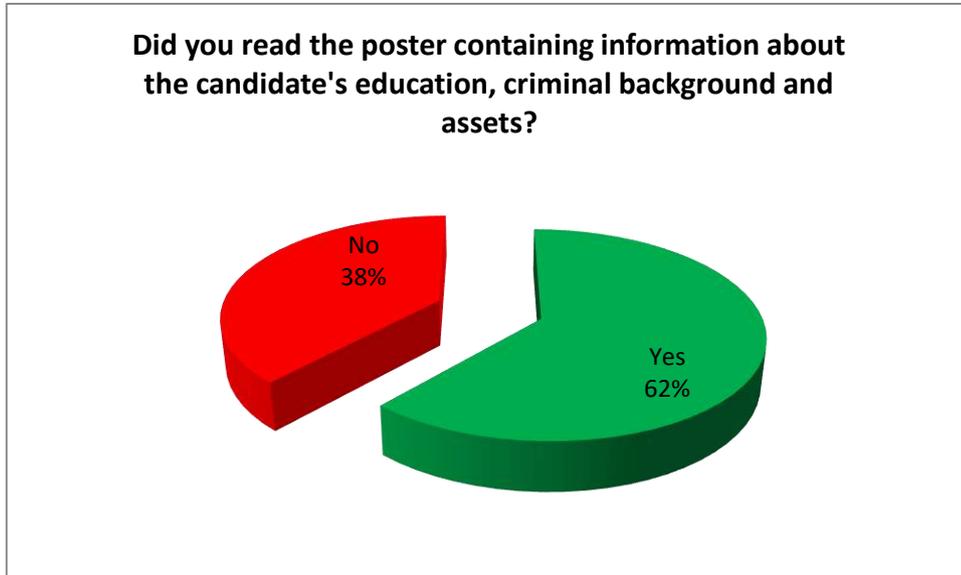
5. ONLY FOR THOSE WHO HAD READ THE POSTER:

Graph 6.4.3: Did candidate information affect the voting decision of voters who read the information in Nashik
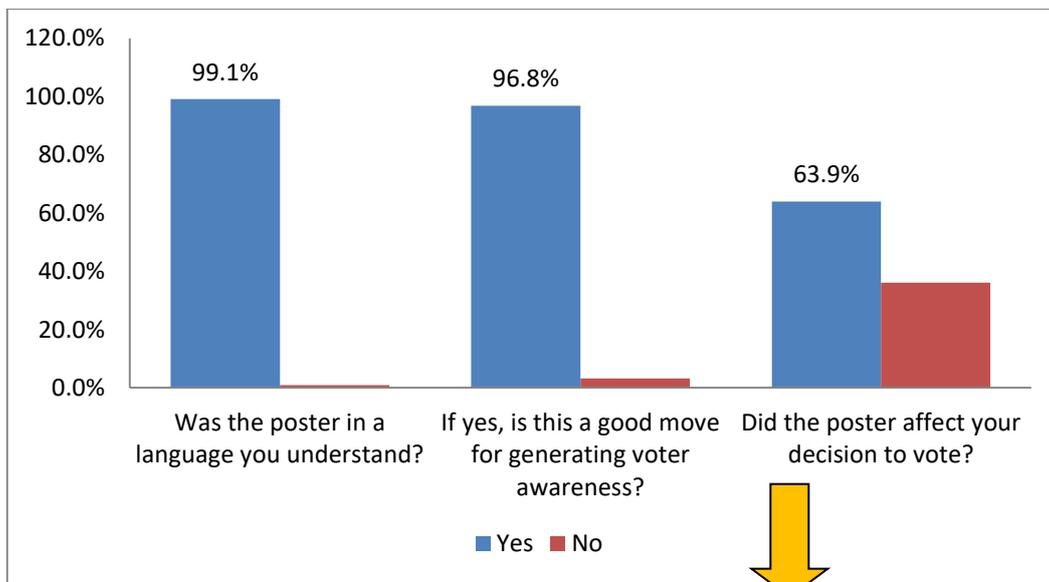
If yes, how?
a. I voted for an educated candidate
b. I came to know who has a criminal background
c. I could take an informed decision

6.   FOR ALL VOTER-RESPONDENTS

Graph 6.4.5: Voter Perception about MCC violation in Nashik

Did you notice any violation of Model Code of Conduct such as giving bribes, distributing gifts or liquor before the the election?

Yes
5%

No
95%

7.   FOR ALL VOTER-RESPONDENTS

Graph 6.4.6: Did party karyakartas create nuisance outside the polling station in Nashik ?

Did the party workers create any trouble or nuisance outside the polling booth?

Yes
5%

No
95%
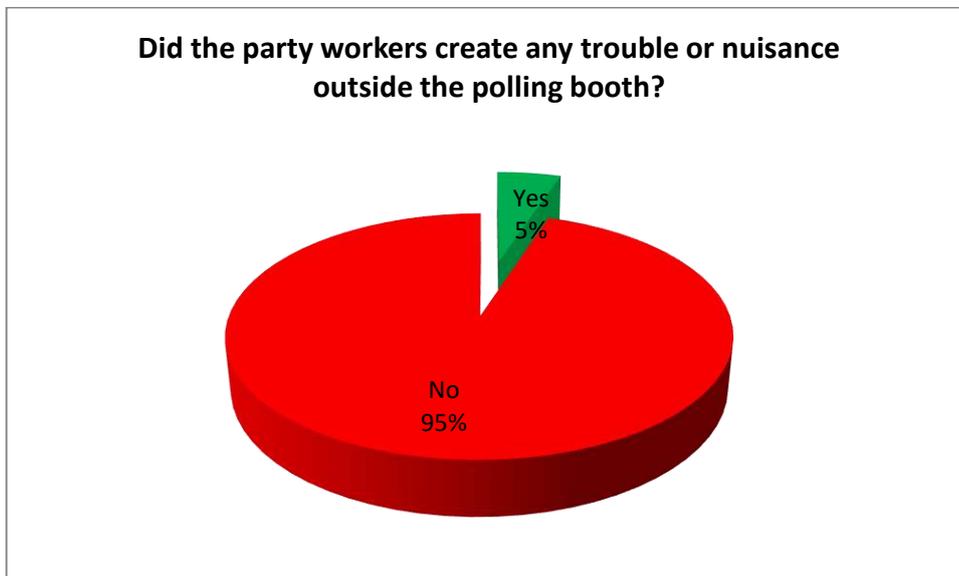
6.5 AMRAVATI MUNICIPAL CORPORATION ELECTIONS

1. Sample responses collected and analyzed in 4 prabhags of Municipal Corporation: 734 voters

2. Scoring (0-10) given by voters on various aspects of the voting process; 0 indicates the worst rating and 10 indicates the best rating

**Graph 6.5.1: Score given by voters to different polling processes in Amravati**

Score given by voters to different polling processes for Amravati MP

	Score
Cleanliness of the…	7.44
Special facilities for…	5.90
Working condition of…	7.76
Ease of…	7.58
Courteousness of…	7.34
Overall Voting…	8.20
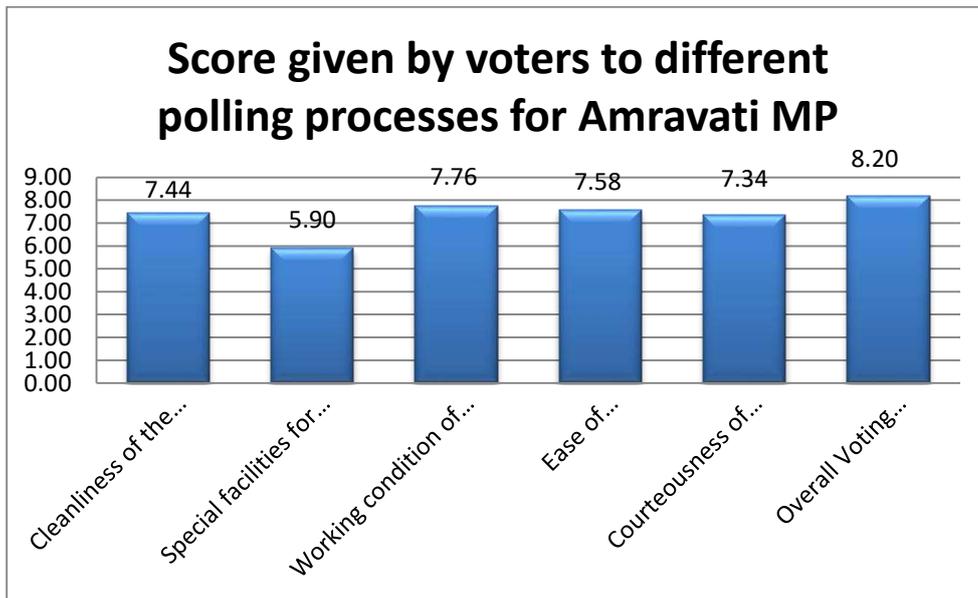
3. Average time taken from entry into the polling station to exit: **13 minutes**

Table 6.5.1: Time taken in polling station from Entry to Exit in Amravati

| Descriptive Statistics of Time taken from entry in polling booth till voting for Amravati MP	
Minimum	2
Mean	12.88
Maximum	120
Std. Deviation	11.086

4. Did you read the poster containing information on the candidate's education, criminal background (if any), and assets?

Graph 6.5.2: Percentage of voters who read candidate information outside the polling station in Amravati
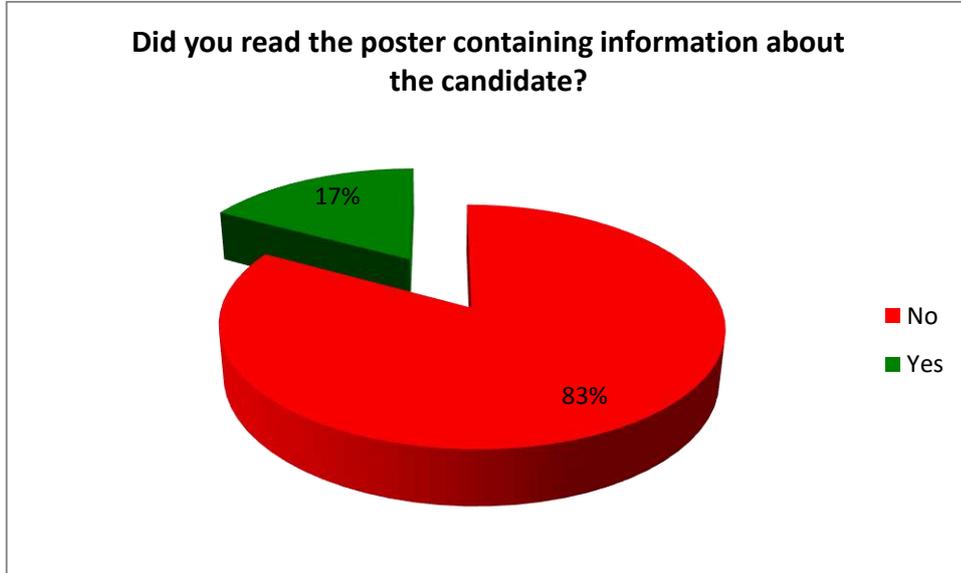
5. ONLY FOR THOSE WHO HAD READ THE POSTER:

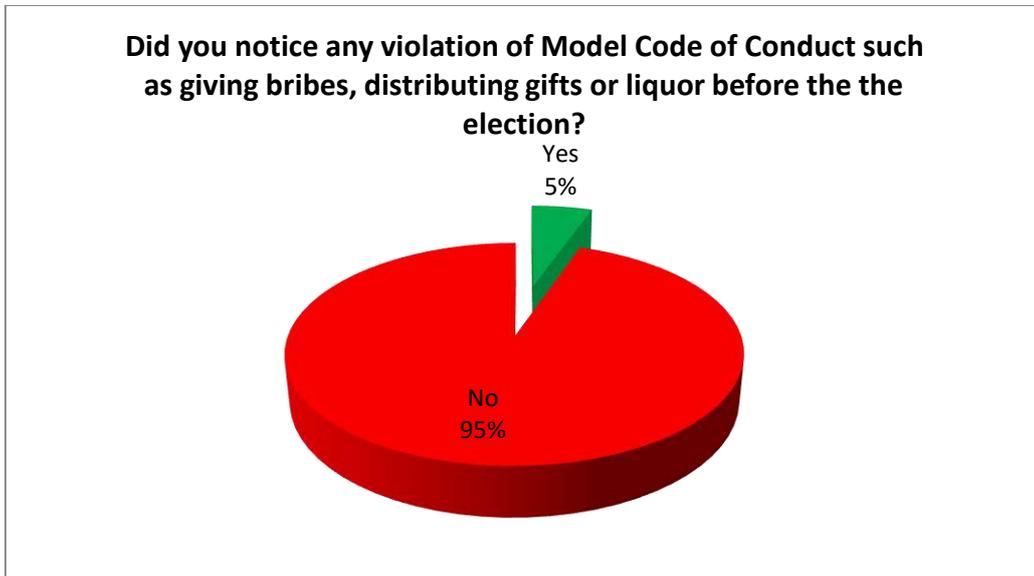**Graph 6.5.3: Did candidate information affect the voting decision of voters who read the information in Amravati?**
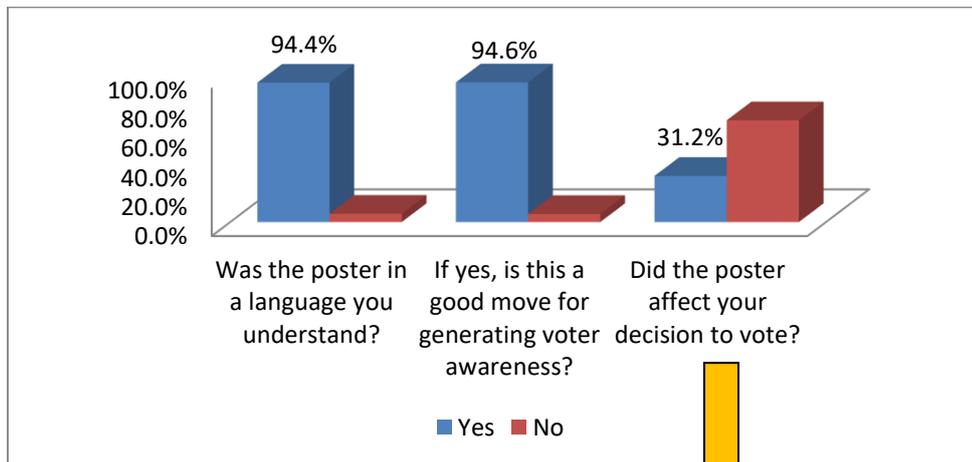
If yes, how?

a. I got to know candidate details
b. I could vote for an educated candidate
c. Criminal candidates should not win

6. ONLY FOR THOSE WHO HAD NOT READ THE POSTER

Graph 6.5.4: Opinion about display of candidate information from voters who had not read the poster in Amravati

Do you think such information on the candidate should be displayed at the polling booth?

No
48%

Yes
52%
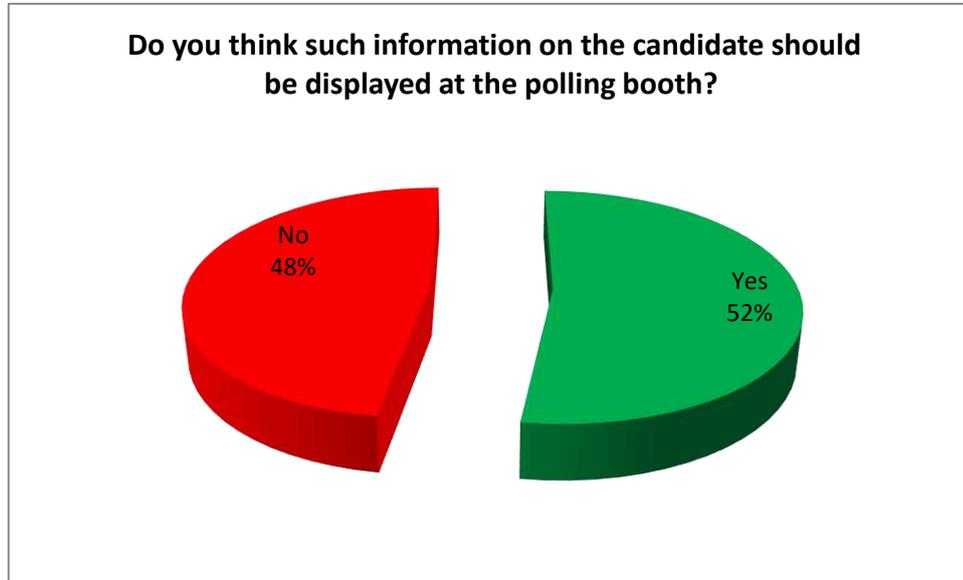
7. FOR ALL VOTER-RESPONDENTS

Graph 6.5.5: Voter Perception about MCC violation in Amravati

Did you notice any violation of Model Code of Conduct such as giving bribes, distributing gifts or liquor before the the election?

Yes
10%

No
90%
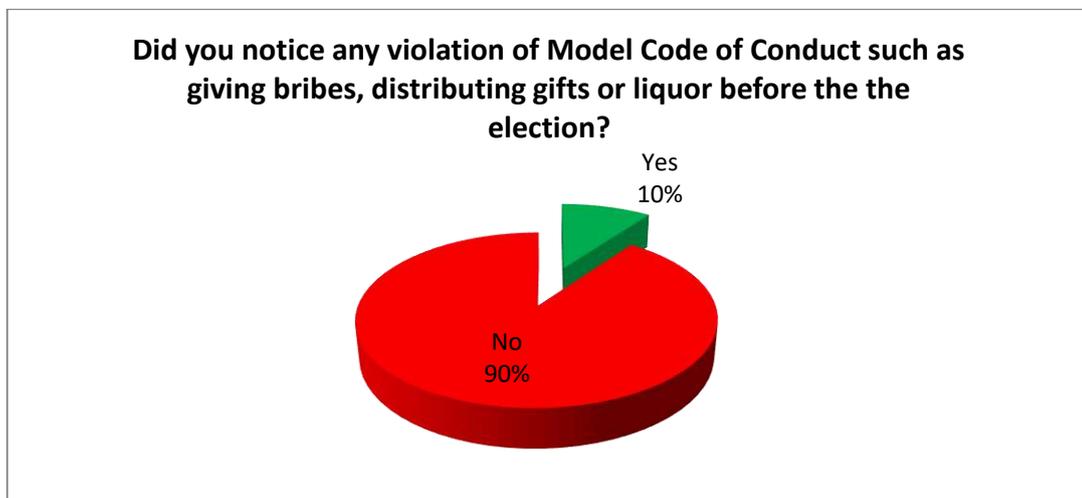
8. FOR ALL VOTER-RESPONDENTS

Graph 6.5.6: Did party karyakartas create nuisance outside the polling station in Amravati?

Did the party workers create any trouble or nuisance outside the polling booth?

Yes
3%

No
97%
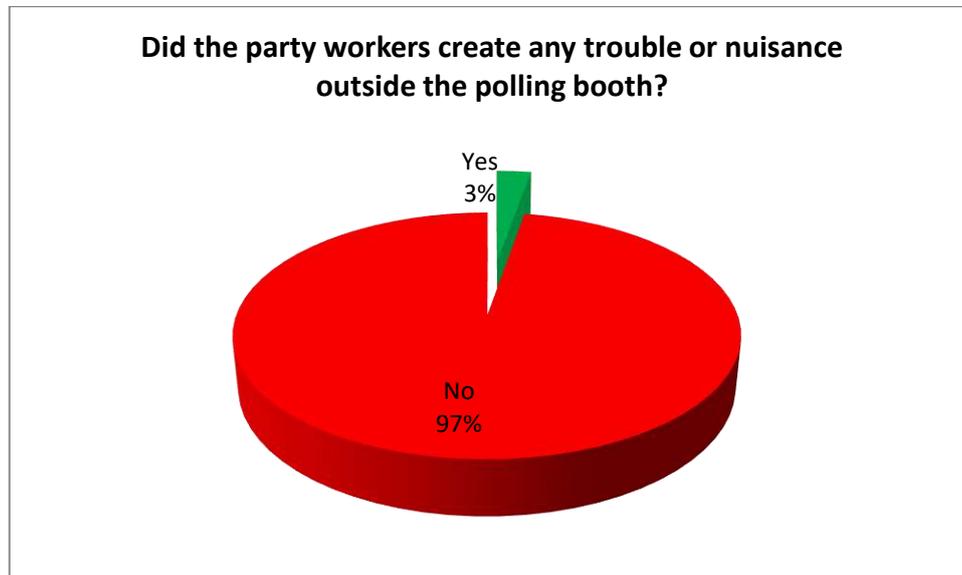
CHAPTER 7

CONCLUSIONS AND SUGGESTIONS

The post-poll survey of urban voters in Maharashtra is first-of-its-kind attempt in India to document formally voter perceptions regarding the polling process. The survey was carried out with three major objectives. These were, documentation and assessment of

I.   Voter perceptions regarding the polling process
II.   Voter perceptions regarding the Affidavits displayed outside the polling stations
III.   Voter perceptions regarding other issues faced on the day of polling

The main findings of the survey are encouraging; the urban voters seem to be fairly satisfied about the polling process and give a high score to the overall voting experience. They give high scores to the cleanliness of the polling booths, but are dissatisfied with facilities provided to the handicapped voters.

This time, in all other Corporations except in Mumbai, a multi-member ward system was introduced. Thus, one voter had to cast votes for four Corporators within her Prabhag. Were the voters aware of the process? Did they understand that they were required to press 4 separate buttons on the EVM? This answer was elicited under the parameter titled "Ease of Voting." The voter in Maharashtra seems to have understood the process of voting for multiple members within a ward; the ease of voting has received a score of 8.21 out of 10. However, "ease of voting" is seen to be statistically significantly higher for BMC as compared to the rest of the Corporations. One possible conclusion one could derive from this could be the fact that it is easier for voters to understand the one-ward-one-vote system as compared to understanding how to cast the vote under the multi-member ward system.

Further, younger voters have given a higher score on the "ease of voting" as compared to senior voters. Similarly, more educated voters have given a higher score to the "ease of voting" as compared to the voters who have studied till Class IV. Thus, a multi-member ward system seems to be easier to understand for the more educated and young voters as compared to the less educated ones.

The study finds that only 36 per cent of the voters actually read the posters containing candidate information. Of those who did read the poster, most heralded the move to be a positive one for voter awareness. Around 14 per cent of the total voters surveyed said that the candidate information display influenced their decision on whom to vote for. Most voters said that it had helped them in choosing an educated candidate without a criminal background.

A majority of those voters who had not read the poster prior to voting also supported this move by the State Election Commission. Thus the overall voter sentiment regarding candidate information display is largely positive in Maharashtra.

The survey also finds that intimidation or nuisance by party workers on the day of voting is largely absent in all the Corporations surveyed in the State.

Based on the study, following are some suggestions for the State Election Commission as well as for the local administration authorities in charge of elections.

1. The main reason why most voters had not read the candidate information poster displayed at the polling station was that voters are generally in a hurry to identify their booths within the polling station. Hence, most people did not stop outside the polling station where the affidavit was displayed but hurried inside quickly to identify their relevant booth and stand in the queue.

   A further issue was that of anxiety. Many voters, based on earlier experience, were genuinely anxious till such time that they could find their name on the voting list. As the day went by, more news started coming in about voters who could not find their names on the voting list at the polling station. This further added to the anxiety of the voters, who were concerned with quickly stepping into the polling station and getting into the queue.

   Hence, the actual number of voters who stopped outside the polling station to read the particulars of the candidates was few in number. The only place where the voters may have the time to read the candidate information is when they queue up inside the polling station and outside their voting booths.

   If possible, the candidate information should be displayed outside the polling booths and not outside the polling stations. This will make its display much more effective in terms of its reach to the voter.

2. Many voters opined on the day of the polling that such posters ought to be displayed throughout the city in the week leading to elections. Many people expressed the opinion that this would enable voters to take a much more informed opinion in a studied manner and would help in electing the right candidates.

3. Even though the actual voting experience has received a good score, voters seem to be disappointed in terms of the facilities provided for the handicapped. Local authorities need to be sensitized in terms of creating ramps for handicapped voters and making the polling stations more disabled-friendly.

4. The study actually shows that there is no major problem in the polling process per se. Thus, once the voter gets to the queue in her polling booth, she is quite happy with the voting experience in local body elections. The actual issue, as many voters opined on field, is in the process of getting to the right polling station. The voters' lists remain largely incomplete. Many a times, there are multiple entries of the same voter at different booths. This could lead to bogus voting; else it inflates the total number of voters wrongly, thereby lowering the estimates of voter turnouts at local body elections. Though this issue is not within the scope of the study, it has been specifically referred to here since it appears to be an acute problem in local body

elections in Maharashtra. The study clearly shows that there is no problem in the polling process; the problem lies in the pre-poll process pertaining to the voters' list. The State Election Commission and local election authorities, therefore, need to work towards creating a up-to-date and correct voter list in the near future.

APPENDIX A

QUESTIONNAIRE

The questionnaire used for the survey is given herewith. Please note that the questionnaire was administered on Android devices. Hence, the "If Yes" questions or "If No" questions were programmed into a loop and would get displayed if the voter were to say "Yes" or "No" to particular questions.

Name of investigator	
City	
Prabhag No.	
Booth address	
Booth no.	
Time of the Survey	
Name of Voter	
Election Card no.	
Mobile	
Gender (Please tick)	1. Male 2. Female 3. Other
Age	
Education of the respondent (Tick the correct option)	1. Illiterate 2. Schooling upto Std. IV 3. Std. V to Std. IX 4. SSC to HSC 5. College including diploma, but not graduate 6. Graduate/ Post Graduate
Education of main earner in family (Tick the correct option)	1. Illiterate 2. Schooling upto Std. IV 3. Std. V to Std. IX 4. SSC to HSC 5. College including diploma, but not graduate 6. Graduate/ Post Graduate
Which of these do you own? Please tick	
1. Electricity connection	
2. Ceiling fan	
3. LPG stove	
4. Two wheeler	
5. Colour TV	
6. Refrigerator	
7. Washing Machine	

8. Personal Computer/ Laptop	
9. Car/ Jeep/ Van	
10. Air Conditioner	
11. Agricultural land owned	
12. None of the Above	
Mother tongue	
Give marks for the following	**0 to 10 (0 indicates very bad, 10 indicates very good)**
Cleanliness of the booth	
Special facilities for handicapped	
Working condition of EVM	
Ease of understanding how to vote	
Courteousness of election officers	
Overall Voting Experience	
Did you read the poster containing information about the candidate's education, criminal background and assets?	Y/ N
If Yes	
Was the poster in a language you understand?	Y/N
Is this a good move for generating voter awareness?	Y/N
Did the poster affect your decision to vote?	Y/N
If so, how?	
If No	
Do you think such information on the candidate should be displayed at the polling booth?	Y/N
Did you notice any violation of Model Code of Conduct such as giving bribes, distributing gifts or liquor before the the election?	
Did party workers create a nuisance outside the booth?	Y/N
Time taken from entry in polling booth to exit	.... minutes
Any other observation	