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A QUESTION OF TRUST

AN EVALUATION OF THE CONDUCT OF THE 2017 ELECTIONS

Ideas2evidence Report 2/2018

**Prepared on assignment from the Ministry
of Local Government and Modernisation**



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FOREWORD

This report was prepared by ideas2evidence in cooperation with Sonat Consulting, on assignment from the Ministry of Local Government and Modernisation.

The report presents and summarizes the results of an evaluation of the services provided by the Norwegian Directorate of Elections to the municipalities and county councils in connection with the elections in 2017. This principally applies to the central computer system EVA, which contains functions for the majority of election administration tasks that are carried out by the municipalities and county councils. This also applies to the Valgmedarbeiderportalen (Election Worker Portal) and other relevant information materials relating to the use of EVA and to the rules and routines for conducting elections, as well as training and user support. The objective of the evaluation has been to determine whether the cooperation between the Norwegian Directorate of Elections and municipalities and county councils functioned adequately and whether the Norwegian Directorate of Elections performed the tasks associated with conducting the elections in a satisfactory manner.

Analyses and conclusions are based on interviews at the Ministry of Local Government and Modernisation, the Norwegian Directorate of Elections and a selection of municipalities and county councils, as well as a comprehensive survey focussing on the heads of election administration in the municipalities and county councils. We have also used data from the Norwegian Directorate of Elections' user support system and conducted a separate user test of the EVA system. The user test was carried out by Kjartan Storli from Sonat Consulting. All other parts of the evaluation were conducted by Jostein Ryssevik, Olav Bjørnebekk and Pelle Engesæter from ideas2evidence.

We would like to extend a big thank you to everyone who contributed their time and knowledge in answering questions in interviews and surveys. A special thanks must also be given to the staff at the Norwegian Directorate of Elections, who were of huge help in obtaining information and data and in facilitating user testing of EVA.

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