STRENGTHENING INFORMATION INTEGRITY DURING ELECTIONS:

Lessons from National Action Coalitions in Four Pilot Countries

Learning Report

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Acknowledgements

Supported by the

Federal Ministry
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and Development

Acronyms and abbreviations

BMZ

German Federal Ministry of Economic Cooperation and Development

ECZ

Electoral Commission of Zambia

EMB

Electoral Management Bodies

NAC

National Action Coalition

NEBE

National Election Board of Ethiopia

OEP

Órgano Electoral Plurinacional [Plurinational Electoral Organ]

SERVEL

Servicio Electoral de Chile [Electoral Service of Chile]

SIGNAL

Strengthening Information Ecosystems in Elections through Global and National Linkages

TSE

Tribunal Supremo Electoral [Electoral Supreme Court]

UNDP

United Nations Development Programme

Introduction

In recent years, the United Nations Development Programme (UNDP), alongside key partners, has developed a suite of innovative approaches to promote information integrity in electoral processes. As the United Nations system's leading provider of electoral assistance, UNDP currently supports more than 50 countries globally, strengthening the capacities of electoral institutions, promoting resilience and fostering digital and media literacy. Central to these efforts is a strong emphasis on building inclusive multi-stakeholder coalitions at both national and global levels. These collaborative platforms foster trust, enhance coordination and promote shared learning across diverse actors working to safeguard democratic resilience.

In response to the growing demand from electoral stakeholders on how to effectively govern and engage with information systems, the Action Coalition on Information Integrity in Elections was established in 2022 under UNDP leadership. Co-governed by six member organizations, the Action Coalition brings together a diverse group of stakeholders, including electoral support organizations, international and regional institutions, government agencies, private-sector organizations and civil society organizations (CSOs). Its overarching goal is to generate actionable recommendations that protect the integrity of information ecosystems before, during and after elections.

Building on this momentum, UNDP and the Action Coalition in 2024 launched the SIGNAL (Strengthening Information Ecosystems in Elections through Global and National Linkages) initiative to promote deeper multi-stakeholder and multilevel collaboration. The SIGNAL initiative aims to enhance national-level engagement while reinforcing global connections and fostering synergies that strengthen electoral information ecosystems. Building on the success of its global work, the Action Coalition has prioritized localizing its model at the national level to scale impact.

A critical component of this work has been the establishment of National Action Coalitions (NACs) in four pilot countries: Plurinational State of Bolivia, Chile, Ethiopia and Zambia. These NACs serve as structured multi-stakeholder platforms that bring together electoral management bodies (EMBs), media representatives, digital platforms, civil society organizations and other relevant actors to co-develop context-specific responses to promote information integrity in elections. At the same time, they function as bridges between local realities and global dialogues, contributing grounded insights to the global coalition's work and benefiting from international expertise, tools and partnerships.

This report presents an overview of progress achieved across the four pilot countries under the SIGNAL initiative. It highlights emerging good practices, innovative approaches and key lessons learned from the establishment and operationalization of NACs. It also sets out preliminary recommendations based on learning to date. These reflect the first year of implementation and validation with stakeholders, while noting that certain planned activities took place after the data-collection period and are therefore not captured in the findings presented here. In doing so, the report aims to support future programming and guide country-level efforts to strengthen information integrity in elections.

Data-collection and evaluation methodology

The learning methodology integrates multiple data-collection components. A comprehensive methodology was developed to assess the impact of the NACs on three main objectives:

1. **Improved capacity of electoral management bodies to address information integrity,** evaluating the effectiveness of foundational activities in supporting future EMB efforts to strengthen information integrity

2. **Enhanced collaboration among EMBs, civil society, and tech platforms,** focusing on how NAC structure and processes enhance cooperation, and the successes and challenges encountered in fostering partnerships

3. **Increased use of data and evidence in programme and policy responses to promote information integrity in elections,** evaluating the extent to which NAC members utilize data to inform decisions and how effectively data and evidence are integrated into programmatic and policy responses

This report's findings are derived from available data, collected through the following methods:

- **Desk review:** Analysed existing documentation to establish baseline understanding of each NAC's context, objectives and expected impact. Sources included NAC concept notes, meeting minutes, implementation reports, country office monthly reports and best practice guidance.

- **Monthly surveys:** Distributed to UNDP country office focal points to track key indicators and collect both quantitative and qualitative data on NAC progress, meetings, achievements and challenges.

- **Meetings every two months:** Facilitated collaborative sessions with participating country offices and the UNDP Global Policy Centre for Governance / Democratic Institutions and Processes team, where NACs presented updates and engaged in peer-to-peer learning.

- **One-on-one interviews:** Gathered deeper insights into implementation processes and challenges from UNDP NAC focal points and Democratic Institutions and Processes team members.

- **Key informant interviews:** Conducted with NAC members in Bolivia and Chile, EMB representatives in both countries, and technology companies in Chile.

- **Global action coalition meetings:** Each NAC discussed progress updates and challenges at three global coalition meetings.

- **Strategic dialogue organized by UNDP Global Action Coalition on Information Integrity and Elections in Madrid:** Provided additional context and comparative perspectives.

Insights from early implementation: challenges, good practices and recommendations

This section presents a synthesis of cross-country implementation experiences from the four pilot NACs in Bolivia, Chile, Ethiopia and Zambia. It identifies common challenges to implementation, highlights good practices and proposes recommendations for the replication of NACs in other contexts.

Challenges to implementations

Despite context-specific variations, several common challenges emerged during the project's implementation and the establishment of the NACs:

• The coalition-building process demands significant time investment, often requiring engagement beyond typical office hours, necessitating dedicated roles.

• As coalitions expand, managing diverse membership becomes increasingly difficult. Meetings can lose direction due to unrelated discussions or external conflicts among members, even involving legal disputes, which create tension.

• Sustaining consistent, motivated participation from all members remains challenging, as does ensuring the inclusion of all critical stakeholders, particularly hard-to-reach technology platforms.

• In some contexts, the concept of a NAC may be entirely new, requiring extensive information, capacity-building and support to align members' understanding and expectations with coalition objectives.

• Designing complementary work agendas that avoid duplication of efforts presents ongoing challenges, especially when multiple organizations have overlapping mandates.

• Electoral cycles create intense time constraints – particularly in the times leading up to elections, when coalition activities are most needed but resources are most stretched.

• Maintaining neutrality and impartiality becomes particularly challenging in highly polarized political contexts, where coalition members may face pressures.

• Developing sustainable frameworks that effectively operate beyond initial project phases necessitates addressing inherent funding challenges.

Good practices

Based on the experiences of the NACs, particularly those with more established activities, several good practices have emerged:

- Regular, formalized and organic meetings foster coalition activity. Bilateral meetings with key actors serve as an effective preparatory strategy for broader NAC engagement. Consistent coordination and communication, including through WhatsApp groups, help maintain coalition cohesion. Cultivating personalized relationships also has proven beneficial.

- Establishing robust governance structures ensures focus on agreed mandates and supports effective challenge resolution, as evidenced by the NAC in Chile.

- Diversifying membership to encompass both public and private actors is crucial to include and leverage diverse perspectives, including CSOs, traditional media and other United Nations agencies.

- Prioritizing research before full implementation is crucial, recognizing and addressing unique electoral contexts and periods and including audience vulnerabilities and media consumption habits.

- Adopting an evidence-based approach strengthens coalition effectiveness and credibility. Robust monitoring efforts and established information-sharing mechanisms, such as the monthly updates to NAC meetings from the Chilean Electoral Service (SERVEL), are crucial for informing activities.

- Collaboratively identifying joint plans and activities that leverage diverse member perspectives and skills, such as the NAC thematic working groups in Chile, prevents the duplication of efforts.

- Implementing capacity-building and training initiatives facilitates the effective sharing of experiences among members. NAC sessions where EMBs explain processes directly contribute to addressing misinformation within the coalition itself.

- Strengthening the capacity of the entire information integrity ecosystem represents an important expansion of the original NAC mandate, as identified by the NAC in Bolivia.

- Integrating NAC support into existing projects, such as the Democracy Strengthening in Zambia Project, demonstrates effective resource optimization.

- Ensuring the diversification of stakeholders (media, academia, civil society, feminist groups, fact-checkers and international agencies) creates beneficial information exchange within the coalition.

- Fostering mutual understanding among stakeholders strengthens coalition coherence and collaboration. Establishing a shared language, clarifying terminology and aligning on objectives across diverse groups ensures that all members, government, civil society, media and technology actors operate with a common understanding and can coordinate effectively towards shared goals.

Preliminary recommendations

These recommendations are preliminary, reflecting lessons that have emerged after the first year of implementation. They are based on data collected to date, as well as validation through consultations with NAC members and stakeholders. While many recommendations are directed to the NACs themselves, they also highlight how UNDP country offices, donors and partners can best support NACs to advance this work.

- **Recommendation 1: Prioritize time for coalition building.** Effective coalition building requires significant time investment to build trust and relationships among members. This is essential for collective decision-making, recognizing expertise and delivering robust outputs. Support from donors can help ensure that adequate time, space and resources are dedicated to this process.

- **Recommendation 2: Foster continuous coordination and integration.** Sustained coalition activity depends on regular coordination and communication. NACs are most impactful when embedded in larger, coordinated efforts on information integrity rather than as stand-alone activities. UNDP country offices, national implementing partners and donors can help by linking NACs to wider governance, civic engagement and digital initiatives.

- **Recommendation 3: Maximize synergies from diverse expertise.** Leveraging the diverse perspectives and skills of NAC members is critical. Clear structures, such as terms of reference, help define roles, reduce overlaps and promote collective action. External partners can provide technical assistance and resources to strengthen governance and inclusivity within NACs.

- **Recommendation 4: Enhance data monitoring and utilization capacity.** NAC activities should be guided by evidence and tailored to priority audiences. Building members' capacity to gather, analyse and apply data is essential. Support from UNDP country offices, development partners, donors and technology partners can strengthen national monitoring systems and ensure that insights are effectively shared among all stakeholders.

- **Recommendation 5: Ensure long-term sustainability.** Coalitions must plan to sustain themselves beyond a single election cycle. Developing long-term strategies, including resource mobilization, is essential. Donors, institutional partners and UNDP country offices play a key role in facilitating continuity by integrating NACs into broader democratic governance and electoral support programming.

- **Recommendation 6: Strengthen democratic anchoring and local ownership.** Multi-stakeholder coalitions are most effective when they contribute to democratic transformation rather than acting as stand-alone coordination mechanisms. To achieve long-term impact, NACs should be locally anchored, inclusive and built on shared leadership and trust among diverse actors. Donors can help by strengthening the ecosystem around the NAC, independent media, civic participation and open dialogue while ensuring that leadership and agenda setting remain locally driven, enabling coalitions to stay nationally owned and democratically anchored.

National Action Coalition pilot countries

Table 1 outlines the status and activities of NACs in the four pilot countries. While each country faces unique challenges, common themes have emerged, including the need for increased capacity, sustained coordination and deeper engagement with diverse stakeholders. Activities to date have focused on evidence gathering, rapid response mechanisms and long-term capacity-building and have been carried out despite resource constraints and the challenge of maintaining momentum.

Table 1. Overview of National Action Coalition pilot countries

Bolivia

Context and key challenges	Bolivia faces escalating threats to information integrity ahead of the 2025 elections. The electoral body (Órgano Electoral Plurinacional, or OEP) continues to contend with resource constraints, communication challenges and sustained misinformation pressures. These dynamics underscore a critical need for external support, strategic coordination and capacity development.
NAC overview	The Bolivia NAC was established and officially launched on 12 November 2024 in direct response to increasing threats to information integrity ahead of the 2025 elections. Joint terms of reference with the OEP formalize collaboration. Its diverse membership includes nine signatory organizations, fact-checking organizations (Internet Bolivia, CiberWarmis, Bolivia Verifica, Chequea Bolivia, Muy Waso), digital journalists and representatives from UNDP, UN Women and the Resident Coordinator's Office.
Activities to date	The Bolivia NAC has conducted four regular coalition meetings (November 2024 to January 2025) and signed grant agreements with nine partners. Three analytical resources have been produced, including reports on opinion poll dissemination and pre-election disinformation narratives, alongside a comparative study of regional electoral bodies' approaches. During judicial elections, a crisis centre was established to facilitate real-time monitoring and joint responses, leveraging tools such as eMonitor+. Capacity-building and public engagement initiatives include workshops for coalition members on dismantling myths, providing communication guidelines to the OEP, and delivering a course on electoral journalism. The NAC also organized workshops for women politicians on addressing online violence and launched a youth forum to promote the Bolivian Digital Ethical Pact and responsible online participation.
Operational and sustainability challenges	Resource constraints and budget limitations are key operational challenges. Limited engagement from digital platforms remains an ongoing strategic gap.

Chile

Context and key challenges	Frequent elections since 2020 have exacerbated public distrust and heightened political polarization. Challenges include coordinated mis/disinformation targeting specific groups (especially women), insufficient media literacy and the need for sophisticated early warning systems.
NAC overview	Established in August 2024, the Chile NAC operates under a co-leadership model between SERVEL and UNDP Chile, institutionalizing collaboration through an information integrity commitment and a "governance table" agreement. Comprising 17 members, the NAC has established three thematic working groups (social media monitoring, campaigns and capacity-building) that are now transitioning from planning to implementation.
Activities to date	The Chile NAC has convened six meetings and numerous bilateral discussions. Consolidated eMonitor+ results are regularly presented, with a detailed analysis report on the 2024 electoral process currently in development. A Digital Ethical Pact led by the NAC was slated for signing in September 2025, and strong relationships with major tech platforms have facilitated specialized training and knowledge-sharing opportunities. Other ongoing activities include the launch of a national awareness campaign on electoral information integrity; the delivery of training sessions for electoral authorities, media and civil society, in collaboration with tech platforms; the co-creation of educational and outreach materials with CSOs to promote active citizenship; and the strengthening of social media monitoring through eMonitor+, with regular NAC feedback.
Operational and sustainability challenges	Resource limitations and sustainability planning remain ongoing challenges. Securing adequate resources, such as a dedicated staff member consistently supporting the NAC, is suggested for sustainability.

Ethiopia

Context and key challenges	Ethiopia re-established the National Elections Board of Ethiopia (NEBE) in 2019. As a relatively young institution, NEBE is focused on consolidating its capacity and enhancing collaboration with key stakeholders. Continued investment in information integrity will be essential to build on these achievements and support future electoral processes in Ethiopia. The concept of a NAC is new for some stakeholders, requiring capacity-building and support to align understanding and expectations.
NAC overview	The Ethiopia NAC is in its foundational stages, having made progress in establishing a coalition with key stakeholders, including CSOs, the media and political party forums, though it is not yet formalized. NEBE has demonstrated strong commitment. Initial NAC meetings have been held and a significant preliminary report developed that outlines key recommendations for establishing an NAC in Ethiopia, including participation criteria and formal structures.

Activities to date	A detailed concept note and activity plan for the coalition's implementation have been developed. A half-day meeting with stakeholders was held during elections, and a media landscape exercise was conducted to identify potential NAC members and recommend the NAC's role.
Operational and sustainability challenges	Budget and resource limitations have been identified as the primary challenge. The coalition is not yet formalized.

Zambia

Context and key challenges	In Zambia, strengthening information integrity remains a priority, as misinformation, disinformation and hate speech continue to pose risks to the governance environment and social cohesion, particularly along ethnic and tribal lines. While these challenges were visible during the 2021 elections, they persist beyond the electoral period and underscore the importance of sustained efforts.
NAC overview	The Zambia NAC established a shared leadership model, with the Electoral Commission of Zambia (ECZ) elected as 2025 co-chair and the Panos Institute Southern Africa (a Global Action Coalition member) assuming co-chair responsibilities in 2026. Groundwork began in October 2024 with an inaugural meeting, and an official launch and the establishment of a formal steering committee are under way. The coalition actively convenes diverse stakeholders from among the government, NGOs, CSOs and media organizations, with a strong consensus on prioritizing the inclusion of the technology sector and long-term sustainability.
Activities to date	Two NAC meetings involving 13 participants have taken place. A national assessment on information integrity in elections is planned to commence soon, for which a national consultant has been contracted. Stakeholders have submitted relevant documentation and best practices to develop this assessment before the NAC is fully implemented. Plans include establishing specialized task teams, conducting iVerify training for fact-checkers, and setting up virtual situation rooms. The NAC is integrated within the Deepening Democracy in Zambia Project, providing institutional anchoring and dedicated resources.
Operational and sustainability challenges	Operational challenges such as time constraints, resource limitations and coordination difficulties persist despite existing project support. The significant gap between the first and second meetings raises concerns about maintaining momentum. Ensuring sustainability and fostering countrywide local ownership are key focuses – but also potential challenges. A successor electoral assistance project to the Deepening Democracy in Zambia Project is expected to further continue the work of the coalition for long-term sustainability throughout the 2026 electoral cycle.

Cross-country analysis: Progress against learning objectives

This section synthesizes insights across the four pilot countries, according to the three key learning objectives. While individual contexts vary, several cross-cutting patterns, promising practices and shared challenges emerge.

1 Capacity of electoral management bodies to address information integrity

Across all four countries, NACs have effectively identified and begun addressing critical capacity gaps within EMBs. Bolivia and Chile demonstrate significant impact on EMB operations through NAC activities, while Ethiopia and Zambia, though in earlier stages, show strong potential for similar positive outcomes.

Table 2 provides a brief overview.

Table 2. Electoral management body involvement in country National Action Coalitions

EMB engagement	Capacity strengthening activities	Integration into the NAC
Bolivia High	OEP-led workshops on electoral myths, active tool uptake (eMonitor+)	Member of NAC; joint terms of reference
Chile High	SERVEL co-leads the NAC, presents the communications strategy, uses eMonitor+	Formal co-leadership; structured governance
Ethiopia Medium	Concept development including a detailed research report on the need for an NAC, NEBE involvement confirmed	Planning and research phase; preliminary report on NAC role developed
Zambia Medium	Capacity-building linked to project funding; rotational co-chairing	ECZ elected 2025 NAC co-chair

Bolivia

Bolivia NAC operates under a governance model that establishes a direct, formalized relationship with the Supreme Court (Tribunal Supremo Electoral, or TSE), creating a strong foundation for sustained collaboration and capacity-building. Through this partnership, the NAC has equipped TSE authorities and technical staff with stronger capabilities to monitor information flows, issue early warnings and make timely and evidence-based decisions. As a result, the TSE reports a marked improvement in its ability to respond to information pollution, an area where it previously faced institutional limitations.

NAC activities have significantly strengthened the TSE's capacity for early alerts and rapid decision-making. For example, during a time when there was a viral misinformation campaign that distorted a key electoral principle, NAC members provided critical alerts that enabled the TSE to promptly develop and disseminate accurate information, effectively countering false narratives.

In Bolivia, the EMB noted that a "significant" success is its ability to respond more promptly to misinformation, an area in which the TSE previously struggled due to institutional limitations. As a result of NAC activities, teams' capacities have been enhanced for early alerts and timely decision-making.

For example, the TSE faced a misinformation campaign related to one of its electoral governing principles. A deliberate effort was made to distort the meaning or application of this principle; specifically, the campaign tried to "confuse the safeguarding of this principle with the intention to shield future electoral fraud". The misinformation was identified thanks to alerts from the NAC organizations. Based on these alerts, the TSE developed accurate information specifically designed to "mitigate false news" and "counteract false news".

Capacity-building in Bolivia has been a two-way process. The TSE facilitated a specialized workshop for coalition members to deepen their understanding of myths and misinformation surrounding key electoral components such as the electoral register, logistics, custody procedures, geography and electoral boundaries. According to NAC members, this workshop "significantly improved their access to first-hand information from the TSE."

Chile

SERVEL was actively engaged during the establishment of its NAC. According to a SERVEL representative, the NAC provides the electoral management body with "essential partnerships to tackle complex issues".

Findings from a needs assessment mission emphasized the need to strengthen SERVEL's capacity for effective public communication, expand monitoring tools and support awareness campaigns – recommendations that have directly informed NAC activities.

In addition, UNDP is implementing the eMonitor+ tool to strengthen SERVEL's capacity to detect and analyse mis/disinformation trends and campaigns. Initiatives such as the NAC that generate analysis and provide actionable insights have been described by SERVEL as "valuable and helpful" in guiding its broader efforts to protect information integrity. For example, SERVEL recently presented its communication strategy at an NAC meeting, sharing its approach to monitoring electoral mis/disinformation and inviting discussion and feedback.

Ethiopia

In Ethiopia, NEBE has demonstrated strong commitment to the initiative, positioning itself as a central stakeholder in NAC planning and activities. This early engagement already has laid the groundwork for more structured collaboration between electoral authorities and diverse partners, a dynamic the UNDP country office highlights as fundamental to the coalition's success.

One of the NAC's first achievements has been a rapid assessment study on election information integrity challenges, with specific attention to lessons from the 2016 elections. The study generated actionable recommendations, including strengthening NEBE's financial and logistical capacity, providing morale support and reinforcing its independence within the coalition framework. These findings already are shaping discussions on how to enhance NEBE's operations, mitigate information pollution and improve the sharing of resources with stakeholders and the public. By anchoring its work in evidence and early lessons, the NAC is beginning to position itself as a platform for preventing election-related violence and promoting information integrity, drawing comparative insights from cases such as Kenya.

Zambia

The rotational co-chairing model in Zambia and the integration of the NAC into existing country-level projects reflect a strong commitment to building the ECZ's capacity and fostering national ownership of information integrity processes. By alternating leadership between the ECZ and civil society, the model strengthens sustainability and reinforces shared responsibility among stakeholders.

The NAC's launch was strategically aligned with broader election-related initiatives, including Democracy Dialogues (public and media debates on electoral integrity organized in collaboration with the ECZ, with active participation from youth and rural communities). Looking ahead, the NAC plans to establish a dedicated monitoring team using social listening tools, deepen collaboration with platforms (e.g. Meta, X and TikTok) and maintain a rapid response unit for fact-checking and issuing alerts. These measures are designed to institutionalize early detection and response mechanisms, ensuring resilience against information threats throughout the electoral process.

2 Enhanced collaboration among government, civil society and tech platforms

The NACs that have convened multiple meetings, notably Bolivia and Chile, have demonstrated significant progress in fostering multi-stakeholder cooperation. These coalitions have transitioned from siloed approaches to developing coordinated responses to information integrity challenges by engaging diverse sector representatives. All pilot countries have successfully formalized collaboration, implementing partnership models or establishing robust frameworks, as evidenced by the nine-member declaration of intent in Bolivia and the structured steering committees and long-term action plans in Chile and Zambia.

Alongside these formal mechanisms, there has been a strong emphasis on building trust to form strong alliances. As explained by one of the interviewees from Chile: "The process of trust building takes time and energy and can delay the implementation of actions, but it is deemed necessary. Before implementing actions, there is a need to listen to actors, diagnose the situation, build trust and demonstrate that the initiative offers something different."

Bolivia

The establishment of the coalition itself in Bolivia is viewed as a crucial step in fostering collective efforts against mis/disinformation, in the country. A significant achievement highlighted by multiple members has been the NAC's ability to bring together various organizations interested in contributing to the fight against mis/disinformation,This collaboration has led for the first time to information integrity becoming a priority for the TSE. The coalition also has brought visibility and electoral attention to misinformation and to technology-facilitated gender-based violence against women candidates.

The NAC's November 2024 public launch demonstrated strong stakeholder coordination and buy-in, further consolidating its visibility. Joint reviews of tools such as the Channels and Agents of Disinformation dashboard, along with inputs for the deployment of eMonitor+, enabled collective analysis of social media trends and the identification of terms to detect hate speech. The coalition also has formalized partnerships through low-value grant agreements with fact-checking organizations such as Bolivia Verifica and Chequea Bolivia. These partnerships have created direct communication channels that significantly enhance the flow of verified information, strengthening fact-checking capacity nationwide.

Despite these advances, challenges remain. Sustaining a compact and motivated coalition, particularly ensuring the active participation of the EMB, continues to be critical. Another priority is designing a coordinated work agenda that avoids duplication and maximizes complementarities across actors. As one NAC member emphasized, the long-term vision is to "maintain collaboration dynamics beyond the electoral period, expanding into broader contexts of information integrity and sustaining joint action through a shared road map".

Chile

The Chile NAC is one of the most advanced among the pilot countries, having successfully transitioned from its establishment phase to sustained engagement, delivering concrete outputs and demonstrating measurable impact. Its proven ability to engage major technology platforms offers valuable lessons for other coalitions.

Over the past nine months, the NAC has prioritized trust building and stakeholder coordination, establishing itself as a vital forum for dialogue among previously fragmented actors. Participants note that it has enhanced understanding of diverse roles, fostered synergies and helped prevent the duplication of efforts. This trust, strengthened through bilateral discussions, has been essential for shaping sustainable and impactful action.

The NAC also has facilitated interactions that would otherwise have been difficult: civil society organizations engaging directly with technology platforms and electoral management bodies raising specific concerns with them. Members describe the NAC as a "safe space" for collaboration and exchange, underscoring its value as a shared platform. SERVEL's role as co-lead has further strengthened sustainability and credibility.

Despite these advances, gaps remain. Key stakeholders such as the government, professional associations, community radio stations and political parties have yet to be fully engaged. Political parties in particular are seen as difficult to involve, given the broader public trust challenges in Chile. Addressing these gaps will be critical for ensuring the long-term sustainability and inclusiveness of the coalition.

Ethiopia

Drawing on primary and secondary data collected from NEBE, UNDP, civil society organizations and media stakeholders, the UNDP country office has produced a set of recommendations to guide the establishment of an NAC.

The report proposes a broadly inclusive coalition that unites the government, the private sector, academic institutions, social media companies, influencers, fact-checking groups, youth and women's associations, and community or school media clubs. The coalition's overarching aim is to "improve the efficacy and awareness of interactions with online platforms concerning election-related subjects".

To build public trust, the recommendations emphasize the need for the active participation of politically impartial and independent individuals. For effective collaboration, the coalition should maintain a manageable group size.

Other areas of collaboration suggest that coalition members should develop and agree on an election code of conduct and abide by the principles of transparency, responsibility and accountability to minimize controversy between freedom of expression and mis/disinformation. The report further highlights the importance of establishing clear legal and regulatory frameworks, along with effective sanctions, as a crucial element for countering mis/disinformation campaigns.

Zambia

The NAC in Zambia has made notable progress in strengthening collaboration, beginning with initial meetings that brought together government and civil society actors. A key priority identified early on has been the inclusion of the technology sector to ensure comprehensive engagement.

The NAC is planning to formalize collaboration through a steering committee. The establishment of a shared leadership model between the ECZ and civil society for the steering committee demonstrates a unique and collaborative governance structure that warrants observation for its potential to increase credibility and reach.

3 Increased use of data and evidence in programme and policy responses to information risks and elections

All NACs recognize the critical importance of data, with the more advanced coalitions already integrating insights, primarily through tools such as eMonitor+, to shape strategies, guide discussions and inform action (Table 3). Although current data sources remain limited, particularly in terms of structured and timely information from platforms such as TikTok and Facebook, NAC members have shown strong awareness of these gaps and a clear commitment to diversifying data collection and analysis. This commitment is positioning the coalitions to build a more comprehensive understanding of the information ecosystem and its impact on elections.

Table 3. Data use in programme and policy responses

EMB engagement	Data tools used	How data informed action
Bolivia	eMonitor+, Disinformation Dashboard	Reports on mis/disinformation narratives and poll dissemination; informed OEP activities
Chile	eMonitor+, SERVEL monitoring	Analysis guided campaign planning; structured into thematic working groups
Ethiopia	Media mapping in progress	Not yet integrated; foundation-building stage
Zambia	iVerify planned, national assessment pending	Early planning phase; potential for data-driven programming

Bolivia

Bolivia exemplifies strong integration of data analysis into NAC activities. A crisis centre established during the December 2024 judicial election piloted eMonitor+ and other tools. The NAC has implemented the regular channelling of data-driven alerts to the TSE, which acknowledges these efforts as effective in informing its response strategies and decision-making (as demonstrated in the addressing of misinformation about governing principles). NAC members affirm that collective efforts have significantly enhanced their ability to leverage data. The coalition has produced valuable analytical resources, including a report on opinion poll dissemination challenges, a working document on pre-election mis/disinformation narratives, and a comparative study of regional electoral bodies' approaches to discrediting campaigns.

Chile

SERVEL has consistently presented comprehensive electoral mis/disinformation monitoring at NAC meetings, encompassing voter sentiment analysis and online information flow trends. SERVEL's monthly monitoring updates constitute an emerging best practice in data utilization. Findings from the UNDP eMonitor+ tool are considered essential and foundational to the coalition's efforts, with one NAC member stating that the NAC's theoretical framework is based on these findings. Data from eMonitor+ effectively highlighted toxic communication on social media during the 2024 electoral process, illustrating the negative impact of political statements on democracy. This analysis has directly informed and shaped the NAC's 2025 activities, including the design and launch of a campaign addressing gendered violence against women in politics. These findings also guided the design of the Chile NAC's thematic working group model, with one group specifically focused on eMonitor+ monitoring and adjustments. A detailed analysis report of the 2024 electoral process is currently under development by the NAC.

Ethiopia

Ethiopia is currently establishing foundations for evidence-based coalition development. The research report identifies several key roles for the NAC, such as actively monitoring and correcting mis/disinformation sources and content creators and pre-bunking and debunking expected false claims.

To achieve its objectives, the coalition is advised to implement the frequent disclosure of fact-based election-related news through mainstream and new media platforms. It should also establish a "just-in-time" fact-based election information distribution network among coalition actors. Lessons from past NEBE initiatives, such as tailored messages to motivate women and youth, should be replicated.

Zambia

Zambia prioritizes the research of its information ecosystem through the utilization of iVerify and engaging consultants to support mapping specifically related to information integrity. These efforts are helping in the identification of key sources, narratives and patterns of mis/disinformation, providing an evidence base to guide coalition strategies. Beyond diagnostics, this research is also intended to strengthen the ECZ's capacity to anticipate risks, inform public communication strategies and design targeted interventions in collaboration with civil society and media partners.

Table 4 provides an overview of the stakeholders participating in each county's NAC and the sectors these stakeholders represent.

Table 4. National Action Coalition members for each country

Bolivia

Participating stakeholders	Sectors represented
The Tribunal Supremo Electoral Internet Bolivia Ciber Warmis CERES Chequea Bolivia Fundación para el Periodismo Bolivia Verifica Muy Waso Deutsche Welle Akademie La Guardiana Friedrich Ebert Stiftung Fundación Construir Coordinadora de la Mujer Asociación Boliviana de Investigadores de la Comunicación Asociación Nacional de Periodistas de Bolivia Fundación ARU Instituto de Investigación Posgrado e Interacción Social en Comunicación United Nations Development Program (UNDP) ONU Mujeres Resident Coordinator Office (RCO)	Electoral management bodies, non-governmental organizations, civil society organizations, media organizations

Chile

Participating stakeholders	Sectors represented
Servicio Electoral de Chile (Servel) UNDP Chile Google Meta TikTok X Fundación Ciudadanía Inteligente Fast Check Malaespina Observatorio de Datos de la Universidad Adolfo Ibáñez Consejo Nacional de Televisión (CNTV) Asociación Nacional de Televisión (ANATEL)	Electoral management bodies, non-governmental organizations, civil society organizations, technology companies/platforms, academic institutions, media organizations

Ethiopia

Participating stakeholders	Sectors represented
The official launch of the NAC in Ethiopia is still pending. The preliminary report commissioned by the UNDP country office recommends that the NAC comprise the following: National Election Board of Ethiopia (NEBE), political parties, development partners, including UNDP media organizations, civil society organizations and tech companies. The NAC should involve a broad range of stakeholders, including the private sector, academic institutions, social media service-providing companies, social media influencers, fact-checking groups, youth and women associations, and community and school media clubs. New faces and politically impartial and independent individuals must participate to gain public trust.	

Zambia

Participating stakeholders	Sectors represented
Ministry of Information and Media Independent Broadcasting Authority Zambia Information and Communication Technologies Authority	Government, electoral management bodies, non-governmental organizations, civil society organizations, media organizations

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