

Everyday Peace Indicators (EPI) & People in Need (PIN)

Mostar, Bosnia and Herzegovina

Research Overview

Nearly 30 years after the Bosnian War, how do residents of the city of Mostar, Bosnia and Herzegovina gauge their progress towards peace? In order to answer this question, EPI researchers collected more than 2,200 everyday indicators of “peace” (*mir*) and “life together” (*zajednički život*) in seven communities (*mjesne zajednice*) across Mostar between December 2021 and February 2022. The indicators were coded and analyzed to identify patterns across rural and urban Mostar neighbourhoods, genders and age groups (adult vs. youth). The study was undertaken as part of the project *Mostar – Spaces to Activate and Rejuvenate*, funded by the UK government and led by People in Need (PIN).

Research Team

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Indicator Collection

Indicator data was collected between November 2021 and February 2022 using the standard EPI methodology. The research team worked in seven Mostar communities (official *mjesne zajednice* or MZs). In each, EPI carried out three focus groups (men, women, and youth) with a diverse cross-section of local residents. Each focus group was comprised of 10-15 people with *varying* levels of education, types of employment, duration of time lived in the city and neighborhood,

and degrees of community engagement. In each focus group, community members discussed the signs they use to judge whether they are *more* or *less* at peace or whether there is *more* or *less* life together in their MZ. After each focus group, EPI facilitators extracted a long list of indicators from their notes and transcripts. Researchers then worked with residents to verify and rank the indicators. First, the original focus group participants reviewed their lists and modified, eliminated or added indicators. Next, additional community residents joined the participants and each person cast 15 votes for what they saw as the most important indicators of peace and life together. Voting was anonymous, but women, men, and young people had different colored stickers, which allowed researchers to tally each subgroups' votes. Focus groups and verification sessions yielded 270-365 indicators per MZ (130-190 indicators each for peace and life together). Voting sessions generated a short list of the most meaningful and/or representative indicators, in terms of total votes and votes by demographic subgroup.

Indicator Analysis

Indicators were jointly analyzed by a team of Brandeis University-based researchers and the Mostar field team. During the first stage of analysis, the indicators were compiled, cleaned, and grouped into broad categories. The team used an inductive approach, drawing on anecdotes from indicator collection and a granular understanding of on-the-ground dynamics, to identify patterns and develop broad categories. Some categories referred to specific actors or phenomena, such as 'motor vehicles', whereas others reflected broader themes, such as 'security'. Broad categories were subsequently refined and divided into sub-categories. This was codified in the form of a codebook, containing 23 categories, each with multiple sub-categories, and specific examples. Coders based in Boston and Mostar conducted concurrent coding to ensure that the codebook was defined well enough to allow other team members to code the everyday indicators with limited external guidance. Each coder involved in this project coded all lists, and the Research Coordinator cross-examined coding discrepancies. Thus, it was not necessary to derive inter-rater reliability scores.

During the coding process, each indicator was assigned up to two identifying codes (categories or subcategories). Since most indicators were assigned two codes, this allowed for an analysis of correlations between categories. Based on category-level codes, all indicators were subsequently grouped into the six dimensions used across EPI projects. For each indicator, vote counts were used to calculate an "importance score" (IS).¹ Based on importance scores and codes, the team

¹ This score is based on the number of votes an indicator gets multiplied by the total number of indicators being voted on in that community, divided by the total number of votes cast in that community. This provides us with a standard score that can be compared across communities. Because we have different numbers of indicators and different numbers of people voting for them, it is impossible to equate 15 votes in one community with 15 votes in another. An indicator may get more or fewer votes because it is less valued by a community, but it also may get more or fewer votes because there are more or fewer indicators to choose from or more or fewer people participating

then analyzed the relative importance of each category and each dimension within and across the eight communities. The analysis informed EPI's Report on Findings and Recommendations for PIN [the contracting agency], finalized in March 2022. A refined version of the analysis was the basis for the article entitled 'After War Ends: Aid Paradigms and Post-conflict Preferences' (under review as of November 2024).

Limitations

The categories and subcategories contained in this codebook were developed inductively, using data gathered at a particular historical moment in a relatively small number of communities. Specifically, data was gathered in seven *mjesne zajednice* (MZs) out of a total of 43s MZs in Mostar and 6,141 MZs in Bosnia & Herzegovina. Thus, the indicators and their associated codes may not reflect the full range of everyday understandings of peace and life together in Mostar or Bosnia & Herzegovina. Although they provide rich insights into how the participants conceptualize peace and life together, but do little to explain where these ideas come from or how well they map onto their everyday lives. To understand why the top indicators are important, EPI ran a community research project in 2023-2024 in each of these seven communities producing a wide range of 'photo stories' that are available in local language and English (<https://epimostarphotostories.com/>).

in the voting process. Our normalized weighting procedure gives us a measure of the actual proportion of the vote an indicator receives (**A**) relative to the expected proportion an indicator would receive if the indicators were valued equally (**E**). Each importance score, therefore, equals **A/E**. All results comparing communities to each other are weighted using these scores, separately for peace and life together indicators.

Codebook for Everyday Indicators – Mostar EPI & People in Need

*** November 2024 ***

This document includes 23 categories that were used to classify the collected everyday indicators of peace and ‘life together’ (*zajednički život*). While most indicators fit into multiple categories, they are coded into a maximum of two categories or sub-categories to limit the complexity. Each category consists of a definition, examples and any subcategories. The examples listed under each category are illustrative and do not constitute an exhaustive list.

Coding Instructions

Categories and sub-categories: Most categories are further disaggregated into sub-categories. It is possible however that indicators do not fall into one of the existing sub-categories. For example, the indicator: “There is enough lighting on the streets so that young people can play in the evening” falls under Category 3: Public Spaces, however it does not fit cleanly under any of the sub-categories. When this happens, the indicator is coded as follows: (3) instead of (3.1) or (3.2). etc. The same coding is followed for categories with no sub-categories.

Levels of meaning: When assigning an indicator to categories and sub-categories, the coders considered the surface-level and underlying categories in which the indicator may belong. Certain indicators may relate to the reference or mention of a category and certain categories may relate to the reference or mention of a particular issue, institution, or concept (for example: Government, Religion, Youth). Other indicators and categories are more conceptual and refer to a deeper concept (for example: Personal Value or Tranquility/security). Many of the indicators may fall into multiple categories, and different categories include different levels of meaning.

Definition of levels: In defining the following categories and sub-categories, there are multiple levels on which indicators can operate. First is the city-wide level, which includes the entire city of Mostar. The next level is the community (*mjesna zajednica*, lit. local community), which is the officially sub-divided political and social area of the city in which the research was conducted (E.g. Blagaj, Podhum, etc.). Below the Community is the Group level. Groups can be based on many things (religion, ethnicity, gender, age, sports teams, socio-economic status, etc). Beneath the Group level is the Household, which includes all members of a family living in one dwelling. Extended members of the same family would be considered a different Household. Lastly is the individual level. This level deals with all indicators which describe actions, beliefs, or feelings of individual people, as well as 1:1 interactions between individuals.

Indicator Categories

Category 1 Integration and Acceptance

Definition: Indicators that demonstrate or refer to everyday signs of integration, cooperation, respect, and equal treatment between different groups (age, race, religion, ethnicity). These can be shown in public activities or private expressions on the individual or group level.

Examples:

- “Associations are not only Bosniak, Croat or Serb, but work for everyone” can be coded as 1 or under Category 9: Government as 9.7 Citizens associations.
- “Tournament organizers suspend those teams that commit violent and provocative incidents during and after sports tournaments” can be coded as 1 or under Category 12: Sport as 12.4 Inclusion.

Sub-categories

1. Personal Value: Includes any indicators that refer to understanding or respect of an individual’s worth as a person or to restoring value and human connection to a member of another group, ethnicity, or religion. Indicators in this sub-category should recognize either the individual relationship or a belief about the wider community.
2. Political: Any indicators that deal with group level or wider political coexistence or acceptance. Any indicators that refer to political interactions (coexistence) between individuals should be coded under Category 9 Governance as 9.5 Political Coexistence.
3. Social: This sub-category is for indicators that refer to any actions or expressions of acceptance and integration on the social level. This sub-category should not be confused with 6.2 Personal relationships. While similar, this sub-category is about social trends and not group or personal relationships.

Category 2 Tranquility/security

Definition: Included are any indicators related to physical security as well as physical dangers and threats, both real and perceived. As well as the direct experience of such threats or the absence of said emotions or experiences. This category also includes indicators that refer to the safety and ability to move in public spaces inside or between communities.

Examples:

- “When you are in need, you can count on the help of the authorities, not just friends” can be coded as 2.1 Safety or 2.2 Confidence but can also fall under Category 5: Police as 5.3 Interactions.
- “There is no fear of crossing to the other side of Mostar (east or west)” can be coded as 2.3 Movement.

Sub-categories:

1. Safety: Indicators related to real physical security, physical dangers, or threats to an individual or group within or outside the community. Includes indicators relating to fear of various threats to physical safety, as well as the direct experience of such threats.
2. Confidence: Not that different from sub-category 2.1 Safety. However, it references the feeling of confidence and safety as well as perceived threats to physical safety to an individual or group within or outside the community.
3. Movement: This narrow subcategory only includes indicators related to the willingness, ability, or comfort to move within or between communities within Mostar or the process of moving between said places. Not included are leisure activities such as walking in the park.
4. Technology: A very narrow subcategory that only includes technology (such as security cameras) that is used to help increase security.

Category 3 Public Space

Definition: This is the category for all indicators that mention the usage of publicly accessible spaces by private citizens for either public or private events. This includes religious festivals, cultural events, private usage, and political demonstrations. The usage can be either by a community member or individuals from outside the community. Indicators that deal with the construction, maintenance, or damage of said spaces should not be included in this category.

Examples:

- “You sit down for coffee at a coffee shop anywhere in town” can be coded as 3.3 Comfort or under Category 2: Tranquility/security as 2.1 Safety.
- “The city pool again has a diving board” can be coded as 3 Public Space or 3.8 Condition but also under Category 17: Infrastructure as 17.2 Public Spaces.

Sub-categories:

1. Open Spaces: Indicators that deal with the non-organized/spontaneous use of parks by private individuals or groups. This can include political demonstrations, individuals walking through a park, individuals selling goods in the public square, etc. NOT included are any planned or organized activities, those should be coded under 3.7 Activities.
2. Public Ownership: Indicators that discuss the level of ownership and commitment that community members have to their community. An ambiguous sub-category, this is really for any indicator that is used to measure how much people care about their surroundings
3. Comfort: Specifically refers to indicators revolving around the sense of comfort or ease that private citizens (individual or group level) have with using or being in public spaces throughout the city.
4. Integration: This subcategory refers to indicators discussing the perceived comfort level of individuals and groups of different ethnicities and religions in using a public space. Also included are indicators that deal with representation of different individuals and groups in activities that occur in public spaces.

5. Use of outdoors: Indicators that discuss the use of natural spaces (e.g., national parks, the river, forest, yards etc.). NOT included are city parks, roads, etc.
6. Historic cultural monuments: References any indicator that discusses historical monuments of cultural importance within the city. (e.g. *Stari Most*)
7. Activities: This includes any organized activity that will use or be located in a public space. The activities can be sponsored, planned, or run by either private citizens, local NGO's, citizens associations, or the local government.
8. Condition: Includes indicators that discuss the physical condition and construction of public spaces.

Category 4 Criminology and Legal Enforcement

Definition: This category will include all indicators that mention the judicial system or legal crime prevention. The most common indicators in this category are about fines and judicial judgments, although mention of state reactions to organized crime or corruption fall under this category as well. This could include, but is not limited to, racial provocations, hate crimes, illegal gambling, drug-based crime, and other illegal activities. It can also include “sanctions” handed out by clubs or groups to their own members. This is NOT the category that will be used to reference instances of government corruption.

Examples:

- “Uneducated newcomers do not get jobs for which they are not qualified” can be coded as 4.2 Corruption.
- “The tenants may freely warn young people not to disturb the public order and peace without worrying if someone would break everything (their property).” can be coded as 4.3 Non-Violent Crime.

Sub-categories:

1. Sport & Hooliganism: Any laws, sanctions, or crimes related to, or occurring during, sporting events or activities such as hooliganism. They can be committed by community members or external actors located within the community.
2. Corruption: Indicators that deal with corruption. This includes actions undertaken by political officials and members of political parties. Also included are indicators that discuss economic corruption by businesses and individuals.
3. Non-violent Crime: This sub-category included any crimes committed by community members or other individuals located inside the community. This is a wide-ranging sub-category for generalized non-violent crimes.
4. Violent Crime: This specific sub-category only includes violent crimes committed against the body of another person, by community members or other individuals located inside the community.

Category 5 Police

Definition: Category 5 includes any indicators that mentions any actions of, or reactions to the local Mostar Police or national Police forces. This code should be used in any situation that mentions or refers to the presence or involvement of the police, regardless of what other additional categories the indicator may fall into. The general category “Police” should be used for indicators that reference the military in some way but do not fall into any of the other sub-categories. This category should be used first before assigning an indicator to another category.

Examples:

- “Police do not spend nights at the bookmaker” can be coded as 5.1 Accountability
- “The police do their job and walk around the local community” can be coded as either 5 or 5.3 Accessibility.

Sub-categories:

1. Accountability: Includes any indicators that deal with how responsive the police are to members of the public. Indicators referencing corruption and anti-corruption efforts are included in this category. Additionally, any indicators discussing communications (verbal, written, and electronic) between the police and a non-government individual or group are included.
2. Interactions: This sub-category references indicators that describe regular police duties in the community and the relationships between police officers (and the department as a whole) with private citizens and groups. Also included are any indicators which deal with communications between the police and community members.

Category 6 Social Relations

Definition: Category 6 encompasses all indicators that reference or discuss personal relations between two individuals or groups. This includes inter and intra group relationships, cross group (or community wide) activities, and indicators referencing group-based identity in relation to other groups. This category is mostly used for indicators on the individual/1:1 level, but it also includes references to feelings held by individuals against other groups.

Examples:

- “The Black Friday line is no longer than the line of protesting” can be coded as 6.4 Activism.
- “Love knows no nationality” can be coded as 6.2 Personal Relationships

Sub-categories:

1. US v THEM: Any indicators that deal with current feelings of antagonism towards members of a different group.
2. Personal relationships: Refers to indicators that discuss personal relationships between individuals. These can be romantic or business relationships, as well as friendships. It is however 1:1 or small group and NOT on the larger group/community level.

3. Social Trust: This sub-category is used for any indicators that deal with a community's social fabric and the general level of trust between all community members.
4. Activism: Any indicators that refer to activism or related activities that community members undertake in the community or wider city.
5. Technology: This sub-category refers to any indicators that discuss the impact of technology on inter-group relations. NOT included are private (single individual) usages of technology.
6. Inter-generational relations: Includes any interactions between members of different generations.
7. Immigration: This subcategory should be used to code indicators referring to the process of immigration, immigrants/migrants, or the reaction of local community members to immigrants within the community.
8. Language: Indicators related to language use (e.g. speaking, learning, or instruction), or to political policies and community practices regarding language. This can also include signage and other public use of language.
9. Ethno-religious identity: Includes indicators that deal with the intersectionality between the ethnic and religious identity of local individuals and groups in relation to others
10. Social Support: This subcategory includes indicators that discuss planned and spontaneous activities that are organized by individuals to support neighbors, family, friends, or community members. NOT included are activities planned and run by the government.
11. Cooperation & Coexistence: Any indicator that refers to relationships as well as the level of, and ease of, interaction between two members of the local population.
12. Neighbor Relations: This specific sub-category only includes indicators that specifically discuss the relationships or interactions between two or more neighbors.

Category 7 Legacies of war

Definition: Indicators that address the physical destruction and other wartime effects, as well as reflections, perspectives, remembrances, and memorializing of the 1990s conflict and violence. This includes both personal as well as institutional or large-scale memory and memorialization efforts. This category includes both the desire to remember or to honor the memory of past experiences (such as through statues, ceremonies, remembrance days, etc.), as well as the need to educate the youth.

Examples:

- “In each neighborhood there is a memorial room / museum of aggression as a memory of the suffering of neighbors” can be coded as 7.1 Memorialization.
- “There are organized visits to different schools by the memorial room” can be coded as 7.3 Education or under Category 19: Education as 19.3 School inclusiveness.

Sub-categories:

1. Memorialization: This includes all indicators related to the remembering or memorializing of the conflict and violence. This includes both personal memories as well as institutional or group-level efforts. E.g., personal shrines, memorial plaques, monuments, museums, memorial celebrations to individuals or actions. These are all organized activities dealing with past events or people.
2. Returns: Indicators that discuss the individuals, families or groups who return to their homes and communities left due to the war. Not included are indicators referring to returns due to other reasons.
3. Education: Any formal or informal educational activities or efforts related to educating community members on actions taken or events from the war.
4. Truth telling: Similar to code 7.3 Education, this sub-category deals with efforts to increase and spread factual understanding of events related to the war. These can be conducted by community members, public officials, or international/national NGO's.
5. Reconciliation: Includes all indicators that relate directly to the process of transforming relationships between former enemies in which those who caused harm (perpetrators) acknowledge wrongdoing and offer a sincere apology, and those who were harmed (victims) let go of anger, resentment and the desire for revenge and offer forgiveness.
6. Intergroup: Any indicators that reference wartime intergroup memories, hatreds, relationships.
7. Infrastructure: This narrow sub-category refers specifically to any buildings or objects damaged in the war. These can be public, military, or privately owned buildings.

Category 8 Nationalism

Definition: A category that covers indicators which deal with nationalism, individuals who perpetrate nationalist agendas through words or action, the effects of nationalism on communities, and all actions undertaken to deal with it and potentially reverse its negative effects.

Examples:

- “Herceg-Bosna flags are not used as a message that Bosniaks are not welcome” should be labeled under Category 8: Nationalism as 8.5: Political symbolism
- “The national representatives of all three nations do not produce fear among the people in order to stay in power.” under Category 8: Nationalism as 8.4: Politics

Sub-categories

1. Effect: This narrow category deals solely with indicators that refer to the effects of nationalism on individuals and the wider community. NOT included are any indicators that deal with the acts themselves, efforts to mitigate the effects, the individuals that carry out the actions.
2. Punishment: Any laws, sanctions, or crimes related to nationalism or related activities. Use this code even if the action occurred during a sporting event. It is important to isolate these indicators and create a clear category for them.

3. Sports and hooliganism: Indicators that discuss nationalistic activities that are undertaken during a sport game or activity, in/via a sports fan club, or by a sport player.
4. Politics: Refers specifically to any nationalistic actions undertaken by elected officials while in office or political parties. This subcategory does NOT include any indicators that reference nationalism or nationalistic actions of private citizens or community-based groups.
5. Political Symbols: A narrow sub-category which includes only indicators that discuss political symbols. They can be national (political), ethnic, religious, flags, etc.

Category 9 Governance

Definition: This broad category includes any indicators that mention or refer to politics, politicians, political parties, or other elected representatives. It also includes any activities undertaken by said political groups or individuals as part of their official or unofficial duties. This category does not include public functions, public services, or police.

Examples:

- “There is a telephone for anonymous reporting of irregularities (inspection)” can be coded as 9.4 Accessibility.
- “The Mjesna zajednica commissioner regularly stays and walks through the entire local community and monitors events in the local community” can be coded as 9.6 Mjesna zajednica.

Sub-categories:

1. City politics: This sub-category is for any city-wide political issues and activities, or by city government officials that have an impact on community politics, individual community members, or the community as a whole.
2. Political accountability: References all public and private efforts to combat corruption. Also included are indicators that discuss how elected officials are meant to “work for” the public.
3. Political functionality: Includes all indicators that discuss the daily functioning, or lack thereof, of government services. NOT included are indicators dealing with corruption.
4. Accessibility: Accessibility of public authorities. But this subcategory only references the level of accessibility of publicly elected officials when operating within their official duties.
5. Political coexistence: Specifically, indicators that discuss the cooperation between two or more politicians or political groups.
6. Mjesna zajednica: All indicators that reference the Mjesna zajednica. As well as the commissioner and his/her activities, potential corruption, interactions with community members, etc. Also included are indicators referencing appointing the commissioner.
7. Citizens’ associations: Includes any indicators that involve the citizens’ associations in any way. This includes their formation, meetings, activities, leaders, interactions with local officials, etc.

8. Access to public funds: This sub-category references local the ability of local citizens and officials to access public funds provided by state, national, and international government authorities for public projects. This does NOT include indicators referencing corruption and theft of public funds.
9. Political parties: This subcategory is for indicators that mention the existence of political parties and an individual's membership in a political party

Category 10 Social Programs / Social Services

Definition: This is a broad category that will include all indicators that mention public facing government programs and public services. Many, if not most, of these indicators will also be coded under other categories, such as Category 9: Governance if the indicator is related to government funding or refers to individual political actors or Category 16: Drugs & Alcohol if the indicator is about public drug rehab or prevention programs.

Examples:

- "People have good pensions" can be coded as 10.1 Pensions.
- "The city directly, in the long run and systematically helps social cases in the form of accommodation (housing)" can be coded as 10.3 Housing.

Sub-categories:

1. Pensions: All indicators referencing public pensions. This can include the access to, fairness of, or exclusion from said pensions. NOT included are indicators that discuss what individuals do with their pension funds once they are paid out by the government.
2. Unemployment: Any indicators that discuss unemployed individuals or unemployment services provided by the government.
3. Housing: Any indicator that refers to publicly supplied housing OR to public funds distributed as housing subsidies. NOT included are indicators referencing private housing that is not subsidized by the government.
4. Public information: Refers to the provision of important information by the local or state government officials and bodies to citizens. (E.g., state tv, local municipal websites, posters, publicly accessible town council meetings)
5. Retirees: This subcategory should be used to code indicators that discuss retirees, retiree centers, or activities and organizations that serve retired individuals. Indicators that discuss pensions should be code under 10.1.
6. Public utilities: All indicators that refer to or discuss the quality, provision, or lack of public utilities (e.g., power, internet, water, snow removal, etc.)
7. Animals: Includes all indicators that refer to stray, domestic, or wild animals in public spaces. This includes government services aimed at helping or removing the animals. Additionally, any indicators that reference the animal's health or interactions with community members should be included in this sub-category.

Category 11 Socializing

Definition: This category includes all indicators referring to instances when two or more people socialize together either in public or private settings. These can be organized events put on by the local government, NGO's, community associations, or simply spontaneous meetups between friends. Also included are indicators that discuss private relaxation by individuals, no matter where it occurs (in a park, in a home, etc.). Lastly, indicators that deal with any form of non-work social interaction between friends can be included.

Examples:

- “There is a cafe in Podhum named Fronta where people get together” should be coded as 11.1 Cafes and Space
- “The events that the city of Mostar organizes attracts people from one side and the other.” 11.2 Social

Sub-categories:

1. Cafes and Space: Indicators that discuss unofficial gatherings in local cafes or other gathering places, either 1:1 or groups. The important aspect is that they are unplanned gatherings.
2. Social: This subcategory includes indicators that reference planned social events. The events can be located in public spaces, cafes, private homes, etc.
3. Individual Leisure: A narrow sub-category that only includes indicators that discuss individual actions taken by private individuals alone during breaks or "down time".
4. Informal: Includes indicators that refer to unofficial social gatherings of community members. NOT included are indicators that reference Cafes.

Category 12 Sport

Definition: Includes any indicators that discuss sports or games as a form of inter-group contact, routine social activity, or individual activity within the community. This also involves watching sport games live or remotely (e.g. The word cup or a national level football game).

Examples:

- “The city is financing the construction of larger sports fields” can be coded as 12.2 or 12.3. It also could fall under Category 17: Infrastructure as 17.2 Public Spaces.
- “You don’t look at where you’re going to enroll your child in a sports club” can be coded as 12 Sport. This indicator can also fall under Category 2: Tranquility/security as 2.2 Confidence or under Category 1: Integration and Acceptance as 1.3 Social

Sub-categories:

1. Facilities: Only indicators that refer specifically to physical equipment or locations where sport activities are held. This includes condition, maintenance, construction damage. This does NOT include accessibility.

2. Public support for sport: Indicators that revolve around government support (or lack thereof) for sport within the community. This can include police presence, funding, logistical support, etc.
3. Activities: Any indicator that refers to sports matches as well as the logistical and technical aspects of sport activities (e.g. football / basketball / hiking / etc.). Any indicators that refer to ethnicity and sport should be coded under 12.4 Inclusion.
4. Inclusion: Included are all indicators that discuss the levels of inclusion while playing or watching sport, in a local gym, etc. E.g., indicators that refer to the ability of different ethnicity groups to participate in the same activity without conflict (physical or verbal) or harm (emotional or physical).

Category 13 Media

Definition: Indicators that deal with interactions and issues that arise between private individuals and larger groups with any type of media, including print, television, radio, movies, or social media. Includes both media institutions (newspapers, TV stations) and information that is shared or consumed via media.

Examples:

- “The media doesn’t just carry explosive news, though it does bring clicks” can be coded as 13.1 Traditional.
- “We don’t use social media to ask the council to complete projects” can be coded as 13.2 Online or under Category 9: Government as 9.4 Accessibility.

Sub-categories

1. Traditional: Included are all indicators discussing private or state-owned media companies, their actions, and how they interact with individual private citizens, groups, or the entire community.
2. Online: This sub-category refers to any online media produced by private citizens or groups of private citizens (e.g. blogs, social-media, etc.). NOT included are any media products (even online) produced by Media companies (both private or state owned).

Category 14 Religion

Definition: Any indicators relating to the practice or institutions of religion within the city of Mostar. This category includes indicators referencing religious leaders and places of worship (temples, mosques, churches). It also includes the ability to conduct and participate in specific religious practices, such as praying or wearing religious attire. The category also includes any indicators that involve religious inter-community interactions.

Examples:

- “Other religions are taught in schools” can be coded as 14.1 Religious education or under Category 19: Education as 19.4 School inclusiveness.
- “Believers also help members of other faiths” can be coded as 14.2 Interfaith relations or in Category 6: Social Relations as 6.12 Neighbor Relations.

Sub-categories:

1. Religious education: This sub-category is used to code any indicators that discuss formal or informal religious educational activities. These activities can be in a religious institution (church, mosque, temple, etc) or privately in a household or similar situation.
2. Interfaith relations: A very narrow subcategory of indicators that refer to activities or incidents where two or more individuals or groups of different religious faiths interact with each other during a religious activity.
3. Religious beliefs and practices: Any indicator that deals directly with the holding or practicing of religious beliefs by either an individual or groups from within or outside of the community.
4. Religious buildings: A narrow sub-category of indicators that only refer to the location, construction, maintenance, or condition of physical religious buildings within the community.

Category 15 Youth

Definition: Any indicators directly involving children or youth (under age 24 years old) as a group or individually. This does not include indicators related to education unless there are direct references to youth.

Examples:

- “The goals are quality and solid and do not fall on children” can be coded as 15.2 Infrastructure or under category 12: Sport as 12.1 Facilities.”
- “A college-educated young person does not pick peaches from private individuals for a living” can be coded as 15.4 Livelihoods or under category 20: Business as 20.5 Youth Employment.

Sub-categories:

1. Engagement: Any indicator that refers to activities (both formal and informal) with the goal to increase constrictive youth engagement and involvement within the community.
2. Infrastructure: This refers to the social and community structures that are in place to support local youth.
3. Livelihoods: Any indicator that deals with any income generating activities that youth participate in. This includes formal youth employment opportunities and informal small-scale activities.
4. Inclusion: Any indicator that deals with increased cooperation and interactions between youth from different ethnicities, groups, ages, religions, etc.
5. Parenting: This subcategory should be used for indicators discussing parenting. Not included are indicators where parents are directly "teaching" their children. Those indicators should be coded under 19.5 - Family-Based education.

Category 16 Drugs & Alcohol

Definition: Indicators that deal with the usage, prevention, and aftermath of illicit drug and alcohol usage within the community as well as by outsiders who enter the community.

Examples:

- “Drug addicts were sent to rehab” can be coded as 16.3 or under Category 10: Social Programs / Social Services as 10.2 Drug Rehab.
- “There are no drug dealers in the Mahala” can be coded as 16.1 Prevention or 16.2. Policing

Sub-categories:

1. Prevention: Indicators that discuss any proactive measures (public or private) aimed at preventing or limiting the production, usage, movement, or sale of illicit drugs and alcohol. This could include policing, trainings, passage of laws, etc.
2. Policing: This sub-category refers to any formal (police, government, citizens group, or NGO) and informal (private/family) efforts to stop the illicit production, movement, sale, or usage of drugs and alcohol within the community.
3. Rehabilitation: Refers to indicators dealing with formal and informal efforts at drug and alcohol rehabilitation of community members.
4. Usage: For indicators that discuss the consumption of drugs and alcohol as well as the needed equipment. Also included are general references to drug addicts.
5. Drug rehab: Indicators that refer directly to drug rehab programs funded, planned, or run by the local, state, or national government within the community. NOT included are any indicators that reference private measures to address drug rehab programs.

Category 17 Infrastructure

Definition: This category will include all indicators that refer to the construction of, use of, or changes to, infrastructure. Including, but not limited to the building, maintaining, or damaging of buildings, bridges, parks, and roads.

Examples:

- “It [the community] has facilities for young people to stay outdoors, e.g. playgrounds” can be coded as 17.2 Public Spaces or under Category 15: Youth as 15.1 Engagement or 15.2 Infrastructure.

Sub-categories:

1. Roads: This refers to the use of and construction & maintenance of or any damages to roads, paths, or signs within the community.
2. Public Spaces: This refers to the use of and construction & maintenance of or any damages to public spaces. Including parks, houses of culture, government buildings, and utility facilities.
3. Public Lighting: Any indicators that discuss the existence, maintenance, or condition of public lighting on roads, walking paths, or on public buildings.

4. Buildings: Use this sub-category to code any indicators that specifically refer to the construction, maintenance, or condition of buildings. It is NOT for indicators that discuss the usage of these buildings.
5. Property Ownership (Land) - Indicators that mention or relate to the current and historical ownership or possession of land. This should include the acquisition or displacement from land, land ownership, land occupation, land release or restitution, resettlement, and housing. ‘Housing’ includes references to owning a house, and not including housing assistance, quality of housing, or access to housing.
6. Water/agriculture: This subcategory includes all indicators that reference irrigation systems or public structures that assist with agricultural activities

Category 18 Environment

Definition: Any indicators that refer to or mention the environment. This includes, but is not limited to pollution, littering, public or private projects that focus on environmental projects, and any authorities responsible for maintaining environmental integrity.

Examples:

- “Houses along the Neretva do not discharge wastewater through a pipe directly into the Neretva” can be coded as 18 Environment or 18.2 Waste Prevention.
- “There is a phone number where environmental issues can be reported” can be coded as 18.1 Waste management services or potentially under Category 10: Social Programs / Social Services as 10.6 Public Utilities.

Sub-categories:

1. Waste management Services: This sub-category refers to public waste collection & management activities, water purification, and the management of these operations.
2. Waste prevention: This refers to both public and private efforts to stop or prevent the degradation of or damage to the local environment (both land and water natural resources) by individuals, groups, or companies.
3. Environmental Restoration: Any indicators that refer to public or private efforts to clean, revitalize, or restore the local environment (both land and water natural resources).

Category 19 Education

Definition: This category includes all indicators that mention the existence, quality and general use of education, primary schools, literacy, training, and higher education in the entire city of Mostar. Many of these indicators will also be coded under other categories. For example: Category 15: Youth if the indicator falls into the wider lives of local youth, or Category 22: Gender if the indicator relates to any female based educational activities.

Example:

- “The nearest primary school has over 50% of children from the local community” would probably be coded as 19 Education or 19.3 School inclusiveness. It could also be coded under Category 1: Integration and acceptance

- “There are free craft courses (potters, chimney sweeps, locksmiths, etc.) for unemployed youth” can be coded as 19.2 Non-school based education.

Sub-categories:

1. Technical schools: Any indicator that specifically references vocational, or non-traditional, school activities or institutions.
2. Non-school based education: This sub-category includes all community level that takes place outside of the school
3. School inclusiveness: Refers to indicators addressing the level of diversity, inclusiveness, and integration in school regarding ethnicity, gender, age, religion, disability, etc. This includes all students, faculty, and staff.
4. Student activities: Indicators that discuss activities in and out of the classroom that were planned by the school for the benefit of the students.
5. Family-based education: Any indicators that refer to non-formal, family-based education, within the home.
6. School Behavior: This subcategory is only for indicators that mention the behavior of students while in school.

Category 20 Business

Definition: All indicators related to formal private business issues. This includes business operations, integrated employment, the reliability of business services, and the level of integration within businesses, etc. Also included in this category are indicators that reference any informal income generating activities. This category does not include any indicators for public funds or activities conducted by public bodies.

Examples:

- “Tourist guides from the west do not say that food should not be bought in the Old Town because they will be poisoned” can be coded as 20.6 Small Business or 20.7 Truthfulness & Safety.
- “If you are a Bosniak, you can work in a company with an owner who is a Croat” can be coded as 20.1 Inklusivity or possibility under Category 1: Integration and Acceptance.

Sub-categories:

1. Inklusivity: Indicators that refer to the acceptance of both a diverse clientele and workforce. Also, how comfortable members of different ethnicities, genders, religions, etc. feel working at or patronizing a business.
2. Hiring & Employment: Indicators that deal with the staff management, hiring policies, trainings, and general employment.
3. Worker’s protection and rights: This sub-category only includes indicators that reference or are related to laws, norms, and actions that are designed to protect workers.
4. Tourism: Indicators that reference the tourism industry as a source of economic development, growth, or income source as well as the industry as a sign of greater interaction or social relationships between communities.

5. Youth employment: Any indicators that discuss youth involvement in income generating activities.
6. Small businesses: Indicators related to the starting or operating of small-scale businesses (e.g. individual traders, small shops, etc). Indicators should only be coded with this sub-category if they reference an economic aspect said small businesses.
7. Migration: This includes indicators that discuss individuals leaving Bosnia due to lack of economic opportunities
8. Livelihoods: Indicators that discuss a household or individual's financial security.
9. Tourism: Indicators that reference the tourism industry as a source of economic development, growth, or income source as well as the industry as a sign of greater interaction or social relationships between communities.

Category 21 Motor Vehicles

Definition: This category includes any indicators that refer to the ownership, maintenance, operation, and legislation of privately and publicly owned vehicles. Also included are indicators that discuss the importance of motor vehicles to the health, living conditions, etc of the community.

Examples:

- "Parking is free for people living in the local community" would be coded as 21.1 Parking
- "There is enough space for pedestrians to walk unhindered down the street, not like in the Port because of the parking lot" would be coded as 21.3 Pedestrian Safety

Sub-categories:

1. Parking: Indicators that deal with the location, quantity, usage, creation, price, etc. of public parking spaces within the community.
2. Traffic: Included are indicators that discuss traffic laws and traffic police as well as any reference of motor vehicles when not on private property (such as driveways).
3. Pedestrian Safety: This subcategory includes indicators that reference pedestrian safety. This is meant to only include indicators that specifically reference pedestrians and NOT general motor safety.
4. Public Transport: Any indicators that reference the availability, quality, and usage of public transport. This includes any form of transport run by the city or state government such as city bus lines and trains.

Category 22 Gender

Definition: Any indicators that mention or relate to gender, including gender equality, relationships, and various types of gender-based violence both structurally and individually.

Examples:

- “The media makes stories about old recipes (ajvar, bestilj) with old women from the community” would be coded as 22.4. It would also be coded under Category 13: Media, 13.1 Traditional
- “Adult women sit outside on benches and talk” would be coded as 22.3 since the indicator deals with the comfort level of women using the park. It would also probably be coded under Category 3: Public Spaces as 3.1 Open Spaces

Sub-categories:

1. Gender norms: Indicators that reference individual or group wide ideas of how men and women should act and what they should or should not do.
2. Gender based violence: All indicators that mention violence against women. This should include domestic violence and husbands and wives fighting or harassment in the streets, at school or anywhere else. Also included are indicators mentioning forced marriage and child marriage. If the coder believes that the community perceives an indicator refers to gender violence, then it should be coded as such. However, if this is not clear, it should be discussed with additional program staff OR only under the gender roles sub-category.
3. Safety and comfort: Indicators that discuss the internal (self-perceived) safety and comfort of local women and girls to go about their daily lives in a normal manner.
4. Gender based activities: Indicators that mention gender qualifiers (male/female, boy/girl. Man/woman, etc) in reference to public or private activities.

Category 23 Health

Definition: This category includes all indicators that mention the health of community members, local or city-wide healthcare services, and medical education. Also included are indicators which discuss the construction, use, and condition of medical facilities located within the community. Not included are any indicators that discuss violence or threats to the physical safety and health of community members as well as drug and alcohol usage.

Examples:

- “Parents are not scared of the fact that some people from their neighborhood could drag their children into the world of narcotics” can be coded under 23.3. It can also be coded under Category 16: Drugs & Alcohol, 16.4 Usage.
- “In front of the infirmary in Zalik there are enough parking spots for all patients” should be coded under 23.2 as well as under Category 21: Motor Vehicles, 21.1 Parking.

Sub-categories:

1. Mental Health: This subcategory should be used to code all indicators that deal with mental health issues or private and public efforts to help these individuals.
2. Medical services: References any indicators that discuss the provision and quality of publicly accessible emergency as well preventative medical services. This also includes indicators that discuss the administration of said facilities.
3. Youth Health: This sub-category is for any indicator that references the maintenance, improvements, or damages to the health and quality of life for local youth.

4. Education: This subcategory is for all indicators that discuss medical education and learning by private citizens or by doctors and nurses.
5. Physical fitness: A narrow subcategory for individual activities, like running, that community members do to maintain or improve their physical fitness. Not included are group sports.
6. Disabilities: This is for all indicators that revolve around disabilities. This includes publicly supplied accommodations for individuals with disabilities. (e.g., access ramps, elevators, daily centers, educational accommodations, etc.), individual attitudes towards people with disabilities, etc.