

# Codebook for Everyday Reconciliation Indicators – Sri Lanka

U.S. Institute of Peace

EPI/SCORE CARD ACTIVITY

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This document explains 33 categories into which each of the Everyday Reconciliation indicators will be classified. Most categories also have sub-categories to classify into more detail. Most of the time, the indicators will fall into multiple categories. These examples are not exhaustive, there are examples listed by one category here that in practice will fall into multiple categories.

## CODING INSTRUCTIONS:

Categories and sub-categories: Some of the categories are divided into further sub-categories. While you may want to further refine by assigning an indicator to a sub-category, you may also find an indicator that fits into the broader category only. Each category and sub-category has been assigned a code. For an indicator that only fits into the broader category, assign only that broader code (Example: an indicator only coded as ‘Agriculture’ would get the code ‘AG’). For an indicator that fits into a specific sub-category, it should receive the sub-category code (Example: an indicator coded as ‘Agriculture’, in the sub-category paddy cultivation, would get the code ‘AG:pad’).

Levels of meaning: For each indicator, consider both the surface-level and underlying categories into which the indicator may fall. Certain categories relate to the reference or mention of a particular issue, institution or concept (for example: Agriculture, education, military). Other more conceptual categories refer to deeper meaning of an indicator (for example: respect, representation, freedom of expression). It is likely that many of the indicators will fall into multiple categories, and that different categories will match different levels of meaning.

Flagging contradictory indicators: Some indicators may be ‘contradictory’ (see two different criteria below) and should be flagged for further discussion and analysis later. For these, a category called ‘FLAG’ has been created. This should be added to indicators where necessary *in addition* to codes that relate to the substance of the indicator. Indicators that receive this code can be contradictory in two ways:

Indicators that we would expect to be interpreted differently depending on whether they are seen from the point of view of the ‘in-group’ (the ethnic community that developed the indicator) and the ‘out-group’ (a different ethnic community). For example, a Sinhalese community may say that a Muslim giving up their seat on the bus to a Sinhalese person is seen as a sign of respect. However, the Muslim person giving their seat up might see this as a sign of disrespect or oppression.

Indicators that the community saw as contributing constructively/positively to reconciliation but which deviate from the commonly accepted definition of our codes. For example, a Sinhalese community suggests an indicator of reconciliation as ‘Muslims not being able to do business in our community’. Most traditional understandings of reconciliation would say that greater interaction between ethnic groups is a sign of reconciliation rather than greater separation, but the opposite is true from the perspective of this community.

All contradictory indicators should be coded from the perspective of the community that suggested and selected the indicator. So, if a Sinhala community says that Muslims should give up their seats on the bus, that indicator should be coded as ‘Respect’ and then the ‘Flag’ code should be added.

## **INDICATOR CATEGORIES**

### 1. Accountability (ACC)

**Definition:** Any indicator that references or alludes to a process of holding perpetrators of harm responsible. This category should include both accountability for violations that occurred during the civil war as well as other types of political violence (violence carried out with a political motivation) or ethnic violence (violence targeted against a particular ethno-religious group). Accountability for issues related to conflict and political violence can refer to any actor or group and includes accountability processes at all levels: formal, informal, international, national, local, etc.. This category should not include accountability for other crimes and violations unrelated to conflict or political violence, such as sexual abuse, murder, theft, etc. These issues should be coded under the Rule of Law and other relevant topical categories (gender, safety, etc.)

*Sub-category definitions:*

‘Conflict’ includes accountability for violations that took place during the civil war between the LTTE and the Government of Sri Lanka. Includes accountability measures for all conflict actors.

‘Institutional’ includes institutional accountability, or holding large institutions including the state, large companies, or international organizations responsible for past actions.

‘Political violence’ includes accountability for all other forms of organized political violence. This will primarily include violence against Muslims in recent years, or violence related to the JVP in the 1980’s, but may include other forms of political violence.

**Example:**

**Sub-categories:**

- Conflict (ACC:con)
- Institutional (ACC:inst)
- Political violence (ACC:pv)

### 2. Agriculture (AG)

**Definition:** Indicators related to farming (both large-scale/industrial and small-scale/subsistence), animal husbandry, paddy fields, and other forms of tending to or maintaining land or animals.

**Example:** “We are able to rear our own livestock without problems”; “Building irrigation canals from the reservoirs in neighboring areas to the paddy fields so that irrigation is made possible”

**Sub-categories:**

- Animal husbandry (AG:An)
- Irrigation (AG:irr)
- Other types of farming (AG:Oth)
- Paddy cultivation (AG:Pad)

### 3. Economy (EC)

**Definition:** All indicators related to economic issues. Includes economic growth, development assistance and aid, livelihoods, business, and finance (loans, investments, etc). Any general issue related to the economy that does not fall into a specific sub-category should be coded as 'Economy'. The economy category does not include infrastructure development or housing assistance (see separate categories for both of these issues).

*Sub-category definitions:*

'Employment Opportunities' includes any indicator referencing jobs or formal employment. This may include access to jobs, provision of jobs, or starting new industries to generate jobs.

'Foreign aid' includes aid and development assistance from any external/foreign actors, including international organizations (UN, EU, etc); bilateral donors (USAID, DFID, GIZ, etc.); and non-governmental organizations (World Vision, CARE, OxFam, etc). Foreign aid can be both monetary and in-kind (building a school, digging a well, etc).

'Livelihoods' includes ways of providing for the necessities of life that fall outside of formal employment, jobs, or salaries.

'Loans' includes any indicator that mentions loans or micro-finance. This includes access to loans, provision of loans, collection of loan/microfinance payments, as well as opposition to loans and micro-finance services. Includes both formal lending through a bank or microfinance lender as well as informal lending through friends, family, trading partners, etc.

'National aid' includes any social support and development assistance provided by the Sri Lankan state, such as Samurdhi, or by a Sri Lankan NGO that is not part of a larger international network. National aid can be both monetary (grants, loans, Samurdhi payments, etc) and in-kind (school supplies, housing materials, etc).

'Small business' includes all indicators related to starting or operating small-scale businesses (i.e. individual traders, small shops, etc). This sub-category should only be used for indicators that talk about or imply an economic aspect of small business relationships. Any small business relationships that are primarily related to social relations or interactions between communities should instead be coded under Intergroup Relations: Business relationships.

'Tourism' includes any indicators that reference the tourism industry as a source of economic development, growth, or income source. Indicators related to tourism as a sign of greater interaction or social relationships between communities should instead be coded under Intergroup relations: Tourism.

**Examples:** "Training people in this area to work in the milk factory"; "Obtaining samurdhi loans and getting electricity."; "Hospital facilities being provided to our region by foreign countries."; "[Banks] do not ask labourers who come to take loans from banks for signatures of government servants"

**Sub-categories:**

- Employment Opportunities (EC: Emp)
- Foreign aid (EC:for)
- Livelihoods (EC:live)
- Loans (EC:loan)
- National aid (EC:nat)
- Small Business (EC:smb)
- Tourism (EC:tour)

#### 4. Empathy (EMP)

**Definition:** Indicators that relate to understanding or imagining the perspective of another person, or to restoring value and human connection to a former adversary. Indicators in this category should show some sign of ability or willingness to understand a former enemy's suffering and reasons for their actions, or visible signs that one views members of the out-group as complex individuals with the potential for positive interactions.

**Example:**

**Sub-categories:**

#### 5. Equality (EQ)

**Definition:** Everyday signs of equality and equal treatment, regardless of other characteristics (race, ethnicity, region, gender, ability, etc). Equal treatment may be relative to other groups in society, or efforts to reduce differences between groups.

**Example:** "Everybody is treated equally regardless of their Sinhalese or Muslim nationality, in the Kalmunai Ashraff hospital."; "Housing facilities are not given only to the people that government officials want."; "When Muslims from Kumaarapuram stop claiming their rights"; "Police and Army people are not given priority when others are standing in line at hospitals and banks"

**Sub-categories:**

- Affirmative Action (EQ:aff)

#### 6. Forgiveness (FORG)

**Definition:** Indicators that relate to a process of transforming relationships between former enemies in which those who caused harm (perpetrators) acknowledge wrongdoing and offer an apology, and those who were harmed (victims) let go of anger, resentment and the desire for revenge and offer forgiveness.

Sub-category definitions:

'Apology' includes indicators related to or referencing (both directly and indirectly) accepting or acknowledging responsibility for harm caused. This can include both offering apology or otherwise taking responsibility for previous violence or harmful actions.

'Accepting' includes indicators related to or referencing (both directly and indirectly) the process of accepting an apology, of letting go of anger, and/or letting go of the desire for revenge

**Example:**

**Sub-categories:**

- Apology (FORG:apol)
- Accepting (FORG:accp)

#### 7. Freedom of Expression (FEX)

**Definition:** The ability to speak openly and freely without fear of reprisal. Includes indicators related to public demonstration and protest. Indicators related to language should only be coded under this category if they specifically mention feeling free to speak a particular language, or feelings of safety or fear about speaking that language.

**Example:** "Speaking our Tamil language in Sinhala regions without any fear."; "Sinhalese, Tamil and Muslim students protest together in universities"; "After protests happen here, rehabilitated ex-combatants are not called to Colombo and investigated"

**Sub-categories:**

## 8. Mobility (MOB)

**Definition:** Indicators related to willingness or ability to move between different villages or geographic areas, or the process of moving between places. The ‘freedom of’ sub-category includes all indicators discussing peoples’ ability to move where and when they choose, including feeling safe to move to other areas. The ‘bus’ sub-category includes all indicators related to bus travel.

**Example:** “Muslims come to the village for business activities.” “Ability to travel from Kabithigollawa in a three-wheeler after 6 pm.”

### **Sub-categories:**

- Freedom of (MOB:free)
- Bus (MOB:bus)

## 9. Gender (GEN)

**Definition:** Any indicators that mention or clearly relate to gender, including gender equality and various types of gender-based violence.

‘Sexual and Gender-based violence’ sub-code includes all instances of sexual abuse, sexual harassment, or sexual violence, regardless of whether gender is explicitly mentioned. This code also includes gender-based violence that does not explicitly reference sexual violence.

**Example:** “Girls attend classes without being afraid of sexual activities”; “The men of our village do not beat their wives”

### **Sub-categories:**

- Sexual and Gender-Based Violence (GEN:sgbv)
- Gender Equality (GEN:geq)
- Gender Norms (GEN:norm)
- Women-headed households (GEN:whh)

## 10. Healing (HEAL)

**Definition:** Indicators related to individual or collective psychological recovery from trauma and other negative emotional experiences stemming from conflict, political violence, or ethnic violence.

**Example:**

### **Sub-categories:**

- Collective healing (HEAL:coll)
- Individual healing (HEAL:indv)

## 11. Intergroup Relations (INTER)

**Definition:** Any issues related to interactions between different communities or ethno-religious groups.

### *Sub-category definitions*

‘Business Transactions’ includes all indicators where an intergroup or social interaction across communities centers around a business transaction or business relationship.

‘Coexistence’ includes all indicators that mention different ethno-religious groups or communities living or interacting peacefully in close proximity to each other without problems.

‘Cultural Activities’ includes examples of intergroup relations that happen during festivals and celebrations such as weddings, funerals and other parties, as well as the expected social relations at those events such as sharing food, giving gifts, etc.

‘Friendship’ includes examples or signs of friendship between different communities or groups.

‘Food’ includes all indicators that mention or discuss food as a component of intergroup relations.

‘Intergroup contact’ includes any indicators that refer to direct contact, or interaction, with members of different identity groups. Example: “Friendly cricket matches being held annually between the youth of Padaviya and the youth of Kokilai and Pulmudai.”

‘Intergroup cooperation’ includes indicators related to different ethno-religious groups or different communities working together towards a shared goal or providing assistance to each other.

‘Labor’ includes all intergroup interactions that center around labor work, such as carpentry, masonry, etc.

‘Marriage’ includes any indicator related to intergroup marriages or weddings, including intergroup interactions at weddings, attending weddings of other groups, and bringing wedding gifts to other groups.

‘Negative Perceptions’ includes indicators that reflect propaganda, negative stereotypes, rumors, or other negative assumptions about an outgroup community. This category should include both explicit references to stereotypes or rumors as well as indicators that more subtly reflect the content of these stereotypes and rumors and propaganda (i.e. eating food from Muslim shops, boycotting certain businesses, etc).

‘Religious activities’ includes any indicator that mentions a religious celebration that is primarily social in nature, or when the emphasis in the indicator is on social connections rather than religious observance or respect for religious practices.

‘Sports’ includes any indicators that discuss sports or games as a form of inter-group contact

‘Understanding’ includes all indicators that discuss learning or understanding more about a different group. This may include food, culture, customs, etc. Please note that indicators related to understanding the food and cultural activities of a different group should receive both the ‘understanding’ and ‘food’/‘culture’ sub-codes. Does not include learning an out-group language, that should be coded under the Language code.

**Example:** “Sinhalese people take part in festivals happening in the Walathapitiya Kovil.”; “Sinhalese people in our village exchange food with Tamils and Muslims”; “Tamils, Sinhalese and Muslims live in their own areas”; “Muslim children take part in the New Year games held in the village”

**Sub-categories:**

- Business Transactions (INTER:bus)
- Coexistence (INTER:coex)
- Cultural Activities (INTER:cult)
- Food (INTER:food)
- Friendship (INTER:frnd)
- Integration (INTER:int)
- Intergroup contact (INTER:cont)
- Inter-ethnic cooperation (INTER:coop)
- Labor (Inter:lab)

- Marriage (Inter:marry)
- Negative Perceptions (INTER:neg)
- Religious activities (INTER:rel)
- Sports (INTER:sport)
- Understanding (INTER:und)

#### 12. Intracommunity (INTRA)

**Definition:** Indicators that are solely related to issues within the village or mono-ethnic community

**Example:**

**Sub-categories:**

#### 13. Language (LANG)

**Definition:** Indicators related to language use (i.e. speaking, learning or instruction), or to policies and practices regarding language

Sub-category definition:

‘Learning’ includes any indicators that talk about learning or teaching a language, or desire to learn

‘Policies’ include any mention of formalized policies to include different languages or multiple languages.

‘Use’ includes all indicators talking about the ability to use or speak a particular language. This may include wishes for the ability to communicate in one’s own language in different places, or the ability of staff or residents to communicate in one’s own language.

**Example:** “Ability to communicate and work in Sinhala, in the Mullaitivu judicial court”; “Speaking our Tamil language in Sinhala regions without any fear.”; “The fine document is only written in Sinhala”

**Sub-categories:**

- Learning (LANG:learn)
- Policies (LANG:pol)
- Use (LANG:use)

#### 14. Land (LAND)

**Definition:** Indicators that mention or relate to land. Includes displacement from land, land ownership, land occupation, land release or restitution, resettlement, and housing. ‘Housing’ includes all references to housing or owning a house, including housing assistance, quality of housing, or access to housing.

‘Displacement’ refers to issues relating to the forced movement of people. These should be indicators that mention forced movement or displacement from land, property or region but do not refer to land occupation as the cause of displacement (indicators that do mention occupation should instead receive the ‘Occupation’ sub-code.

‘Ownership’ sub-category should include both the purchase and sale of land.

‘Occupation’ includes issues where the occupant of the land is currently contested. This sub-category should also include calls for land release or restitution.

‘Resettlement’ includes indicators that refer to the process of returning after forced movement or regaining land that was involuntarily lost.

‘Settlement’ includes any indicators that related to new people (who have not previously lived there) settling in an area or on particular land. Example: Sinhalese people settle in Tamil areas, to promote co-existence.

**Example:** “Muslims don’t take lands by force in the Deegavapi area.”; “Lands in Ampara still haven’t received their ownership deeds.”; “We are able to build permanent houses for ourselves”; “The land occupied by the Sri Lankan Army should be given back to the Tamils”

**Sub-categories:**

- Housing (LAND:house)
- Occupation (LAND:occ)
- Ownership (LAND:own)
- Resettlement (LAND:rsttl)
- Settlement (LAND:sttl)

15. Media (MED)

**Definition:** Indicators related to 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.

**Example:** “When we do not see WhatsApp messages that say not to go to Muslim shops and do business.”

**Sub-categories:**

- Social Media (MED:sm)

16. Memory (MEM)

**Definition:** Indicators related to remembering or memorializing conflict and violence. This includes both personal memory as well as institutional or large-scale memory and memorialization efforts. This category should include 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 desire to forget painful past memories. The ‘memorialization’ sub-category should include all indicators that mention an organized place or event that should be done in honor of past events.

**Example:**

**Sub-categories:**

- Forgetting (MEM:frgt)
- Memorialization (MEM:mrlz)
- Remembering (MEM:rem)

17. Military (MIL)

**Definition:** Any indicator that mentions any of the Sri Lankan state military forces, including Army, Navy or Air Force. This code should be used in any situation that mentions or refers to the presence or involvement of the military, regardless of what other additional categories the indicator may fall into. The general category ‘Military’ should be used for indicators that reference the military in some way but do not fall into any of the other sub-categories. Multiple sub-categories may be necessary to capture the full indicator. For example, if the indicator talks about the military providing a well, then the indicator should be coded as ‘Military: Sri Lankan Army’, ‘Military: Service provision’ and as ‘Water and Sanitation’.

### *Sub-category definitions*

‘Sri Lankan Army’ includes any indicator that mentions the Sri Lankan army, whether as a group or in reference to individual soldiers.

‘Other Sri Lankan military forces’ include indicators that mention government armed forces besides the army, such as the Navy or Air Force.

‘Presence’ includes indicators that specifically refer to the presence or proximity of military forces (army, navy, or air force). This can include presence as both a positive and a negative factor. Does not include indicators that imply presence (i.e. providing services, opening shops, interactions on the bus) but do not specifically reference the presence or proximity of the military as an issue.

‘Service provision’ includes all indicators that refer to the military providing typically civilian services to the nearby community. For example, providing transport, medical services, cleaning schools, etc. This can be seen as both a positive and a negative factor.

‘Restrictions’ includes all indicators in which the military places a restriction or limitation on the civilian population.

Ex-combatants (Sri Lankan military) refer to current issues related to former members of the Sri Lankan armed forces (Army, Navy or Air Force)

**Example:** “Army people in our region providing medical services to the villagers (fever, cold, stomach ache...)”; “There are no checkpoints along the road from Anuradhapura to Padaviya, after the war ended.”

#### **Sub-categories:**

- Other Sri Lankan military forces (MIL:oth)
- Presence (MIL:prs)
- Restrictions (MIL:rest)
- Service provision (MIL:serv)
- Sri Lankan Army (MIL:sla)

### 18, Minors/Youth (MIN)

**Definition:** Any indicators directly relating to children or youth (under age 35) as a group. Does not include indicators related to education unless they directly reference youth (although we would expect many youth to engage in education-related issues)

**Example:** “Marriages of children below 18 years do not take place in our village.”

#### **Sub-categories:**

- Protection of (MIN:prot)
- Social/cultural (MIN:soc)
- Violence against (MIN:viol)

### 19, Missing Persons (MISS)

**Definition:** Indicators related to disappearances, abductions, kidnappings, or those who are otherwise missing. Includes issues related both the individuals who are missing and issues related to the entities tasked with addressing these issues (government, military, Office of Missing Persons, external actors, etc).

**Example:** “Information regarding the people who were disappeared after going to work in Sinhala areas during the war is given with relevant evidence.”; “The government releases those who went missing during the war”

**Sub-categories:**

- Disappearance/abduction (MISS:dis)
- Information (MISS:inf)

20. Non-State Armed actors (NSA)

**Definition:** Any indicator that mentions a non-state armed actor or group. This code should be used in any situation that mentions or refers to the presence or involvement of the actor/group, regardless of what other underlying meaning the indicator carries. This will primarily include references to the LTTE, but may also refer to other armed groups as well as local civilian defense groups.

*Sub-category definitions:*

‘LTTE’ includes all indicators that mention the LTTE, either as a group or as individual fighters.

‘Other non-state armed actors’ includes any indicator that mentions a non-state armed actor or group aside from the LTTE, such as paramilitary groups (which may include the LTTE, but also other armed groups such as EPDP, EPRLF, TMVP, etc) or civil defense forces.

‘Ex-combatants’ include any indicators that refer to ex-combatants, or to former members of the LTTE and other non-state armed groups. Examples: “Former terrorists who have been rehabilitated not being given employment opportunities in the armed forces”; “Ex-combatant group members in Kudumbimalai and ex-combatant group members in the North and East are introduced to each other through the World Vision organization”

‘Governance’ includes any indicators that refer to the ways that non-state armed actors influenced social, political and economic life for civilians in areas under their control.

**Example:****Sub-categories:**

- Ex-combatants (NSA:exc)
- Governance (NSA:gov)
- LTTE (NSA:ltte)
- Other non-state armed actors (NSA:oth)

21. Political (POL)

**Definition:** Any indicators that mention or refer to politics, politicians, political parties, or other elected representatives.

‘Patronage’ sub-category includes any indicator related to distributing government or political benefits of based on affinity (ethnic, religious, geographic, political party, familial, etc) rather than merit, or politicians using the distribution of benefits to reward supporters.

**Example:** “If harmony exists in the parliament, harmony will exist among the people living in the country as well.”; “Tamil politicians not making any racist comments.”

*Political patronage:* “Sinhalese politicians helping the villagers living in those areas, the same way Muslim and Tamil politicians do.”; “Muslim politicians in the Ampara district don’t give more jobs to Muslim people.”

**Sub-categories:**

- Patronage (POL:pat)

22. Public Services (PS)

**Definition:** Any indicators related to services available to the general public, primarily those that are provided by the government (but may occasionally include private entities, such as private tuition). Public services may include (but are not limited to) education, healthcare, local government, or other state bureaucracy.

*Sub-category definitions*

‘Access to’ includes indicators that mention or reference the accessing or receiving public services. This may include both ease of access or difficulties experienced when accessing public services.

‘Corruption’ include indicators related to both perceived and witnessed instances where a citizen is required to give something in exchange for preferential treatment or access to services

‘Functioning state’ includes any indicators that refer to the ability of the state to provide public services, or functioning processes of state service provision. This will often be used to contrast peacetime to wartime, or the present to the past.

‘Health providers’ include any indicators that mention the individuals who provide healthcare services. This may include doctors, nurses, pharmacists, or other staff at hospitals and doctor’s offices.

‘Health services’ include any indicators that mention the process of receiving treatment for health issues, or otherwise accessing health care or health services. This sub-category should not include indicators that only talk about the individuals providing those services (which should fall under the ‘health providers’ category)

‘Infrastructure’ includes indicators referring to physical infrastructure, such as roads, bridges, public-use buildings, etc. Does not include individual housing (see Land: Housing category). Example: “Roads inside the Gnamadam village are repaired”; “Newly reconstructing the Vadduvaakal bridge again”

‘Maternal health’ includes all indicators that mention health services or health issues related to pregnancy or mothers.

‘Natural disasters’ includes any indicators related to dealing with, responding to or recovering from natural disasters. These may include (but are not limited to) drought, floods, tsunamis, etc.

‘Primary/secondary education (includes private tuition)’ includes all indicators that refer to primary or secondary education, teachers, schools, or private tuition classes. This includes broader social and cultural activities that occur at school, as well as any indicator discussing teachers and their role in people’s lives.

‘Service provision’ includes any mention of government agencies or staff of those agencies, as well as any services provided by government agencies. Also includes experiences of interacting with government entities, such as quality of interactions, quality of treatment, and level of service received.

University education: includes all indicators that refer to universities or university education. This can include issues, problems, or interactions that occur at universities, as well as access to university education.

‘Voice’ refers to the extent to which citizens make their needs and concerns known to the government.

‘Water & Sanitation’ includes all indicators related to water or to sanitation facilities. Includes access to water (for both personal use and agricultural or industrial use), water management, drinking water/clean water, plumbing, toilets, etc. Does not include drought or floods (see Natural Disasters sub-category), or irrigation (see Agriculture sub-category). Example: “The

water that is provided to Muslim homes from Ampara is used without wasting”; “When the Sri Lankan Army does not take more than 20 bowsers of water from Kanukerny”

**Example:** “Schools starting and ending on time, after the war was over.”; “The new teachers who come to teach in schools tend to stay longer.”; “More Tamil doctors serving in the Mullaitivu hospital”; “There are no death threats when Grama Niladharis take their complaints to higher officials.”

**Sub-categories:**

- Access to (PS:acc)
- Corruption (PS:cor)
- Functioning State (PS:state)
- Health providers (doctors and nurses) (PS:hprov)
- Health services (PS:hserv)
- Infrastructure (PS:infr)
- Maternal health (PS:mat)
- Natural disasters (PS:dis)
- Primary/secondary education (includes private tuition) (PS:edu)
- Service provision (PS:serv)
- University education (PS:uni)
- Voice (PS:vce)
- Water and sanitation (PS:wat)

23. Rehabilitation

**Definition:** Any indicator that references rehabilitation, or refers to an institutionalized (government or non-governmental) effort to get former fighters (either ex-LTTE or ex-Army) back into normal civilian life after something that makes them different (serving in an armed group, sustaining a disability during combat, etc). Does not apply to indicators that discuss the reintegration or resettlement process of displaced civilians after the war.

**Example:**

**Sub-categories:**

24. Religion (REL)

**Definition:** Any indicators relating to the practices or institutions of religion. Includes indicators related to religious leaders and places of worship (kovils, temples, mosques, churches). Also includes the ability to observe specific religious practices, such as praying or wearing religious attire. Does not include cultural events tied to religion, such as religious celebrations or primarily social activities organized by a religious institution or leader.

“Muslim women wearing abayas is not a problem to the people in our village.”; “Muslims attending almsgivings of Sinhalese people they are close to, in Indrasarapura.”

**Sub-categories:**

- Conversion (REL:conv)
- Place of worship (REL:wor)
- Religious leaders (REL:ldr)
- Religious practices (REL:prac)

## 25. Reparations (REP)

**Definition:** repayment or compensation for losses due to conflict or violence, or collective benefit programs that are explicitly framed as compensating losses due to conflict or violence. Indicators in this category should *explicitly reference* a reparatory or compensatory aim, to address losses suffered during conflict and political violence. Assistance or support given for more general development purposes should NOT be included in this category, nor should indicators that can be interpreted as reparatory for conflict/violence-related losses but does not explicitly reference this connection.

**Example:**

**Sub-categories:**

- Collective (REP:coll)
- Individual (REP:indv)

## 26. Representation (RPS)

**Definition:** Indicators related to or referencing the value of seeing one's own identity group reflected in daily life, institutions, or public life. Covers a variety of ways that acknowledgement and value are given to one's own 'in-group'. This may be an underlying meaning not directly referenced in the indicator, but instead explains why a particular action (such as conversing in one's mother tongue in a government office) is meaningful and important.

**Example:**

**Sub-categories:**

## 27. Respect (RESP)

**Definition:** Indicators that reference various actions or signs that demonstrate "due regard for the feelings, wishes, or rights of others" (dictionary.com) or show consideration and acknowledgement to others. Indicators coded in this category should reflect the *community's own perspective* on feelings, wishes and rights, regardless of positive or negative value judgements. For example, an indicator coded as respect from the perspective of a Sinhalese community may at the same time be interpreted as a sign of disrespect from a different ethnic community.

**Example:** "10. Muslim villages treating Sinhalese people who go there from our villages well."; "40. Muslims offering their seats in buses to Buddhist monks in the Ampara district."; "37. The Sri Lankan army soldiers stop keeping their things [on the seat?] in the buses"

**Sub-categories:**

- Communal space (includes communal space within the community as well as inter-ethnic communal space such as buses, hospitals, offices and institutions, etc.) (RESP:comm)
- Disabled (RESP:dis)
- Elders (RESP:eld)
- Ethnic/Religious groups (RESP:eth)
- Women (RESP:wom)

## 28. Rule of Law (ROL)

**Definition:** Indicators relating to laws, regulations, and the institutions or actors who enforce laws and regulations. Includes the equitable, accountable and transparent enforcement and application of laws, as well as access to justice (both in the formal and informal systems) and other forms of dispute resolution.

'Functioning state' sub-category includes any indicators that refer to when the state is able to enforce rules and regulations (see Public Services: Functioning State code for other instances of state functioning not related to rules and regulations)

**Example:** "When there is a curfew, the police, government authorities, and tri-forces do not give exceptions to the curfew time for Sinhalese"; "The police arrest anyone from the village only after informing the Grama Niladhari"

**Sub-categories:**

- Access to Justice (ROL:a2j)
- Dispute resolution (ROL:disp)
- Functioning State (ROL:state)
- Law enforcement institutions (Police, other local authorities) (ROL:enf)
- Legal institutions (courts, judges, lawyers, etc) (ROL:inst)
- Transparency (ROL:tran)

29. Safety (SFT)

**Definition:** Indicators related to physical security or physical dangers and threats, both real and perceived. Includes indicators relating to fear of various threats to physical safety, as well as the direct experience of such threats.

**Example:** "111. There are no incidents of stabbing and ethnic clashes in Tamil and Muslim people's border villages (Kavaththumunai, Meeravodai)."; "20. Even though we couldn't sleep after 6 pm during the war era, now we can sleep peacefully and fearlessly."; "7. The Sinhalese people in the village aren't afraid to buy food from shops belonging to Muslims."

**Sub-categories:**

30. Social Norms (SN)

**Definition:** Indicators related to following and/or breaching expectations of socially acceptable or desirable behavior.

**Example:** "Not selling illicit liquor in our village."; "Alcohol and cigarettes are not sold to children"

**Sub-categories:**

- Alcohol and drugs (SN:alc)
- Religion (SN:rel)

31. Stability (STB)

**Definition:** Life returning back to normal after conflict, or the continuity of community and individual activities with minimal interruption from insecurity, conflict, disaster, displacement or other disruptive factors. Does not include direct physical violence, security threats or indicators referencing fear (or absence of fear) – these should be categorized under 'Security'.

**Example:** "7. Schools starting and ending on time, after the war was over."; "22. The new teachers who come to teach in schools tend to stay longer."; "37. [We are] able to build permanent houses for ourselves."

**Sub-categories:**

32. Trust (TRU)

**Definition:** Mutual exchange and reassurance between societal groups, between individuals or between institutions and citizens. A belief that others have one's own best interests in mind, and an expectation of mutual goodwill between each other.

**Example:**

**Sub-categories**

- Institutional (TRU:inst)
- Intergroup (TRU:grp)
- Interpersonal (TRU:pers)

### 33. Truth (TRTH)

**Definition:** Any indicators relating or referring to establishing, uncovering, or sharing information about what happened during conflict and political or ethnic violence. This category covers both factual truth (finding out information, establishing or triangulating testimony about past events, releasing documents, etc), as well as more subtle processes of mutual acknowledgement, where former adversaries acknowledge the humanity and past suffering of the out-group.

**Example:**

**Sub-categories:**

- Factual truth (TRTH:fac)
- Mutual acknowledgement (TRTH:ack)

**Additional codes:**

- Flag
- Check context