

Everyday Indicators of Reconciliation – Sri Lanka

*** December 2024 ***

Research Overview

This study was carried out from 2018 to 2024 by Everyday Peace Indicators (EPI) under the auspices of an inter-agency agreement between the US Agency for International Development (USAID) and the US Institute of Peace (USIP). The study examined how ordinary people in Sri Lanka understand the concept of *reconciliation* and gauge the degree of reconciliation in their communities. EPI's participatory methodology transforms qualitative data, generated through focus group discussions, into discrete indicators that are amenable to quantitative measurement and analysis. In this study, the research team used the EPI method to generate ~6,000 indicators of reconciliation in 30 mono-ethnic Tamil, Muslim, and Sinhalese communities in various parts of Sri Lanka. Researchers then coded the indicators – using this codebook - and analyzed them to identify patterns across demographic groups, communities, and regions.

Research Team

- (2018-2024) Pamina Firchow, Ph.D., Founding Executive Director of EPI and Associate Professor of Conflict Resolution and Coexistence at The Heller School for Social Policy and Management, Brandeis University (lead contact: pfirchow@brandeis.edu)
- (2018-2021) Kate Lonergan, Research Coordinator for EPI Sri Lanka
- (2022-2024) Leslie MacColman, Ph.D., Research Coordinator for EPI Sri Lanka
- (2022-2024) Shruthi De Visser, National Project Coordinator for EPI Sri Lanka
- (2022-2024) Zahrah Rizwan, Facilitator & In-Country Research Lead for EPI Sri Lanka

Data collection

EPI undertook two rounds of indicator generation in Sri Lanka. The first round was carried out in 2018/ 2019 by a team of Sinhala- and Tamil-speaking facilitators hired by the Social Scientists Association (SSA). In 30 communities (Grama Niladhari Divisions or GNDs), the facilitators engaged with an array of local residents, including men, women, and youth, to identify and rank local indicators of reconciliation (*sanhindiyava* in Sinhala and *nallinakkam* in Tamil). The second round of data collection was carried out in 2022 by a team of independent Sri Lankan facilitators hired directly by EPI. This team revisited 11 of the 30 GNDs to collect new indicators of reconciliation in the wake of the COVID-19 pandemic, several episodes of political violence, and the national crisis of 2022.

Codebook development

After the first round of indicator generation, EPI researchers and SSA partners worked together to code the data. Through an inductive, data-driven process, they identified themes, provisionally coded various subsamples (specific GNDs), then worked to refine the provisional categories and subcategories. EPI researchers then created a codebook, with definitions for each category and

subcategory, as well as example indicators. Some categories referred to specific actors or phenomena, such as ‘youth’, whereas others referred to broader themes, such as ‘equality’, but all of them reflected recurrent themes the data. Once the codes were finalized, researchers from EPI and SSA conducted concurrent coding of the full set of 2019 indicators. All coders coded all lists and the lead researcher reviewed any discrepancies. There was no upper limit placed on the number of codes assigned to a given indicator, so some were assigned up to five categories.

In 2022, after the second round of indicator generation, researchers reviewed the 2019 codebook and made minor adjustments in light of new themes in the data. They used the revised codebook to code all new data, assigning a maximum of two categories to each indicator of reconciliation. In order to ensure comparability, the 2019 data was re-coded using the revised codebook, with a maximum of two categories assigned to each indicator. All indicators were independently coded by two members of the research team. Inter-coder discrepancies were reviewed and final codes adjudicated by the lead researcher and national project coordinator.

Research methods

EPI researchers used the coded indicators to systematically analyze how different communities (GNDs) in Sri Lanka conceptualize reconciliation. They developed a profile for each GND on the basis of quantitative analyses, such as the relative prevalence of codes and vote counts, and the qualitative analyses of reconciliation indicators. They compared GND profiles to identify similarities and differences across geographic regions and ethnic groups. After the second round of indicator generation, they compared 2019 and 2022 indicators quantitatively and qualitatively to gauge how local understandings of reconciliation had changed. This research informed several reports submitted to the contracting agency (USAID) and its partners between 2020 and 2024. The coded indicators were also used to develop reports for participating communities and an interactive data dashboard for the general public.¹

Limitations

This codebook reflects data gathered at a particular moment in time in a relatively small number of Sri Lankan GNDs (30/ ~14,000). Thus, the codes may not reflect the full range of everyday understandings of reconciliation or the ways in which they have evolved over time. The coded indicators provide rich insights into how ordinary people ‘see’ reconciliation in their everyday lives, but they cannot explain the origins of these perceptions or the frequency with which these signs of reconciliation are observed or experienced.

¹ Indicator dashboard available at:

https://public.tableau.com/app/profile/everyday.peace.indicators/viz/EPI_Sri_Lanka_Infographic_17174664543820/Epi_All.

Codebook for Everyday Indicators of Reconciliation – Sri Lanka

*** December 2024 ***

CODING INSTRUCTIONS

Assigning Categories: Each indicator of reconciliation should be assigned at least one Category code. Complex indicators that reference several themes or carry multiple meanings can be coded into a *maximum* of two categories. The assigned category or categories should be the ones that best capture why the community sees the indicator as a sign of reconciliation.

Assigning Sub-categories: Some categories contain one or more sub-categories. If an indicator fits into a specific sub-category, it should be assigned the corresponding code (Example: an indicator coded as ‘Public services’ that falls in the sub-category Education would be ‘PS:edu’). If an indicator fits in multiple sub-categories, only the Category code should be assigned and the sub-category code should be left blank (Example: an indicator only coded as ‘Public services’ would be ‘PS’). Likewise, if an indicator does not fit into any sub-category, only the Category code should be assigned.

Flagging contradictory indicators: Some indicators may be ‘contradictory’ in the sense that they are (or would likely be) interpreted in opposite ways by different groups. In some cases, the ethnic ‘in-group’ that developed an indicator may assign a meaning that conflicts with how the ethnic ‘out-group’ would interpret the same indicator. For example, a Muslim person giving up their seat on the bus to a Sinhalese person might be seen as a sign of respect by a Sinhalese community but as a sign of disrespect or oppression by a Muslim community. In other cases, what a community identifies as a positive sign of reconciliation may conflict with commonly-accepted (scholarly) understandings. For example, if a Sinhalese community suggests that ‘Muslims not being able to do business in our community’ is a positive sign of reconciliation this would conflict with traditional understandings, which interpret interdependence between ethnic groups as a sign of reconciliation (and, conversely, interpret separation/ exclusion as a sign of the lack of reconciliation). All indicators identified as ‘contradictory’ should be coded from the perspective of the community and, in addition to this, flagged for further discussion and analysis. Thus, if a Sinhalese community says that Muslims should give up their seats on the bus, that indicator should be coded as ‘Respect’ and then the ‘Exclusionary’ code should be added.

Flagging crisis-related indicators: Some indicators collected in 2022 reflect the unique dynamics of the economic crisis occurring at that particular moment in time. They may refer to things like petrol, milk powder or medicine shortages, long queues or power shortages. Indicators related to the 2022 economic crisis should be coded into categories like all others and, additionally, should be flagged as ‘crisis-related.’

INDICATOR CATEGORIES

1. Legacies of Armed Conflict (LAC)

Definition: Indicators related to the long-term effects of armed conflict, defined as 25 battle deaths or more (see UCDP).

Examples: “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.”; “Death certificates are given to those who died as heroes during the war.”

Sub-categories:

- 1.1. Accountability (LAC: acc)
- 1.2. Memory (LAC: mem)
- 1.3. Missing Persons (LAC: miss)

Sub-category definitions:

- ‘Accountability’: Any indicator that references or alludes to holding perpetrators of violence during armed conflict responsible for the harms they caused. This category should only be used in relation to violations that occurred during the civil war. Example: “Those who engage in war crimes are punished”. The accountability category should not be used for indicators related to Missing Persons (see sub-category below).
- ‘Memory’: 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 includes the desire to remember or honor past experiences (through statues, ceremonies, remembrance days, etc.), as well as the desire to forget painful past memories.
- ‘Missing persons’ includes indicators related to disappearances, abductions, kidnappings, or those who otherwise went missing during the armed conflict. It applies to individuals who are still missing and the entities responsible for addressing this issue (government, military, Office of Missing Persons, external actors, etc.).

2. Economy (EC)

Definition: Indicators related to economic issues, including economic growth, development assistance and aid, livelihoods, business, and finance (loans, investments, etc.). Does not include infrastructure development or housing assistance (see separate categories for these issues). General issues related to the economy that do not fall into a specific sub-category should be coded as ‘Economy’. Economic shocks and interruptions in access to basic goods (ie. milk powder, medicine, petrol) resulting from the 2022 crisis should be flagged as ‘crisis-related.’

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 for signatures of government servants.”

Sub-categories:

- 2.1. Aid (EC:aid)
- 2.2. Livelihoods and employment (EC:live)
- 2.3. Loans (EC:loan)
- 2.4. Small Business (EC:smb)

Sub-category definitions:

- ‘Aid’ includes foreign and national aid, development assistance, donations, and other charitable contributions. Aid may be monetary (grants, donations, Samurdhi payments, etc.) or in-kind (building a school, digging a well, school supplies, housing materials, etc.). Foreign aid refers to assistance from any external/foreign actors, including international organizations (UN, EU, etc.), bilateral donors (USAID, DFID, GIZ, etc.), or non-governmental organizations (World Vision, CARE, Oxfam, etc.). National aid refers to 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.
- ‘Livelihoods and employment’ includes activities through which community members earn money or provide subsistence for themselves/ their families. Indicators may refer to formal employment or jobs (access to jobs, generating employment opportunities, etc.) or informal work, paid or unpaid. This sub-category should not be used for government-provided livelihood support, which should be coded under Public Services.
- ‘Loans’ includes indicators focused on loans or micro-finance (access to loans, provision of loans, collection of loan/microfinance payments, opposition to loans and micro-finance services, etc.). Includes formal lending through a bank or microfinance lender as well as informal lending through friends, family, or trading partners.
- ‘Small business’ includes indicators related to starting or operating small-scale businesses (individual traders, small shops, etc.). This sub-category should only be used for indicators that revolve around the economic aspect of small business relationships. Indicators primarily related to social relations or interactions between communities in the context of business transactions should instead be coded under Intergroup contact.

3. Equality (EQ)

Definition: Indicators focused on reducing differences in how groups (ethnic, religious, gender, ability, age, etc.) in society are treated. Equality indicators should be relative, with either an explicit or clearly implied comparison to a different group to desire to be treated without bias or difference. This can include both receiving additional resources to reach a point of equality, maintaining current equal treatment, or correcting prior inequalities.

Examples: “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: *none*

4. Mobility (MOB)

Definition: Indicators related to the willingness or ability to move between different villages or geographic areas. The ‘freedom of movement’ sub-category includes all indicators that reference peoples’ ability to move about where and when they choose. The ‘bus’ sub-category includes all indicators related to bus travel.

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

Sub-categories:

- 4.1. Bus (MOB:bus)
- 4.2. Freedom of movement (MOB:free)

Sub-category definitions:

- ‘Bus’ includes indicators that explicitly mention buses as a form of travel.
- ‘Freedom’ refers to the ability of people to move freely from one place to another. Indicators may reference the availability of transportation or social norms surrounding the behaviors of specific types of people, such as women or children.

5. Gender (GEN)

Definition: Any indicators that mention or clearly relate to gender, including gender equality and various types of gender-based violence. This should include indicators where the gender of the individual or group is important, not simply for indicators that mention women.

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

Sub-categories:

- 5.1. Gender Equality (GEN:geq)
- 5.2. Gender Norms (GEN:norm)
- 5.3. Sexual and Gender-Based Violence (GEN:sgbv)
- 5.4. Women-headed households (GEN:whh)

Sub-category definitions:

- ‘Gender equality’ refers to equal opportunities or equal treatment regardless of gender.
- ‘Gender norms’ refers to social norms that vary based on gender. It includes indicators that seek to uphold gender norms as well as indicators that seek to change gender norms.
- ‘Sexual and Gender-based violence’ refers to all instances of sexual abuse, harassment, or violence, regardless of whether gender is explicitly mentioned. This code also includes gender-based violence that does not explicitly reference sexual violence.

- ‘Women-headed households’ refers to indicators that focus specifically on female-headed households. It includes situations of widowhood, where male family members are deceased or missing and households where male members are absent for extended periods of time due to work or other activities that keep them away from home.

6. Intergroup Contact (CONT)

Definition: Indicators that refer to direct interactions with members of different ethnic, religious, or identity groups.

Examples: “Friendly cricket matches being held annually between the youth of Padaviya and the youth of Kokilai and Pulmudai.” “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:

- 6.1. Cultural and religious contact (CONT:cultrel)
- 6.2. Economic contact (CONT:ec)
- 6.3. Social contact (CONT:soc)
- 6.4. Crisis (CONT:cris)

Sub-category definitions

- ‘Cultural and Religious contact’ should be used when the main focus of contact between different ethnic or religious groups relates to cultural or religious practices, leaders or institutions. Cultural contact includes festivals and celebrations, parties, weddings, and funerals. Religious contact includes the celebration of religious holidays, interactions in places of worship (kovil, temple, mosque, church, etc.), contacts facilitated by religious leaders, and participation in the religious practices of a different group. This sub-category should not be applied to indicators calling for respect for religious practices, such as enabling Muslims to pray or allowing Buddhist temples to broadcast chants, which should instead be coded as Respect: Religious practices.
- ‘Economic contact’ refers to intergroup contact that takes place through business transactions, trade, or the provision of labor or services (carpentry, masonry, domestic work, etc.). This code should only be applied when the business transaction, services or manual labor are a point of contact or interaction between members of different ethnic groups, not to indicators that discuss jobs and employment more generally (see instead Economy: Small Business or Economy: Employment Opportunities)
- ‘Social contact’ encompasses intergroup contact that occurs through social interactions or functions, including signs of friendship, exchange of food, sports or games, etc.
- ‘Crisis’ refers to intergroup contact that occurs in the context of emergency situations, such as post-Tsunami relief efforts or queues for petrol.

7. Intergroup Relations (INTER)

Definition: Issues related to the relationships between different communities or ethno-religious groups that do not focus on direct intergroup contact.

Examples: “Marriage happens between Sinhalese and Tamils.”; “Sinhalese people do not find fault with Muslims because of statements made by Muslim politicians.”; “Muslims casting their votes to Sinhala and Tamil politicians.”

Sub-categories:

- 7.1. Marriage (INTER:marry)
- 7.2. Negative perceptions (INTER:neg)
- 7.3. Trust (INTER:tru)
- 7.4. Understanding (INTER:und)

Sub-category definitions

- ‘Marriage’ applies to indicators about marriage between people from different ethnic or religious groups. This sub-category should not be used when the indicator focuses on intergroup contact at a wedding as a social or cultural event (being invited to weddings of other groups, bringing wedding gifts to other groups).
- ‘Negative Perceptions’ applies to indicators that reflect propaganda, negative stereotypes, rumors, or negative assumptions about an outgroup. It includes explicit references to stereotypes or rumors and indicators reflecting the content of stereotypes, rumors or propaganda (eating food from Muslim shops, boycotting certain businesses, etc.).
- ‘Trust’ applies to indicators signaling mutual goodwill between members of different ethnic or religious groups or the belief that members of an outgroup have the ingroup’s best interests in mind.
- ‘Understanding’ applies to indicators that mention learning or understanding more about a different group, including culture, customs, practices, etc. It also applies to indicators that reference a community’s own culture, customs, practices being understood by members of an outgroup. Does not apply to learning an outgroup language (coded under Language).

8. Intracommunity (INTRA)

Definition: Indicators related solely to dynamics within a village or mono-ethnic community.

Examples: “In Varipatthanchenai, families who face food problems are helped by their relatives”; “Neighbors in Kattankudi check on each other when someone is sick”; “A lot of people get together at the C-Yaya temple”; “When there is a Shramadana (charity event), everyone comes together”

Sub-categories:

- 8.1. Family (INTRA:fam)
- 8.2. Neighbors (INTRA:neigh)

8.3. Cohesion (INTRA:cohes)

Sub-category definitions:

- ‘Family’ refers to indicators that discuss relationships within a family.
- ‘Neighbors’ refers to indicators that discuss relationships among neighbors.
- ‘Cohesion’ refers to indicators that discuss unity, togetherness, mutual assistance, and resilience at the level of the community, including during the COVID-19 pandemic and subsequent economic crisis.

9. Language (LANG)

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

Examples: “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:

- 9.1. Learning (LANG:learn)
- 9.2. Use (LANG:use)

Sub-category definitions:

- ‘Learning’ includes any indicators that talk about learning or teaching a language, as well as the desire to learn another language.
- ‘Use’ includes all indicators that mention the ability to use or speak a particular language. This may include the ability to communicate to others in their own language, the ability to use one’s own language in different settings, or the ability of public officials, teachers, or health workers to understand or provide services in one’s own language.

10. Wartime Displacement (DISPL)

Definition: Indicators related to being forced from one’s land or home as a result of the civil war. It includes the causes of displacement (land occupation or forcible removal, property destruction, violence, etc.) and the consequences or after-effects of displacement (resettlement, rebuilding houses, building permanent housing), as well as calls for land release or restitution.

Examples: “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:

- 10.1. Occupation (DISPL:occ)
- 10.2. Rebuilding (DISPL:build)
- 10.3. Resettlement (DISPL:rsttl)

Sub-category definitions:

- ‘Occupation’ includes issues where residents were displaced due to forcible occupation of the land, and instances where the land continues to be occupied after the war. This sub-category should also include demands for land release or restitution.
- ‘Rebuilding’ includes indicators related to building or rebuilding permanent or stable housing after wartime displacement. This sub-category should include indicators that reference the government-supported housing projects distributed to war-affected regions.
- ‘Resettlement’ includes indicators that refer to the process of returning after forced movement or regaining land that was involuntarily lost.

11. Land and Environment (LAND)

Definition: Indicators related to issues of land, natural resources, or the environment, including access to land or resources in the context of economic activities and environmental quality. Does not apply to loss of land as a result of involuntary displacement during the war.

Examples: “Muslims don’t take lands by force in the Deegavapi area.”; “Lands in Ampara still haven’t received their ownership deeds.”; Waste from fish shops is not thrown to the streets.”; “Baby’s pampers are not thrown on the Digana Senarathwala road.” ; “Riverside playground does not get flooded when the Victoria Reservoir gets full.”

Sub-categories:

- 11.1. Ownership (LAND:own)
- 11.2. Settlement (LAND:sttl)
- 11.3. Natural Resources (LAND:natres)
- 11.4. Degradation (LAND:degrd)

Sub-category definitions:

- ‘Ownership’ includes indicators related to the purchase and sale of private land, as well as disputes about property rights.
- ‘Settlement’ includes indicators related to new people (who have not previously lived there) moving into an area or settling on particular lands.
- ‘Natural Resources’ includes indicators related to environmental resources, such as forests, fish stocks, and bodies of water, and conflicts over access, use, and management of these resources.
- ‘Degradation’ includes indicators focused on pollution or environmental degradation.

12. Media (MED)

Definition: Indicators that revolve primarily around the media, including information or messages produced, disseminated, or consumed via traditional media (television, radio, printed newspapers) and social media.

Examples: “When we do not see WhatsApp messages that say not to go to Muslim shops and do business.”; “National media does not spread false news about personal conflicts.”; “We do not see the media saying that the hijab/veil oppresses women.”

Sub-categories:

12.1. Social Media (MED:sm)

Sub-category definitions:

- ‘Social media’ is for indicators that refer specifically to communication via social media, including Whatsapp groups, Imo, Viber, Facebook Messenger, etc.

13. Military (MIL)

Definition: Indicators that focus on Sri Lankan state military forces, including the Army, Navy or Air Force. This includes the presence or involvement of the military as an institution, as well as the actions of members of the military who interact with the community. Indicators may contrast the present with the past (seeing more or less soldiers as a sign of reconciliation) or focus solely on current dynamics (such as the military cleaning the local school as a sign of reconciliation). The general category ‘Military’ should be used for indicators that reference the military but do not fall into any of the other sub-categories.

Examples: “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, since the war ended.”

Sub-categories:

- 13.1. Presence (MIL:prs)
- 13.2. Restrictions (MIL:rest)
- 13.3. Service provision (MIL:serv)

Sub-category definitions

- ‘Presence’ refers to the presence or proximity of military forces, which may be viewed as positive or negative for reconciliation. Does not include indicators that imply presence (i.e. providing services, opening shops, interactions on the bus) but do not specifically reference presence or proximity of the military as an issue.
- ‘Restrictions’ includes all indicators in which the military restricts or limits the activities of the civilian population.
- ‘Service provision’ includes all indicators that refer to the military providing services to the community (i.e. providing transport, medical services, cleaning schools, etc.).

14. Minors/Youth (MIN)

Definition: Indicators where children or youth (under age 35) are the primary focus or the main actors or subjects of the indicator. Indicators that mention youth but focus on the provision of education or the school as an institution should not be coded into this category.

Examples: “Marriages of children below 18 years do not take place in our village,” “Youth from poor families in Kalappadu North are not being sidelined from job opportunities because they cannot pay bribes.”

Sub-categories:

- 14.1. Social/cultural (MIN:soc)
- 14.2. Violations (MIN:viol)

Sub-category definitions:

- ‘Social/cultural’ refers to indicators where youth participation in social or cultural issues is the primary focus.
- ‘Violations’ refers to indicators where minors are in danger of, or need to be protected against, harm, violence or other violations, including physical violence as well as broader forms of harm. References to sexual violence against children should be considered together with the Gender: Sexual and gender-based violence code.

15. Non-State Armed actors (NSA)

Definition: Indicators focused on organized non-state armed actors, such as the LTTE or local civilian defense groups, as well as the members of such groups, including LTTE ex-combatants. References to the LTTE or ex-combatants may be positive or negative. This category should not be used for indicators that focus on the Sri Lankan Military.

Examples: “Priority is given to ex-combatants when help is given to our area.”; “Young men and women not being captured and taken by Tamil combatants.”; Examples: “Former terrorists who have been rehabilitated not being given employment opportunities in the armed forces.”

Sub-categories:

- 15.1. Ex-combatants (NSA:exc)
- 15.2. LTTE (NSA:ltte)

Sub-category definitions:

- ‘Ex-combatants’ include any indicators that refer to ex-combatants or former members of the LTTE and other non-state armed groups.
- ‘LTTE’ includes indicators focused on the LTTE, either as a group or as individual fighters (at the time when the group was active, not to be confused with ex-combatant sub-category).

16. Political (POL)

Definition: Indicators that primarily relate to politicians, political parties, political institutions, elected representatives (national, regional or local), voting, or elections. Also includes patronage or corruption that is explicitly political, such as politicians using the distribution of benefits to reward supporters or channeling resources towards their constituents to the exclusion of others.

Examples: “Tamil politicians not making any racist comments.”; “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: *none*

17. Public Services (PS)

Definition: Includes indicators related to collective goods or public services provided and/or managed by government entities, including public education, healthcare, roads, electricity, water, protective fences, cadastre, etc. Also includes private tuition courses, provided by private entities, but available to the general public. This category excludes indicators related to law enforcement or policing (see Rule of Law category).

Examples: “Schools starting and ending on time, after the war was over.”; “More Tamil doctors serving in the Mullaitivu hospital”; “The government providing toilet facilities for the village people affected during the war.”; “There are no death threats when Grama Niladharis take their complaints to higher officials.”

Sub-categories:

- 17.1. Corruption (PS:cor)
- 17.2. Education (PS:ed)
- 17.3. Ethnicity (PS:eth)
- 17.4. Health (PS:health)
- 17.5. Infrastructure (PS:infr)
- 17.6. Digital (PS:dig)
- 17.7. Natural disasters (PS:dis)
- 17.8. State Services (PS:serv)
- 17.9. Water and sanitation (PS:wat)

Sub-category definitions:

- ‘Corruption’ includes indicators that explicitly mention bribery or other instances in which citizens are expected or required to give something in exchange for preferential treatment or access to services.
- ‘Education’ includes indicators focused on education (primary, secondary or university) as a public service. Includes the provision of education, access to education, educational policies, education quality, and schools as institutions. This sub-category should not be applied if and action takes place at a school but the key focus for reconciliation is on minors and youth, or when the school is a site for intergroup contact or relations. Also should not be applied to private tuition classes, as those are not a public service.
- ‘Health’ includes indicators that focus on health or healthcare as a public service. Can reference health facilities (clinics, hospitals), health services (preventative care, treatment for health issues, pregnancy or post-partum care), or health providers (doctors, nurses, pharmacists, or other staff at hospitals and doctor’s offices).

- ‘Infrastructure’ includes indicators about physical infrastructure, such as roads, bridges, public-use buildings, etc. Does not include individual housing.
- ‘Digital’ includes indicators related to internet access and connectivity.
- ‘Natural disasters’ includes indicators related to state-led activities aimed at responding to or recovering from natural disasters, such as droughts, floods, tsunamis, etc.
- ‘State services’ includes indicators related to generic government services, agencies or staff, including interactions with local or district-level government entities (quality of interactions, quality of treatment, quality of public services received).
- ‘Water & Sanitation’ includes indicators related to the provision of water or sanitation facilities as a public service. Indicators may reference access to water (for personal, agricultural or industrial use), water management, sanitation, etc. Does not apply to indicators related to drought or floods (see Natural Disasters sub-category) or to irrigation as a tool for developing livelihoods.

18. Reparations (REP)

Definition: Indicators related to repayment or compensation for losses due to conflict or violence and programs that are explicitly framed around reparations. 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 general development purposes is not included in this category, nor are activities that could be interpreted as reparations for conflict/violence-related losses but do not explicitly reference this connection.

Examples: “Providing compensation for the goats and cows lost by the Koraveli area people during war.”; “All those affected [by armed conflict] receive compensation, and not only those with the influence of state officials.”

Sub-categories: *none*

19. Representation (RPS)

Definition: Indicators related to seeing one’s own ethnic or religious identity group reflected in public institutions or other domains of daily life. Covers a variety of ways in which one’s own group can be acknowledged or valued. 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.

Examples: “Sangamitta women's committee has Muslim women.”; “Tamils holding official posts in village societies.”; “When history lessons in schools include a lesson on the impact/contribution of the Muslims to Sri Lanka.”

Sub-categories:

- 19.1. Formal (RPS:form)
- 19.2. Informal (RPS:inf)

Sub-category definitions:

- ‘Formal’ includes indicators related to representation of one’s own ethnic or religious group in government institutions, elected positions, or official policies.
- ‘Informal’ includes indicators related to representation of one’s own ethnic or religious group in private organizations or initiatives, including committees and councils.

20. Respect (RESP)

Definition: Indicators that revolve around acknowledgement and consideration for the needs, wishes or preferences of a specific group. This may include behaving in ways that signal respect for a different ethnic or religious group, or signs of respect towards one’s own group from others. Coding should reflect the community’s own perspective, regardless of whether the indicator could be interpreted differently by another community or an outsider. For example, an indicator coded as respect from the perspective of a Sinhalese community could, at the same time, be seen as a sign of disrespect from a different ethnic community. If the indicator is likely to have ‘contradictory’ interpretations, it should be flagged (see Coding Instructions).

Examples: “Muslim villages treating Sinhalese people who go there from our villages well.”; “Muslims offering their seats in buses to Buddhist monks in the Ampara district.”; “Muslim women wearing abayas is not a problem to the people in our village.”; “Muslims attending almsgivings of Sinhalese people they are close to.”

Sub-categories:

- 20.1. Communal space (RESP:comm)
- 20.2. Disabled (RESP:dis)
- 20.3. Elders (RESP:eld)
- 20.4. Ethnic/Religious groups (RESP:eth)
- 20.5. Religious practices (RESP:rel)
- 20.6. Women (RESP:wom)

Sub-category definitions:

- ‘Communal space’ includes signs of respect within the community or in inter-ethnic communal space, such as buses, roads, hospitals, offices and institutions, etc.
- ‘Disabled’ includes signs of respect towards disabled people.
- ‘Elders’ includes signs of respect towards the elderly.
- ‘Ethnic/Religious’ includes signs of respect towards individuals who visibly pertain to a specific particular ethnic or religious group, such as monks, women wearing abayas, etc.
- ‘Religious practices’ includes signs of respect towards sacred spaces/objects or religious practices associated with a particular group, including prayers, rituals, statues, feasts, foods, clothing, etc.
- ‘Women’ includes signs of respect towards women.

21. Rule of Law (ROL)

Definition: Indicators relating to domestic laws, regulations, and the institutions or actors who enforce laws and regulations, typically the police. Includes the enforcement and application of domestic law, as well as the ability of community members to resolve disputes and access justice (both in the formal and informal systems). This category should not be applied to indicators that specifically focus on justice or accountability for wartime violations, those should instead fall under the Legacies of Armed Conflict: Accountability category.

Examples: “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:

- 21.1. Access to Justice (ROL:a2j)
- 21.2. Freedom of Expression (ROL:fex)
- 21.3. Law Enforcement Institutions (ROL:enf)
- 21.4. Transparency (ROL:tran)

Sub-category definitions:

- ‘Access to Justice’ refers to one’s ability to take legal action and/or the expectation that legal processes will lead to fair and just outcomes.
- ‘Freedom of expression’ refers to one’s ability to exercise legally-protected rights to free expression, such as participating in protests or sharing controversial opinions, without fear of persecution.
- ‘Law Enforcement Institutions’ refers to police or other authorities tasked with enforcing laws, including the actions taken to prevent crime and the extent to which punishment for legal transgressions is applied equitably across social groups.
- ‘Transparency’ refers to the availability of documentation proving that laws have been followed and that bribes have not modified the outcomes of decisions or programs.

22. Safety (SFT)

Definition: Indicators related to physical security, dangers and threats. This category includes all indicators that make explicit mention of fear, whether threats are real or perceived, and those referencing physical insecurity due to human or non-human causes (ie. free-roaming elephants).

Examples: “There are no incidents of stabbing and ethnic clashes in Tamil and Muslim people’s border villages (Kavaththumunai, Meeravodai).”; “The village being protected from wild elephants because an elephant fence is built in the village by Wildlife officers.”; “When the Muslims do not fear being attacked by Sinhalese when they leave their homes.

23. Social Norms (SN)

Definition: Indicators related to following and/or breaching social norms. Includes indicators that reference acceptable or desirable forms of behavior, which may vary from one group to another (ie. by gender, age, caste, religion).

Examples: “Not selling illicit liquor in our village.”; “Not watching sexual films.”; “Households in Kathankudi 05 do not use ice drugs (crystal methamphetamine).”

Sub-categories:

23.1. Alcohol and drugs (SN:alc)

Sub-category definitions:

- ‘Alcohol and drugs’ refers to the production, distribution or consumption of controlled substances, typically in a way that the community views as problematic.

24. Stability (STB)

Definition: Refers to life returning to normal after conflict and to the ability of people to carry out daily 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), which should be categorized under ‘Security’.

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

Sub-categories: *none*