



The Asia Foundation
Improving Lives, Expanding Opportunities

TRAINING MANUAL

Social Capital Assessment - INSPIRED

The Asia Foundation (TAF) is a non-profit international development organization committed to improving lives across a dynamic and developing Asia. Headquartered in San Francisco, TAF works through a network of offices in 18 Asian countries and in Washington, DC. Working with public and private partners, TAF receives funding from a diverse group of bilateral and multilateral development agencies, foundations, corporations, and individuals.

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INTRODUCTION TO SOCIAL CAPITAL

History and Background

A growing body of empirical evidence suggests that the density of social networks and institutions and the nature of interpersonal interactions that underlie them, significantly affect the efficiency of sustainability of development programs. (SCI Initiative, WB Group, April 2001). The social capital of a given community includes the institutions, the relationships, the attitudes and the values that govern interactions among people and contribute to economic and social development (Woolcock and Narayan 2000). As such, the concept of social capital can be viewed along three dimensions;

- Unit of observation of Social Capital;
- Manifestation of Social Capital; and
- Impact of Social Capital

Social capital shares many similarities between other forms of capital, such as requiring significant investment (at least in terms of time and effort, if not money) and being an accumulated asset that provides long term benefits. It is also susceptible to both appreciation and depreciation over time based on the level of inputs. However, unlike most capital but quite like human capital, social capital can also expand based on use, or in other words increase in strength and quality the more it is utilized.

There are several established tools that measure different aspects of Social Capital;

- Dimensions of Social Capital (Van Deth 2003)
- Social Capital Assessment Tool or SOCAT (World Bank Group 2004)
- Social Capital Measurement (Organization for Economic Co-operation and Development 2013)
- Lagatum Prosperity Index (Lagatum, 2014)
- Social Capital Monitor (2017)

However, most of these measure social capital at a “meso” level and offer very little insight into interventions that are at the community level. This led to the conceptualization and design of the Social Capital Assessment (SCA) by The Asia Foundation.

The Social Capital Assessment Tool

The objective of the Social Capital Assessment (SCA) is to assess the level of trust, quality of the networks and the strength of relationships between people who live within a geographic boundary. Using the quantification outlined above, the SCA will attempt to understand how communities within the defined geographic boundaries will react in times of conflict and attempt to shed light into how trust, networks and relationships can be strengthened to prevent conflict from occurring in these areas.

The critical insights gained from administering the SCA will assist policymakers as well as other non-governmental and private organizations to understand the underlying ethno-religious

dynamics in target areas, and will aid them in designing policies that promote peacebuilding, reconciliation, transitional justice, and conflict mitigation.

The Social Capital Assessment consists of sixteen subcomponents and composites

- 1) Awareness of ethno-religious diversity
- 2) Equal opportunity (ethno-religious) for employment and entrepreneurship
- 3) Ethnocentrism and Religiocentrism
- 4) Ethno-religious tolerance
- 5) Ethno-religious perspectives regarding reciprocity
- 6) Ethno-religious perspectives regarding individual trust
- 7) Ethno-religious perspectives regarding institutional trust
- 8) Ethno-religious perspectives regarding neighborhood safety and security
- 9) Ethno-religious perspectives regarding trust in business relationships
- 10) Ethno-religious perspectives regarding volunteerism
- 11) Ethno-religious perspectives regarding charity
- 12) Community network participation
- 13) Perceived benefits of community networks
- 14) Activism within the community
- 15) Bias analysis
- 16) MEL (Program Specific)

DEFINITIONS

Region

The target area that the survey is administered in. This is usually either;

- Grama Niladhari Division (GN)
- Electoral Ward
- Local Authority
 - Municipal Council
 - Urban Council
 - Pradeshiya Sabha
- Divisional Secretariat (DS)
- District
- Province
- Country

Enumerator

This is the person administering the survey.

Respondent (Participant)

This is the household member answering the survey questions posed by the Enumerator

Self Employment

Working independently as part of a formal or informal supply chain. This includes sole traders, freelancers, individual suppliers of labor and material and independent contractors...etc.

Student

A student is defined as a person who is engaged in full-time studies. Some students may engage in part-time work.

Housewife or Househusband

A housewife or househusband is defined as an individual family member that is unemployed and not seeking work but has dedicated their time towards household work.

Separated

An individual who is currently legally married but lives apart from his/her spouse.

Divorced

An individual that was legally married but has successfully followed legal proceedings to separate from his/her spouse.

RDS

Rural Development Society

WRDS

Womens Rural Development Society

NGO

Non-Governmental Organization

Formal/Informal Organization

Formal organizations are registered or legally recognized organizations within a target geographic area. Informal organizations are organizations that exist and serve a particular purpose without having formal registration or legal recognition.

DKCS

The 'don't know/no opinion' option also known as the DKCS (don't know, can't say) option is to be used very sparingly. It can **only** be used in instances where the respondent fails to give an answer or is unable to answer the questions despite reiteration and clarification from the enumerator.

SAMPLE PLAN AND SAMPLE FRAMEWORK DESIGN

Sample Size

The sample is a subset of the target population. It should be of rational and reasonable size and representative of the population. Estimating the appropriate sample size certainly depends on the objectives of the survey.

Development of a sampling plan and a sampling framework for administering a survey such as the SCA, depends on several factors;

- Conclusion Validity required;
 - Internal validity: how accurate the interpretation of the relationships between the variables studied is
 - External validity: how accurate the generalization of the findings to the target population is
- Statistical accuracy required. Statistical accuracy in sample selection is determined based on;
 - Confidence level
 - Confidence interval or margin of error
 - Population size
- Granularity of the findings required;
- Homogeneity or heterogeneity of communities within target location;
- Environmental factors
- Time and cost constraints; and
- Client needs.

The target group that findings are generalized to is described as the survey **population** and will vary depending on the survey instrument being administered and the objectives of the study. Based on the criteria discussed above, starting from the target population, the sampling framework will flow downward till an accessible, acceptable and statistically relevant sample is selected that meets project time and cost constraints while being acceptable to client needs. The sample can be decided using either;

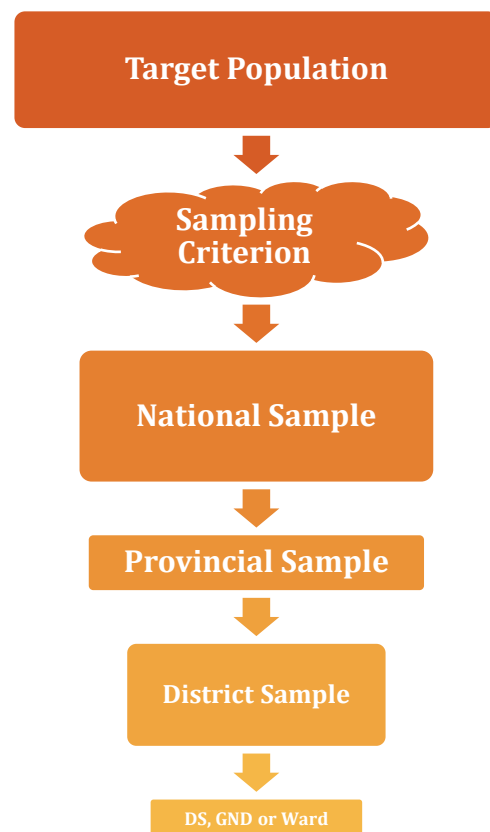
- **Probability sampling techniques**
- **Non-probability sampling techniques**

Probability sampling: uses a random selection process where each study participant has an equal and independent/unrelated chance of being selected to participate in the study. Probability sampling strategies include;

- **Simple**
Draw a random sample from a relatively homogeneous population
- **Systematic**
Systematic sampling strategies take every nth person from the sampling frame
- **Stratified**
Stratified random sampling is used when subgroups or analysable strata are present within a target population that are likely to differ substantially in their responses or behavior.
- **Proportionate**
Proportionate sampling is a variation of stratified random sampling and is used when subgroups within a target population vary significantly in size.
- **Cluster**
Cluster sampling is useful when it would be impossible or impractical to identify every person type in the sample. The target population is separated into clusters **that are mutually homogeneous but internally heterogeneous** and a **random sample of each cluster** is selected for the survey.
- **Multistage**
Selection of a representative random sample is completed in multiple stages and number of different criteria such as structure of the target population, problem of interest and objectives are considered when selecting the sample.

Non-probability sampling is used when it's practically impossible to use a probability sample. It is often used when the frequency of the behavior or characteristic of interest is so low in the population that a more targeted strategy is needed to find sufficient numbers of participants for the research. Most commonly used non-probability sampling techniques include,

- **Haphazard**



Selecting any participant that is willing to participate as a sample in the study.

- **Convenience**

Convenience sampling selects an accessible group of people that loosely represents the target population based on pure convenience, without worrying about the sample being representative.

- **Purposive**

When the desired population for the study is rare or very difficult to locate and recruit for a study, purposive sampling is often used to target a particular group as the study sample.



Macro and micro environmental factors such as the prevalent political climate, literacy level of the participants, geographic access to the population, willingness to participate in surveys and expectation of compensation by participants can often play a vital role in influencing the conceptualization of the sample framework but can also affect the response rate during survey implementation. If improperly factored in, environmental factors can significantly lower response rate and result in cost and time over-runs during project implementation.

Based on historical data, unless mandated by the government to respond, typical household surveys in Sri Lanka have a response rate of approximately 10% to 15%. This issue is further exacerbated, if the enumeration team is inexperienced and if proper safeguards such as field validation and backchecking is not in place, resulting in a significant number of validation errors leading to data being discarded. Typically, an inexperienced field team will likely have upto 20% to 30% validation errors. This translates to only 7 to 12 useful surveys being completed with each group of 100 houses that are visited; which needs to be factored in when deciding on the sample framework.

Location Selection


The location selection process for the Social Capital Assessment was based on demographical statistics available on the target region. It was further analysed for political sensitivity with the assistance of a regional advisory committee, consisting of the high level political and


administrative leadership of local authorities, and business leaders and representatives of private sector chambers in the region.

Data from the Population and Housing Census of 2012 and the Industrial Census of 2017, available through the Department of Census and Statistics of Sri Lanka, was used to rank all available Divisional Secretariats (DSs) within the target district based on high ethnic mix and high industrial density. Nine DS's were then shortlisted based on the composite rank of both indicators and submitted to the advisory committee to make the final selection based on their knowledge and expertise. This ensured a politically acceptable DS being selected empirically for the administration of the SCA within the target district. While spreading the sample out to all the DS's within a district would have been more statistically acceptable, the limited target sample due to time and cost constraints resulted in a more focused DS level sample being selected.

i.e. Ampara District DS Level Selection for SCA

DS Division	Rank - Number of establishments	Rank - Ethnic Mix	Total	Local Authority
Samanthurai	2	4	6	Samanthurai PS
Pothuvil	8	3	11	Pothuvil PS
Karathivu	14	1	15	Karathivu PS
Kalmunai Muslim	1	14	15	Kalmunai UC
Dehiattakandiya	5	11	16	Dehiattakandiya PS
Ampara	4	12	16	Ampara UC, Namal Oya PS
Kalmunai Tamil	11	5	16	Kalmunai UC
Addalachchanai	10	7	17	Addalachchanai PS
Navithanveli	16	2	18	
Ninthavur	9	9	18	
Akkaraipattu	6	15	21	
Alayadiwembu	13	10	23	
Uhana	3	20	23	
Irakkamam	19	6	25	
Sainthamarathu	7	19	26	
Padiyathalawa	15	13	28	
Lahuhala	20	8	28	
Damana	12	17	29	
Thirukkivil	17	16	33	
Mahaoya	18	18	36	

 Short-listed DSDs

 Selected DSDs

GENERAL INSTRUCTIONS

1. Selection of the Household

a. Do's

- Do encourage the enumerators to take a walk in the neighborhood and estimate the number of Households within the target GN division that meets the sampling framework.
- Do advise enumerators to follow the right-hand rule. Enumerators should start from a prominent landmark within the GN, follow the first road that leads right and continue along to the end, taking right hand turns as needed. If the road ends in a dead-end, the enumerator should proceed back to the landmark, select the adjacent right-hand side road and follow the same process.
- Do advise enumerators to start implementing the survey with the first household in sight on the right-hand side of the street the enumerator is facing;
 - If successful, skip three households and select the next household on the left-hand side;
 - If unsuccessful, proceed to the next household on the right-hand side.

b. Don'ts

- Do not encourage enumerators to enter households that show no signs of habitation
- Do not encourage enumerators to enter households with warning signs
- Do not encourage enumerators to enter households that are very isolated
- Do not encourage enumerators to enter households that are converted into commercial buildings
- Do not encourage enumerators to enter households of government officials such as Grama Niladari's or Manthris

2. Selection of the Respondent

a. Do's

- Do advise enumerators to introduce themselves and the purpose of the visit to the first individual that greets them at the house irrespective of whether the individual meets the sampling criteria or not.
- Do advise enumerators to follow respondent selection criteria in selecting individuals from households to participate in the survey.
- Do advise enumerators to purposively select the participant to meet the strata quota required. (A predetermined gender proportion based on target population should be used in the survey.)
 - i.e. if the number of female participants are low, ask the household to nominate a female member within the household that meets the survey participation selection criteria to respond to the survey.
- Do encourage enumerators to respect cultural values and local traditions in selecting the participants.
- Do encourage enumerators to clearly state and take the time to explain, why only a particular type of individual can be selected to participate in the survey.

- Do encourage enumerators to explain that participating in the survey is purely a voluntary exercise and that participants have the right to terminate the survey at any point and also have the right to not answer questions that they do not feel comfortable answering.

b. Don'ts

- Do not encourage enumerators to select the first person they encounter as the survey participant.
- Do not encourage enumerators to select dominant personalities from households as respondents, simply based on their willingness to participate.
- Do not encourage enumerators to coerce household members to participate by misinterpreting facts regarding the survey and its purpose.
- Do not encourage enumerators to promise financial or non-financial benefits in return for participating in the survey.

3. Conducting the Interview

a. Do's

- Do advise enumerators to practice the survey among peers, prior to heading out to the field.
- Do encourage enumerators to use the language that the participant is most comfortable using.
- Do encourage enumerators to explain the questions to the participant to the best of their ability.
- Do encourage enumerators to allow participants sufficient time to answer the questions.
- Do encourage enumerators to get the answers directly from the participant.
- Do encourage enumerators to logically check participant answers against previous answers.
- Do advise the enumerators to allow the participant not to answer a question (using the DKCS – don't know, can't say option) if the participant does not want to volunteer an answer.

b. Don'ts

- Do not encourage enumerators to use examples that are not pre-approved in explaining survey questions.
- Do not encourage enumerators to lead the participant in a particular direction when answering survey questions.
- Do not encourage enumerators to discuss their own opinions with the participant.
- Do not advice enumerators to talk unnecessarily during the survey administration.
- Do not encourage enumerators to interpret participant answers, if the participant answer received isn't clear.

4. Back Checking and Field Verification

a. Do's

- Do make a random selection and visit survey locations that enumerators have visited already and conduct field verification of data collected.
- Do call participants on the pretext of missing answers in the survey, and check participation responses randomly.
- Do develop and run logical checks on all completed surveys to ensure response integrity.
- Do check surveys selected randomly from each enumerator to ensure that assigned boundaries and other relevant criteria are consistently being met.
- Do respect cultural values and social norms when conducting field checks and back checks with participants.
- Do be concise and precise when conducting field verifications and back checks.
- Do provide constructive feedback to enumerators when discrepancies are discovered.
- Do provide additional scrutiny towards enumerators when discrepancies are discovered frequently

b. Don'ts

- Do not undermine the enumerator credibility when conducting field checks on households visited previously by the enumerators.
- Do not make the survey useable by changing participant responses if discrepancies are discovered during field checks.
- Do not communicate to the enumerators beforehand the nature and the type of field checks that will be conducted.
- Do not be predictable in the selection of households for field verification.
- Do not engage in unnecessary discussions with survey participants when conducting field checks.
- Do not discuss the shortcomings or discrepancies discovered with the survey participant.

5. Data Entry

a. Do's

- Do follow a standard template when entering data.
- Maintain a legend where the column numbers and the corresponding question numbers are entered and maintained.
- Do code the participants using a document number and use the coded number when entering participant responses.
- Do maintain a separate data entry sheet to record participant information and the participant code.
- Do create a new column for each separate question.
- Do create new columns when a question has sub-components and number them using decimals of the main question number.
i.e. If question 10 has 5 sub-questions, then data should be entered using 5 columns titled 10.1, 10.2, 10.3, 10.4 and 10.5.
- Do check the data independently at least one time to minimize data entry errors.
- Do maintain backup files whenever possible.

b. Don'ts

- Do not enter personally identifiable information of the participants in the data set used for analysis.
- Do not have different data entry operators enter different parts of data whenever possible.
- Do not keep the participant information data set and the responses data set stored in the same location.
- Do not allow unauthorized access to the participant information file.

6. Data Validation**a. Do's**

- Do run predetermined logical checks on entered data.
- Do check for predictable patterns of answers in entered data.
- Do perform random data entry checks of at least 20% of the data against the paper copy of responses.
- Do call participants where possible and verify at least 10% of the answers entered.
- Do check the time taken to complete the surveys in addition to response validation.

b. Don'ts

- Do not have enumerators as part of the validation team.
- Do not have data entry personnel as part of the validation team.
- Where possible, do not have field supervisors as part of the validation team.
- Do not accept survey answers as complete if patterns are recognized in answering surveys.
- Do not accept survey responses from surveys where participant information is not available.
- Do not accept survey responses of surveys that are outside of the sampling framework.
- Do not accept any further surveys from enumerators which have previously had over 50% of their surveys rejected due to validation errors.
- Do not accept surveys that have taken a considerably small amount of time to complete.

7. Analysis**a. Do's**

- Do use the analytical framework included here as a guideline for analysis.
- Do use other methods such as Regressions, Annova, Bi-variate analysis...etc. to statistically analyze data where possible.
- Do use qualitative methods such as focus group discussions with participants, discussions with subject matter experts and in-depth interviews with participants to draw out case studies to supplement quantitative findings.
- Do remember to adjust for methodological nuances when performing analysis.
- Do review existing literature to understand the background and the context of the study whenever possible.
- Do clearly state critical assumptions and hypothesis in performing the analysis.

- Do explain the prevalent macro environment factors and recent incidents that may have affected the study findings.

b. Don'ts

- Do not assume that even significant correlations prove causality.
- Do not use a single statistical measure to accept a hypothesis.
- Do not factor in DKCS answers in statistical analysis.
- Do not use Microsoft Excel for analysis if possible.

8. Interpretation and Generalization

a. Do's

- Do factor in critical assumptions and hypothesis made when performing the analysis.
- Do factor in the prevalent macro environment factors and the affect of recent incidents that may have influenced the study findings.
- Do keep in mind the scope of the research when generalizing and interpreting data.
- Do keep in mind sampling limitations when generalizing and interpreting data.

b. Don'ts

- Do not ignore the demographic nuances in generalizing and interpreting data.
- Do not ignore methodological nuances when generalizing and interpreting data.
- Do not make generalizations that are not supported by empirical evidence.
- Do not make generalizations beyond the target population of the study.

9. Report Writing

a. Do's

- Do review and present existing literature to allow the audience to understand the background and the context of the study whenever possible.
- Do outline the report structure prior to writing.
- Do clearly state critical assumptions and hypothesis in performing the analysis.
- Do explain the prevalent macro environment factors and recent incidents that may have affected the study findings.
- Do explain study limitations.
- Do use appropriate examples from the study whenever possible.

b. Don'ts

- Do not write haphazardly without structure.
- Do not use abbreviations and acronyms without explaining what they are.
- Do not use complicated language.
- Do not use statistical numbers to explain findings, use statistical numbers as evidence in the narrative.
- Do not provide recommendations.
- Do not provide opinions that are not supported by empirical evidence.
- Do not include more than one broad topic per paragraph.

SURVEY FORM

[INTERVIEWER SHOULD COMPLETE THE FOLLOWING INFORMATION ABOUT THE RANDOMLY SELECTED HOUSEHOLD BEFORE THE INTERVIEW STARTS]

V1. Name of province: _____

V2. Name of district: _____

V3. Name of Divisional Secretariat (DS): _____

V4. Name of GN/GS: _____

V5. Interviewer code: __ I _ I _ I _ I _ I __

V6. Respondent code: __ I _ I _ I _ I _ I __

ENUMERATOR INSTRUCTIONS ARE GIVEN IN BOLD CAPITAL LETTERS AND ARE WITHIN SQUARE BRACKETS []. THESE INSTRUCTIONS ARE FOR THE ENUMERATOR AND MUST NOT BE READ ALOUD TO THE PARTICIPANT.

INTRODUCTION AND CONSENT

INT 01: Hello. My name is **[TELL PARTICIPANT YOUR FIRST AND LAST NAME]**. I am from **[TELL PARTICIPANT YOUR INSTITUTION]** and I am here to conduct a survey funded by The Asia Foundation and your household was selected randomly to participate in this survey. I do not represent the government or any other political party. The survey is conducted to understand social and economic relationships in your community. This survey will take around 30 to 45 mins and I would like to speak with an adult male/female **[IF YOU SUCCESSFULLY COMPLETED YOUR PREVIOUS INTERVIEW WITH AN ADULT MALE THEN SELECT AN ADULT FEMALE FROM THIS HOUSEHOLD, IF THE PREVIOUS INTERVIEW WAS WITH AN ADULT FEMALE, PLEASE SELECT AN ADULT MALE FROM THIS HOUSEHOLD]** member of your household.

[IF THE INITIAL RESPONDENT MEETS SELECTION CRITERIA MOVE TO INT 02, IF INITIAL RESPONDENT DOES NOT MEET SELECTION CRITERIA CHECK TO SEE IF ANOTHER RESPONDENT THAT MEETS THE CRITERIA IS AVAILABLE AND MOVE TO INT02]

INT 02: Would you be willing to participate in this survey now?

Yes, I am willing to participate [MOVE TO INT 03]	1
Yes, but I am unable to participate now [SETUP A TIME TO FOLLOW UP AND EXIT]	2
No, I can nominate someone else [CONTACT NEW PARTICIPANT REPEAT INT 01 & INT 02]	3
No, I do not want to participate [THANK PARTICIPANT AND EXIT]	4

INT 03: Participation in our survey is completely voluntary and all data collected will be confidential and completely anonymous. The participant name will not be linked to the responses recorded on this survey nor will researchers or anybody else be able to link your identity or address to the responses. Do I have your consent to continue with the survey?

Yes [MOVE TO 01]	1
No [THANK AND EXIT HOUSEHOLD]	2

DEMOGRAPHICS AND PSYCHOGRAPHICS

1. Participant gender **[OBSERVE AND REPORT, DO NOT ASK PARTICIPANT]**

Male	1
Female	2
Don't know [DO NOT READ]	99
Refuse to answer [DO NOT READ]	88

2. How old are you?

Age	--
Don't know [DO NOT READ]	99
Refuse to answer [DO NOT READ]	88

3. Which of the following language(s) do you speak at home most often?

Sinhalese	1
Tamil	2

English	3
Other [DO NOT READ]	66

4. Which of the following ethnic group do you consider yourself belonging to?

Sinhala	1
Sri Lankan Tamil	2
Sri Lankan Muslim	3
Indian/Hill Country Tamil	4
Burgher	5
Malay	6
Other [DO NOT READ]	66
Sri Lankan only or “doesn’t think of self in those terms” [DO NOT READ]	77
Refuse to answer [DO NOT READ]	88
Don’t know [DO NOT READ]	99

5. Which of the following religions do you subscribe to, if any?

Hinduism	1
Buddhism	2
Islam	3
Christianity -Roman Catholic	4
Christianity -Non-Roman Catholic	5
None	6
Other [DO NOT READ]	77
Don’t know [DO NOT READ]	99
Refuse to answer [DO NOT READ]	88

6. Which of the following options best describes the way you think about yourself?

I think of myself as Sri Lankan only	1
I think of myself as belonging to the province or district I live/born in (i.e. Southerner)	2
I think of myself as belonging to my ethnic group (i.e. Moor)	3
I think of myself as belonging to my religious group (i.e. Christian)	4
I think of myself as belonging to my economic class (I.e. Middle class)	5
I think of myself as belonging to ethno-religious subset (i.e. Sinhala, Buddhist)	6
Don’t know [DO NOT READ]	99
Refuse to answer [DO NOT READ]	88

7. What is the highest level of education you have attained?

No formal education	1
Primary education (grade 1 to 5)	2
Secondary education (grade 6 to 11)	3
GCE Ordinary Level (London/EDEXCEL AS Level)	4
GCE Advanced Level (London/EXEXCEL AL Level)	5
Diploma	6
Graduate / Professional Qualification	7

Postgraduate	8
Don't know [DO NOT READ]	99
Refuse to answer [DO NOT READ]	88

8. Let us talk about employment. Are you currently...?

Employed -Full time	1
Employed -Part time	2
Self-employed -Full time	3
Self-employed -Part time	4
A Student	5
A housewife or househusband	6
Unemployed -Seeking work	7
Unemployed -Not seeking work	8
Don't know [DO NOT READ]	99
Refuse to answer [DO NOT READ]	88

9. Let us talk about you. Are you currently...?

Single	1
Married	2
Separated	3
Divorced	4
Widowed	5
Don't know [DO NOT READ]	99
Refuse to answer [DO NOT READ]	88

MAIN SURVEY INSTRUMENT

10. I am going to read out some statements about the ethnic and religious composition of the neighbourhood you live in (DS division). Please tell me the extent to which you agree or disagree with each statement.

	Strongly disagree	Some-what disagree	Neither agree nor disagree	Some-what agree	Strongly agree	Don't know [DO NOT READ]	Refusal [DO NOT READ]
This area is ethnically diverse (people of more than one ethnic type live here)	1	2	3	4	5	99	88
This area is religiously diverse (people of more than one religion live here)	1	2	3	4	5	99	88
Sri Lankans of all ethnicities can peacefully live in this area	1	2	3	4	5	99	88

Sri Lankans of all religions can peacefully live in this area	1	2	3	4	5	99	88
Sri Lankans of all ethnicities can successfully do business in this area	1	2	3	4	5	99	88
Sri Lankans of all religions can successfully do business in this area	1	2	3	4	5	99	88

11. I am going to read out some more statements about your neighbourhood (DS division). Please tell me the extent to which you agree or disagree with each statement.

	Strongly disagree	Some-what disagree	Neither agree nor disagree	Some-what agree	Strongly agree	Don't know [DO NOT READ]	Refusal [DO NOT READ]
Government offices in this area, employ people that are ethnically diverse	1	2	3	4	5	99	88
[ONLY IF ANSWER WAS 4 OR 5 FOR ABOVE] Each ethnic group is well represented among government employees in this area	1	2	3	4	5	99	88
Government offices in this area employ people that are religiously diverse	1	2	3	4	5	99	88
[ONLY IF ANSWER WAS 4 OR 5 FOR ABOVE] Each religious group is well represented among government employees in this area	1	2	3	4	5	99	88
Private companies in this area employ people that are ethnically diverse	1	2	3	4	5	99	88
[ONLY IF ANSWER WAS 4 OR 5 FOR ABOVE] Each ethnic group is well represented among private company employees in this area	1	2	3	4	5	99	88
Private companies in this area employ people that are religiously diverse	1	2	3	4	5	99	88

[ONLY IF ANSWER WAS 4 OR 5 FOR ABOVE] Each religious group is well represented among private company employees in this area	1	2	3	4	5	99	88
Business owners in this area are ethnically diverse	1	2	3	4	5	99	88
[ONLY IF ANSWER WAS 4 OR 5 FOR ABOVE] Each ethnic group is well represented among business owners in this area	1	2	3	4	5	99	88
Business owners in this area are religiously diverse	1	2	3	4	5	99	88
[ONLY IF ANSWER WAS 4 OR 5 FOR ABOVE] Each religious group is well represented among business owners in this area	1	2	3	4	5	99	88

12. Based on your perceptions and knowledge, please state the extent to which you agree or disagree with the following statements

	Strongly disagree	Some-what disagree	Neither agree nor disagree	Some-what agree	Strongly agree	Don't know [DO NOT READ]	Refusal [DO NOT READ]
It would be good, if different ethnic groups lived separately in different parts of Sri Lanka	1	2	3	4	5	99	88
It would be good, if different religious groups lived separately in different parts of the country	1	2	3	4	5	99	88
It would be good, if different ethnic groups lived separately within the area, I live in	1	2	3	4	5	99	88
It would be good, if different religious groups lived separately within the area, I live in	1	2	3	4	5	99	88

It would be good, if different ethnic groups were limited to work only on selected job types and industries	1	2	3	4	5	99	88
It would be good, if different religious groups were limited to work only on selected job types and industries	1	2	3	4	5	99	88

13. Consider the following scenario and respond: You have organized a religious festival unique to your religion at your house, and it is creating a block in the roads around during the peak traffic time. Your immediate neighbours are not of the same religion as you and are finding it difficult to get to work. How do you think your neighbours will react to this?

They will be understanding, because they are generally tolerant of other religions	1
They will be angry, because they are generally not tolerant of other religions	2
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

14. Consider the following scenario and respond: You are hosting an ethnic festival unique to your ethnicity at your home. It is generating a lot of loud noise in the neighbourhood at night. Your immediate neighbours are not of the same ethnicity as you and are having difficulty sleeping. How do you think your neighbours will react to this?

They will be understanding, because they are generally tolerant of other ethnicities	1
They will be angry, because they are generally not tolerant of other ethnicities	2
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

15. Consider the following scenario and respond: Some time ago your immediate neighbours had to travel to a different town for an urgent personal matter but couldn't travel with their children. At the time you generously offered to take care of the children while they were away. Now you must travel on an urgent matter and have asked them to look after your children. How do you think they will respond?

They will agree, because they always help people that help them	1
They will agree, because they are generally nice people	2
They will not agree, because they never remember what other people have done for them	3
They will not agree, because they do not ever help other people	4
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

16. Consider the following scenario and respond: You are running as the area candidate in the local government elections for a major political party. Your immediate neighbours are not related to you. Do you think your next-door neighbour will vote for you?

Yes [MOVE TO 16 I]	1
No [MOVE TO 16 II]	2

Don't know [DO NOT READ]	99
Refuse to answer [DO NOT READ]	88

I. IF YES	
It's because they trust me	A.
It's because they think it financially benefits them	B.
It's because I have helped them in the past	C.
It's because they are from the same ethnicity or religion as me	D.
It's because they support the same political party as me	E.
It's because they too are members of a local group that I belong to	F.
Don't know [DO NOT READ]	99
Refuse to answer [DO NOT READ]	88
II. IF NO	
It's because they do not trust me	A.
It's because they are jealous of my success	B.
It's because they don't think it will financially benefit them	C.
It's because they are from a different ethnicity or religion than me	D.
It's because they support a different political party than me	E.
It's because they do not know me well	F.
Don't know [DO NOT READ]	99
Refuse to answer [DO NOT READ]	88

17. To what extent do you agree or disagree with the following statements?

	Strongly disagree	Some-what disagree	Neither agree nor disagree	Some-what agree	Strongly agree	Don't know [DO NOT READ]	Refusal [DO NOT READ]
I think most people in this area are selfish and only care about themselves	1	2	3	4	5	99	88
I think most people in this area only care about others when there is some financial benefit in it for them	1	2	3	4	5	99	88
I think most people in this area care about themselves first and then think about others later if possible	1	2	3	4	5	99	88
I think people in this area only offer to help others when there is a crisis that affects everyone	1	2	3	4	5	99	88

I think most people in this area will prioritize other people like them, even when choosing to help others	1	2	3	4	5	99	88
I think people in this area generally respect one another but are easily provoked	1	2	3	4	5	99	88
I think most group conflicts in this area arise due to unresolved individual issues	1	2	3	4	5	99	88
I think people in this area generally want to avoid conflict and are not easily provoked	1	2	3	4	5	99	88
I think if people developed close social relationships with other people in this area, it would help prevent conflicts in this area	1	2	3	4	5	99	88
I think if people developed close economic relationships with other people in this area, it would help prevent conflicts in this area	1	2	3	4	5	99	88

18. To what extent do you agree or disagree with the following statements regarding trust in others

	Strongly disagree	Some-what disagree	Neither agree nor disagree	Some-what agree	Strongly agree	Don't know [DO NOT READ]	Refusal [DO NOT READ]
I think most people in general are trustworthy and honest	1	2	3	4	5	99	88
[ONLY IF ANSWER TO ABOVE WAS 1, 2 OR 3]							
I think my family members are generally trustworthy and honest	1	2	3	4	5	99	88
I think my friends are generally trustworthy and honest	1	2	3	4	5	99	88
I think people of my ethnic group are generally trustworthy and honest	1	2	3	4	5	99	88

I think people of my religion are generally trustworthy and honest	1	2	3	4	5	99	88
I think people in my economic class are generally trustworthy and honest	1	2	3	4	5	99	88
I think people of my ethno-religious subgroup are generally trustworthy and honest	1	2	3	4	5	99	88
I think people that live in my neighbourhood are generally trustworthy and honest	1	2	3	4	5	99	88

19. Consider the following scenario and respond: You are being threatened by a group of underworld thugs. Which of the following groups would you trust the most to keep you safe?

The government-Police, Armed forces ...etc	1
The private sector-private security force	2
Your friends and family	3
Your political party	4
Your religious group	5
Your neighbours-regardless of the religion or ethnicity	6
Your neighbours of the same ethnicity	7
Your neighbours of the same religion	8
No one [DO NOT READ OUT TO THE RESPONDENT]	9
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

20. Consider the following scenario and respond: You are trying to buy a used car. You have the following people in your area, selling a car that's identical to what you want. There is no difference between the cars for sale in any way. Which of the following sellers would you choose?

A person who is of the same ethnicity as you	1
A person who is of the same religion as you	2
A person who follows the same political party as you	3
A person who is in the same work or business as you	4
A person who is of the same ethno-religious subset as you	5
A person of the same gender as you	6
A person who belongs to a community organization that you belong to	7
No preference [DO NOT READ OUT TO THE RESPONDENT]	8
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

21. Consider the following scenario and respond: You run a furniture manufacturing business. You need a reliable supplier of wood. You have been approached by the following suppliers in your

neighbourhood and their quality of wood and the price is the same. Which of the following options would you use?

A person who is of the same ethnicity as you	1
A person who is of the same religion as you	2
A person who follows the same political party as you	3
A person who is in the same work or business as you	4
A person who is of the same ethno-religious subset as you	5
A person of the same gender as you	6
A person who belongs to the same community organization you belong to	7
No preference [DO NOT READ OUT TO THE RESPONDENT]	8
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

22. Consider the following scenario and respond: You own a fleet of fishing boats. You need a reliable person to sell the fish from your boats. You have been approached by the following local fish retailers in your neighbourhood and the price offered by them for fish and the quality expected by them is the same. Which of the following option would you use?

A person who is of the same ethnicity as you	1
A person who is of the same religion as you	2
A person who follows the same political party as you	3
A person who is in the same work or business as you	4
A person who is of the same ethno-religious subset as you	5
A person of the same gender as you	6
A person who belongs to the same community organization you belong to	7
No preference [DO NOT READ OUT TO THE RESPONDENT]	8
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

23. Consider the following scenario and respond: You have a new neighbour that you are not familiar with. The head of that household has come to your house and asked for help in moving their belongings into their house. If your new neighbour was which of the following, would you be most inclined to help?

A person who is of the same ethnicity as you	1
A person who is of the same religion as you	2
A person who follows the same political party as you	3
A person who is in the same work or business as you	4
A person who is of the same ethno-religious subset as you	5
A person of the same gender as you	6
A person who belongs to the same community organization you belong to	7
No preference [DO NOT READ OUT TO THE RESPONDENT]	8
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

24. Consider the following scenario and respond: You want to start a new business. You don't have the necessary capital and your friends and parents cannot help. You want a partner to invest half (50%) of the required capital. The following people in your area have all agreed to provide you

with the money you need under similar lending conditions. Which of the following would you choose to enter into a business partnership with?

A person who is of the same ethnicity as you	1
A person who is of the same religion as you	2
A person who follows the same political party as you	3
A person who is in the same work or business as you	4
A person who is of the same ethno-religious subset as you	5
A person of the same gender as you	6
A person who belongs to the same community organization you belong to	7
No preference [DO NOT READ OUT TO THE RESPONDENT]	8
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

25. Consider the following scenario and respond: You have had a new junior employee join your office. The new employee is from the area where you live but you do not know him/her well. The junior member is looking for a senior employee to help him/her understand the work. If your new employee was which of the following, would you be most inclined to help him or her?

A person who is of the same ethnicity as you	1
A person who is of the same religion as you	2
A person who follows the same political party as you	3
A person who is in the same work or business as you	4
A person who is of the same ethno-religious subset as you	5
A person of the same gender as you	6
A person who belongs to the same community organization you belong to	7
No preference [DO NOT READ OUT TO THE RESPONDENT]	8
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

26. Consider the following scenario and respond: You make a living by conducting supplementary classes for GCE Ordinary Level exam subjects in your local area. A relatively unknown student from your neighbourhood has approached you, asking you to help him/her with studies but cannot provide you with a fee. You only have limited time slots available and if you offer to help this student, you will not be able to take another student who can pay you a fee. If the student was which of the following, would you be most inclined to prioritize him or her over a paying student?

A person who is of the same ethnicity as you	1
A person who is of the same religion as you	2
A person who follows the same political party as you	3
A person who is in the same work or business as you	4
A person who is of the same ethno-religious subset as you	5
A person of the same gender as you	6
A person who belongs to the same community organization you belong to	7
No preference [DO NOT READ OUT TO THE RESPONDENT]	8
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

27. Consider the following scenario and respond: There was heavy flood in your area and several houses in the area have been damaged or destroyed. Several people from your area have been displaced. Your house was not damaged in any way. Several of the displaced individuals that are well known to you, have asked to stay in your house temporarily till they recover from the flood damage to their properties. If you can only accept one person to stay at your house, who would it be?

A person who is of the same ethnicity as you	1
A person who is of the same religion as you	2
A person who follows the same political party as you	3
A person who is in the same work or business as you	4
A person who is of the same ethno-religious subset as you	5
A person of the same gender as you	6
A person who belongs to the same community organization you belong to	7
No preference [DO NOT READ OUT TO THE RESPONDENT]	8
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

28. Consider the following scenario and respond: A person from your village that you don't know well has sent you an informal request to attend a community forum. The invitation does not include an agenda or explain the purpose of the forum. If the convener was which of the following, would you be most likely to consider attending the meeting?

A local ethnic leader of your own ethnicity	1
A local ethnic leader of a different ethnicity than you	2
A local religious leader of your own religion	3
A local religious leader of a different religion than you	4
A local political leader of the political party you support	5
A local political leader of a different political party than the one you support	6
A local community leader who is of the same gender as you	7
A local business leader who is engaged in a similar business to yours	8
A local business leader who is engaged in a different line of business than you	9
A local organization leader of an organization that you belong to	10
A local organization leader of an organization that you don't belong to	11
Any person of the same ethnicity as you	12
Any person of the same religion as you	13
Any person who is of the same ethno-religious subset as you	14
Any person that belongs to the same political party as you	15
Any person of the same gender as you	16
A person who belongs to a same community organization you belong to	17
No preference [DO NOT READ OUT TO THE RESPONDENT]	18
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

29. Consider the following scenario and respond: You have been invited by a neighbour to attend a special and unique religious festival celebration at his/her house. There is no financial cost in attending the event and you have the time to attend the event. If the neighbour was which of the following, would you be most inclined to attend the function?

A person who is of the same ethnicity as you	1
--	---

A person who is of the same religion as you	2
A person who follows the same political party as you	3
A person who is in the same work or business as you	4
A person who is of the same ethno-religious subset as you	5
A person of the same gender as you	6
A person who belongs to a same community organization you belong to	7
No preference [DO NOT READ OUT TO THE RESPONDENT]	8
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

30. Consider the following scenario and respond: You have been invited by a neighbour to attend a special and unique ethnic festival celebration at his/her house. There is no financial cost in attending the event and you have the time to attend the event. If the neighbour was which of the following, would you be most inclined to attend the function?

A person who is of the same ethnicity as you	1
A person who is of the same religion as you	2
A person who follows the same political party as you	3
A person who is in the same work or business as you	4
A person who is of the same ethno-religious subset as you	5
A person of the same gender as you	6
A person who belongs to a same community organization you belong to	7
No preference [DO NOT READ OUT TO THE RESPONDENT]	8
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

31. Consider the following scenario and respond: You have been asked by one of your neighbours to make a charitable donation to a special religious event being organized by an ethnic group he/she belongs to in your neighbourhood. If your neighbour was which of the following, would you be most inclined to make a charitable donation?

A person who is of the same ethnicity as you	1
A person who is of the same religion as you	2
A person who follows the same political party as you	3
A person who is in the same work or business as you	4
A person who is of the same ethno-religious subset as you	5
A person of the same gender as you	6
A person who belongs to a same community organization you belong to	7
No preference [DO NOT READ OUT TO THE RESPONDENT]	8
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

32. Consider the following scenario and respond: You have been asked by one of your neighbours to make a charitable donation to a special ethnic event being organized by an ethnic group he/she belongs to in your neighbourhood. If your neighbour was which of the following, would you be most inclined to make a charitable donation?

A person who is of the same ethnicity as you	1
A person who is of the same religion as you	2

A person who follows the same political party as you	3
A person who is in the same work or business as you	4
A person who is of the same ethno-religious subset as you	5
A person of the same gender as you	6
A person who belongs to a same community organization you belong to	7
No preference [DO NOT READ OUT TO THE RESPONDENT]	8
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

33. Do you belong to any association or organization in your neighbourhood or village community?

Yes [MOVE TO QUESTION 31]	1
No [MOVE TO QUESTION 32]	2
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

34. Please select the organization you belong to from the following list and indicate the level of participation using codes below;

- a. Executive member **[EM] -FREQUENTLY PARTICIPATES AND HAS DECISION-MAKING ABILITY**
- b. Active member **[AM] -FREQUENTLY PARTICIPATES BUT DOES NOT HAVE DECISION-MAKING ABILITY**
- c. Member **[M] -OCCASIONALLY PARTICIPATES AND HAS NO DECISION-MAKING ABILITY**

	Formal Organization	Type of membership		Informal organization	Type of membership
1	RDS		15	Religious groups	
2	WRDS		16	Cultural group	
3	Youth Club		17	Sports club	
4	Community Police Forum		18	Welfare society	
5	Farmer Organization		19	Health group	
6	Cooperative Society		20	Ethnic group	
7	Trade Union		21	Other informal (specify)	
8	Civil Society				
9	Traders' Association				
10	Fishermens' Organization				
11	School Development Committee				
12	Disaster Management Committee				
13	NGO				
14	Other formal (specify)				

35. Consider the associations you mentioned in question 31 and indicate the extent to which you agree or disagree with the following statements.

	Strongly disagree	Some-what disagree	Neither agree nor disagree	Some-what agree	Strongly agree	Don't know [DO NOT READ]	Refusal [DO NOT READ]
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I don't experience any difficulty in getting the group to agree to a common decision	1	2	3	4	5	99	88
I think I socially benefit from being a part of this group	1	2	3	4	5	99	88
I think I economically benefit from being a part of this group	1	2	3	4	5	99	88
I think my household socially benefits from me being a part of this group	1	2	3	4	5	99	88
I think my household economically benefits from me being a part of this group	1	2	3	4	5	99	88
I am highly satisfied with the economic benefits received from this group	1	2	3	4	5	99	88
I am highly satisfied with the social benefits received from this group	1	2	3	4	5	99	88
I think this group will support me socially during a crisis or distress	1	2	3	4	5	99	88
I think this group will support me economically during a crisis or distress	1	2	3	4	5	99	88
I think other members treat this group as importantly as I do	1	2	3	4	5	99	88

36. In the last year, have you personally done any of the following:

Voting	Yes	No	Don't know [DO NOT READ]	Refuse to Say [DO NOT READ]
Media interaction	1	2	99	88
Campaign	1	2	99	88
Demonstration	1	2	99	88
Public Discourse	1	2	99	88
Petition	1	2	99	88
Donate to charity	1	2	99	88
Donation to other institutions or individuals	1	2	99	88
Volunteer	1	2	99	88

37. Do you feel safe walking alone in your neighbourhood at night?

Yes [MOVE TO QUESTION 39]	1
No [MOVE TO QUESTION 38]	2
Refuse to answer [DO NOT READ]	88

Don't know [DO NOT READ]	99
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38. If you were accompanied by which of the following individuals, would you feel safer walking alone in your neighbourhood at night?

A person who is of the same ethnicity as you	1
A person who is of the same religion as you	2
A person who follows the same political party as you	3
A person who is in the same work or business as you	4
A person who is of the same ethno-religious subset as you	5
A person who is of the same gender as you	6
A person who belongs to the same local organizations you belong to	
I still would not feel safe	7
No preference, being accompanied by someone else makes me feel safer	8
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

39. Consider the period following the end of the war (post 2009) and the period before that. Do you think that the people in your neighbourhood are socially closer, after the war than the period before that?

Yes	1
No	2
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

40. Consider the period following the end of the war (post 2009) and the period before that. Do you think that your neighbourhood is more economically connected, after the war than the period before that?

Yes	1
No	2
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

41. Consider the period following the end of the war (post-2009) and today. Do you think that social ties between people of your neighbourhood have increased or decreased?

Increased	1
Decreased	2
Has not changed	3
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

42. Consider the period following the end of the war (post-2009) and today. Do you think that economic ties between people of your neighbourhood have increased or decreased?

Increased	1
Decreased	2
Has not changed	3

Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

43. Consider the next five years. Do you think that the people living in your neighbourhood will get closer, socially?

Yes	1
No -It will remain the same	2
No -It will worsen	
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

44. Consider the next five years. Do you think that your neighbourhood will get economically better?

Yes	1
No -It will remain the same	2
No -It will worsen	
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

45. In your opinion, have various government programs in your area succeeded in bringing the local people closer, socially?

Yes	1
No -They have had no impact	2
No	
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

46. In your opinion, have various non-government programs in your area succeeded in bringing people closer, socially?

Yes	1
No	2
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

47. In your opinion, have various government programs in your area succeeded in bringing people closer, economically?

Yes	1
No	2
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

48. In your opinion, have various non-government programs in your area succeeded in bringing people closer, economically?

Yes	1
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No	2
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

49. In your opinion, which of the following is most effective at preventing conflict and promoting peace in your neighbourhood?

Increased social ties between people of the area	1
Increased economic ties between the people of the area	2
Increased political ties between people of this area	3
Refuse to answer [DO NOT READ]	88
Don't know [DO NOT READ]	99

50. If you have any suggestions or personal opinions that you believe will improve social cohesion and mitigate conflict in your area, please mention them below.

▪

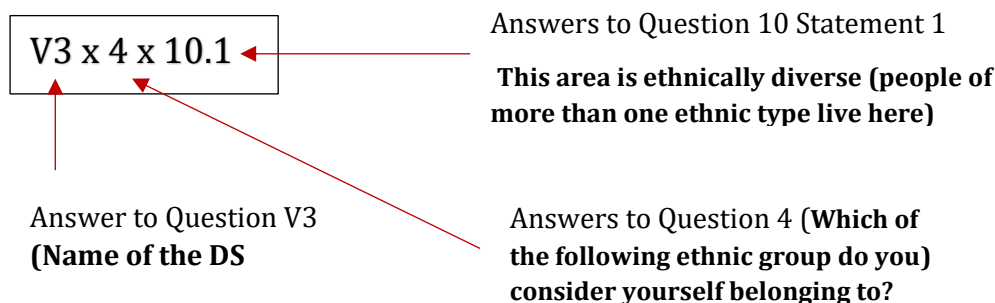
RECOMMENDED ANALYTICAL FRAMEWORK FOR THE SCA

Instructions for Using the Analytical Framework for Analysis of the SCA

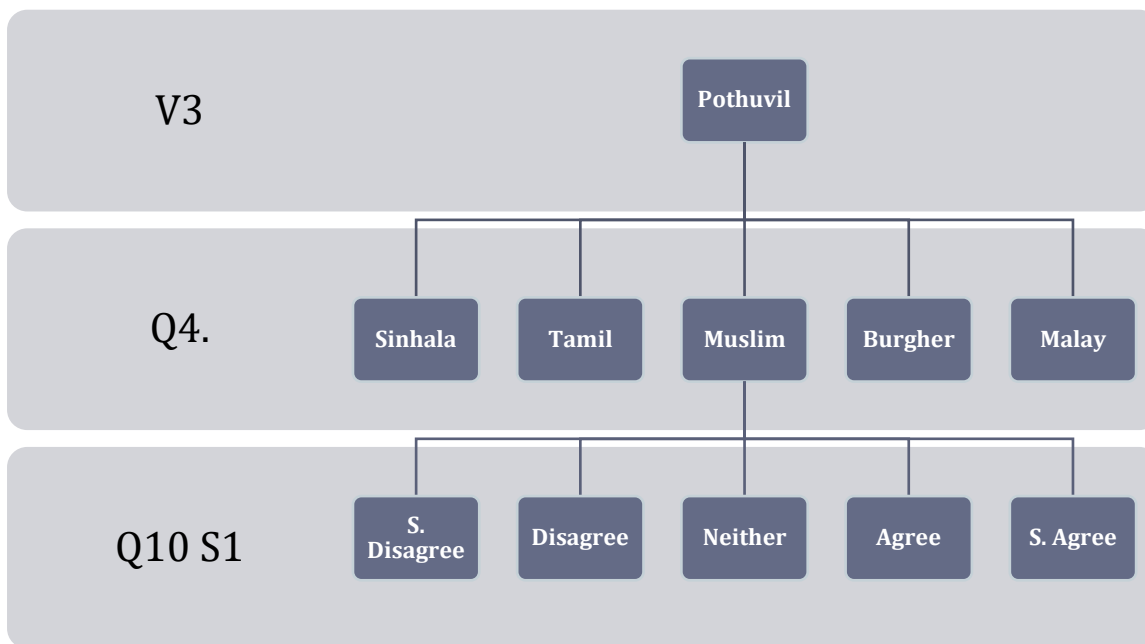
Presentation of analysis is often the most challenging part of conducting a social study, such as the social capital assessment. Striking a balance between empirical evidence required and presenting data in a way that is easily understood, requires both skill and practice. It is recommended that the following analytical framework is used as a guideline in conducting the preliminary analysis and the data visualization of the SCA.

Things to note:

- Three analysis methods are suggested:
 - **Descriptive statistics:** Descriptive statistics are used to describe the summary of the data in a survey. It assists to simplify large amounts of data sensibly and provides the basis for almost every quantitative analysis of data together with simple graphic analyse.
 - **Cross-tabulations:** Cross tabulations or cross-tabs are a quantitative research method suitable for analyzing the relationship that may not be visible directly between two or more variables. Coefficient of Correlation and significance (for analysing IV and DV relationships)
 - **Chi-square** (for analysing categorical variables)
- When running cross tabulations, the recommended analytics are structured as;



- The three-way cross-tabulations will take the form of a decision tree, and should be analysed and interpreted accordingly;



Demographic and sample explanation

V3 x 1 x 2

1 x 2 x 3

1 x 2 x 4

1 x 2 x 5

1 x 2 x 7

1 x 2 x 8

1 x 9

Analysis structures

- The effect of Location and Demographics on Individual Perspectives

V3 x 6

V3 x 4 x 6

V3 x 5 x 6

V3 x 7 x 6

V3 x 8 x 6

- Awareness regarding diversity

V3 x 1 x 10.1

V3 x 1 x 10.2

V3 x 1 x 10.3

V3 x 1 x 10.4
V3 x 1 x 10.5
V3 x 1 x 10.6

V3 x 4 x 10.1
V3 x 4 x 10.2
V3 x 4 x 10.3
V3 x 4 x 10.4
V3 x 4 x 10.5
V3 x 4 x 10.6

V3 x 5 x 10.1
V3 x 5 x 10.2
V3 x 5 x 10.3
V3 x 5 x 10.4
V3 x 5 x 10.5
V3 x 5 x 10.6

V3 x 1 x 10.1
V3 x 1 x 10.2
V3 x 1 x 10.3
V3 x 1 x 10.4
V3 x 1 x 10.5
V3 x 1 x 10.6

V3 x 7 x 10.1
V3 x 7 x 10.2
V3 x 7 x 10.3
V3 x 7 x 10.4
V3 x 7 x 10.5
V3 x 7 x 10.6

V3 x 8 x 10.1
V3 x 8 x 10.2
V3 x 8 x 10.3
V3 x 8 x 10.4
V3 x 8 x 10.5
V3 x 8 x 10.6

- Equal opportunity for employment and entrepreneurship

V3 x 4 x 11.1
V3 x 4 x 11.2
V3 x 4 x 11.3
V3 x 4 x 11.4
V3 x 4 x 11.5
V3 x 4 x 11.6
V3 x 4 x 11.7
V3 x 4 x 11.8
V3 x 4 x 11.9

V3 x 4 x 11.10
V3 x 4 x 11.11
V3 x 4 x 11.12

V3 x 5 x 11.1
V3 x 5 x 11.2
V3 x 5 x 11.3
V3 x 5 x 11.4
V3 x 5 x 11.5
V3 x 5 x 11.6
V3 x 5 x 11.7
V3 x 5 x 11.8
V3 x 5 x 11.9
V3 x 5 x 11.10
V3 x 5 x 11.11
V3 x 5 x 11.12

V3 x 7 x 11.1
V3 x 7 x 11.2
V3 x 7 x 11.3
V3 x 7 x 11.4
V3 x 7 x 11.5
V3 x 7 x 11.6
V3 x 7 x 11.7
V3 x 7 x 11.8
V3 x 7 x 11.9
V3 x 7 x 11.10
V3 x 7 x 11.11
V3 x 7 x 11.12

V3 x 8 x 11.1
V3 x 8 x 11.2
V3 x 8 x 11.3
V3 x 8 x 11.4
V3 x 8 x 11.5
V3 x 8 x 11.6
V3 x 8 x 11.7
V3 x 8 x 11.8
V3 x 8 x 11.9
V3 x 8 x 11.10
V3 x 8 x 11.11
V3 x 8 x 11.12

- Perceptions about ethnocentrism

V3 x 4 x 12.1
V3 x 4 x 12.2
V3 x 4 x 12.3
V3 x 4 x 12.4
V3 x 4 x 12.5

V3 x 4 x 12.6

V3 x 5 x 12.1

V3 x 5 x 12.2

V3 x 5 x 12.3

V3 x 5 x 12.4

V3 x 5 x 12.5

V3 x 5 x 12.6

V3 x 4 x 17.1

V3 x 4 x 17.2

V3 x 4 x 17.3

V3 x 4 x 17.4

V3 x 4 x 17.5

V3 x 4 x 17.6

V3 x 4 x 17.7

V3 x 4 x 17.8

V3 x 4 x 17.9

V3 x 4 x 17.10

V3 x 5 x 17.1

V3 x 5 x 17.2

V3 x 5 x 17.3

V3 x 5 x 17.4

V3 x 5 x 17.5

V3 x 5 x 17.6

V3 x 5 x 17.7

V3 x 5 x 17.8

V3 x 5 x 17.9

V3 x 5 x 17.10

- Revealed Preference on ethno-religious tolerance in neighbourhood

V3 x 5 x 13

V3 x 4 x 14

- Revealed preference on Social Capital -Reciprocity in neighbourhood

V3 x 5 x 15

V3 x 4 x 15

- Revealed preference on Social Capital – Level of Trust in neighbourhood

V3 x 5 x 16.I

V3 x 5 x 16.II

V3 x 4 x 16.I

V3 x 4 x 16.II

- Perceptions on Individual/Institutional Trust

V3 x 5 x 18.1
V3 x 5 x 18.2
V3 x 5 x 18.3
V3 x 5 x 18.4
V3 x 5 x 18.5
V3 x 5 x 18.6
V3 x 5 x 18.7
V3 x 5 x 18.8

V3 x 4 x 18.1
V3 x 4 x 18.2
V3 x 4 x 18.3
V3 x 4 x 18.4
V3 x 4 x 18.5
V3 x 4 x 18.6
V3 x 4 x 18.7
V3 x 4 x 18.8

- Social Capital – Trust – Safety

V3 x 4 x 19
V3 x 5 x 19

V3 x 4 x 37
V3 x 5 x 37

V3 x 4 x 37 x 38
V3 x 5 x 37 x 38

- Social Capital – Trust – Business Environment

Buyer
V3 x 4 x 20
V3 x 5 x 20

Supplier
V3 x 4 x 21
V3 x 5 x 21

Distributor
V3 x 4 x 22
V3 x 5 x 22

Investor
V3 x 4 x 24
V3 x 5 x 24

- Social Capital – Network - Volunteer

Neighbourhood

V3 x 4 x 23

V3 x 5 x 23

V3 x 4 x 28

V3 x 5 x 28

V3 x 4 x 26

V3 x 5 x 26

Workplace

V3 x 4 x 25

V3 x 5 x 25

- Social Capital – Network – Charity

Non-Financial

V3 x 4 x 27

V3 x 5 x 27

Financial

V3 x 4 x 31

V3 x 5 x 32

- Social Capital – Network - Participation

Individual

V3 x 4 x 29

V3 x 5 x 30

Institutional

V3 x 4 x 33

V3 x 5 x 33

V3 x 4 x 34

V3 x 5 x 34

- Social Capital – Network - Benefits

V3 x 4 x 35.1

V3 x 4 x 35.2

V3 x 4 x 35.3

V3 x 4 x 35.4

V3 x 4 x 35.5

V3 x 4 x 35.6

V3 x 4 x 35.7
V3 x 4 x 35.8
V3 x 4 x 35.9
V3 x 4 x 35.10

V3 x 5 x 35.1
V3 x 5 x 35.2
V3 x 5 x 35.3
V3 x 5 x 35.4
V3 x 5 x 35.5
V3 x 5 x 35.6
V3 x 5 x 35.7
V3 x 5 x 35.8
V3 x 5 x 35.9
V3 x 5 x 35.10

- Social Capital – Network - Activism

V3 x 4 x 36.1
V3 x 4 x 36.2
V3 x 4 x 36.3
V3 x 4 x 36.4
V3 x 4 x 36.5
V3 x 4 x 36.6
V3 x 4 x 36.7
V3 x 4 x 36.8
V3 x 4 x 36.9

V3 x 5 x 36.1
V3 x 5 x 36.2
V3 x 5 x 36.3
V3 x 5 x 36.4
V3 x 5 x 36.5
V3 x 5 x 36.6
V3 x 5 x 36.7
V3 x 5 x 36.8
V3 x 5 x 36.9

- MEL -Baseline

Historical Bias Analysis -Pre-War

V3 x 4 x 39
V3 x 5 x 39

V3 x 4 x 40
V3 x 4 x 40

Historical Bias Analysis – Post War

V3 x 4 x 41
V3 x 5 x 41

V3 x 4 x 42

V3 x 4 x 42

Future Expectation Analysis

V3 x 4 x 43

V3 x 5 x 43

V3 x 4 x 44

V3 x 5 x 44

Government VS Non-Government Bias Analysis

V3 x 4 x 45

V3 x 5 x 45

V3 x 4 x 46

V3 x 5 x 46

V3 x 4 x 47

V3 x 5 x 47

V3 x 4 x 48

V3 x 5 x 48

Method Bias Analysis

V3 x 4 x 49

V3 x 5 x 49

- Participant Suggestion Analysis

Code responses provided by participants into common categories using unique identifiers and count the frequency of the categories and report.

I.E. Please note that N is the sample size

Participant answer to Q.50	Thematic Category	Unique Code	Frequency of Occurrence
I believe that everyone having access to at least basic needs may prevent conflict	Basic Needs	BN	67/n
I believe that if people understood the cost of conflict there will be peace	Cost of conflict	COC	356/n

CASE STUDIES

Case 1: Participant Resistance and Participation Aggression.

Anna (fictional name) enters the village within the DS division she is supposed to administer the survey in, at around 9.30am on a weekday. She picks a small Kovil in the village as a landmark and selects the road to her right based on the right-hand rule and picks the first household on her right-hand side as the starting point to administer the survey. She then stands near the edge of the property and calls out from there to the residents of the house. Anna can see movement within the house, but she is not greeted by anyone from the house nor does she receive a response to her call. Anna reluctantly tries calling out to the residents a few more times and eventually a man emerges from within the house and quite rudely inquires as to what Anna wants.

Anna politely explains that she is a student with the “Godak Loku” university in the area and that she is conducting a survey on social capital within the community. The man very rudely asks if Anna is receiving money from international extremist groups for this study and also asks why he should waste his valuable time in answering her questions. Anna explains that this study is done with the blessing of the local government of the area in collaboration with the “Godak Loku” university and offers to show the man two letters that Anna is carrying, from the local authority of the area and the university to corroborate her story. The man refuses to look at the letters saying that he doesn’t care for the government or its letters and asks if he will be compensated in anyway if he decides to participate in the survey. Anna then explains that she is unable to compensate him, and this further irritates the individual. Anna worries that this individual might become violent but doesn’t want to leave without trying to get him to respond as she thinks it might be perceived as a sign of failure by her peers and supervisors. Anna hesitantly asks whether she can further explain about the study if it will help change the individual’s mind about participating in the survey. The man gets more irritable and yells at Anna for wasting his valuable time and tells her to leave.

**Key takeaways:**

- **Residents of households selected for survey administration may not always respond positively towards enumerators. This can be because of:**
 - The respondent's mood
 - The respondent's attitude
 - The respondent's past experiences
 - Environmental factors
 - The enumerator's outlook
 - Societal stereotypes
 - Cultural and community practices
- **Participating in the survey is a purely voluntary exercise and while reasonable attempts should be made by the enumerator to convince household residents to participate, it is not a failure of the enumerator, should residents of a household refuse to participate in the survey.**
- **Most individuals are happy to allow enumerators to explain the purpose of the visit and often refuse participation politely if they are unable to or unwilling to complete the survey. However, some individuals may respond aggressively when approached and it's often best to avoid attempting to convince these individuals to participate in the survey.**
- **Some individuals expect compensation for their time in exchange for participating in surveys. It's acceptable for the enumerator to skip these households if he/she is unable to convince the respondent to allocate time for the survey without expecting compensation.**
- **Enumerator safety is of paramount importance in administering household surveys and enumerators should use caution and prudence in selecting individuals to participate in surveys and avoid unsafe conditions and situations whenever possible.**

Case 2: Religious Differences.

Anton (fictional name) enters the village within the DS division he is supposed to administer the survey in, at around 11.30am on a Friday. He follows standard protocol, picks a small mosque in the village as a landmark and selects the road to his right based on the right-hand rule and picks the first household on his right-hand side as the starting point to administer the survey. Anton is successful in his very first attempt as he meets a fellow Tamil male who meets the sampling criteria at this household. Happy that he is successful in his very first attempt, Anton then moves further down the street, skips three houses and selects a house on the left-hand side to conduct the second survey. He stands near the edge of the property and calls out from there to the residents of the house and in response, a woman emerges from the house fully dressed in a burka and greets Anton politely and inquires as to what he wants.

Anton politely explains that he is a student with the “Tikak Podi” university in the area and that he is conducting a survey on social capital within this community. The woman says that all the men in the house have gone for prayers and that there is no one else in the house other than her. Anton, still enthusiastic with his first success, explains to the women that he wants a female respondent for the survey anyway since his first respondent was male, and continues to insist on having the woman participate in the survey. The women now somewhat irritated, explains to Anton that she is unable to participate in the survey with a male enumerator without her spouse being present and that it is inappropriate to continue to insist. Anton can remember from the field briefing that women should be purposively sampled due to low response rates and makes a final attempt at convincing the woman to participate in the survey while standing in the street, to avoid having to invite him in to the house without the husband being present. The woman refuses angrily and heads back into the house.

Key takeaways:



- Religious and cultural nuances within the target samples should always be recognized and respected by the enumerators.
- If a participant refuses to participate politely after clearly explaining the study requirements and the study background, regardless of the validity of the reason stated, the enumerator should avoid trying to convince the respondent to participate in the survey.
- If the respondent is unable to participate in the survey at the time the enumerator visits the house, the enumerator should offer the option of returning at a more acceptable time to the respondent if possible.
- Enumerators can offer to have a colleague who is more compatible with the respondents cultural background, visit the household to administer the survey, if possible.
- Enumerators should avoid situations that may cause participants discomfort or distress.
- Enumerators should exercise caution and good judgement when conducting surveys in areas that are culturally different to their own background.

Case 3: Institutional Interventions.

Rangika (fictional name) enters the village within the DS division she is supposed to administer the survey in, at around 8.30am on a Monday. She follows standard protocol, picks the village police station as a landmark and selects the road to her right based on the right-hand rule and picks the first household on her right-hand side as the starting point to administer the survey. Rangika isn't successful in carrying out a survey in the first few households she tries and gets a bit disheartened. She speaks to her field supervisor and the supervisor advises her to keep trying. Rangika decides to target households in a more rural area and moves deeper into the village before trying a household again. She is then confronted by a policeman, who has seen Rangika walk around suspiciously going from house to house while chatting on the phone and had wanted to investigate.

Rangika politely explains that she is a student with the "Tikak Podi" university in the "Loku town" and that she is conducting a survey on social capital within this community on behalf of the university. The policeman tells Rangika that there were robberies in the area and that the police and the community are wary of strangers and asks Rangika whether she has obtained permission from relevant institutions to carry out this type of study. Rangika assures the policeman that the local authority in the area has given the university permission to do so. Policeman then asks Rangika for evidence corroborating her story, but unfortunately Rangika had left the authorization letter from the local authority and the university at her hotel room. The policeman gets more suspicious and Rangika offers to take a call to her field supervisor and let the policeman talk to him to help with the situation. Policeman states that he doesn't trust her and as such doesn't trust anyone she will call and asks her to immediately leave the area and to come back with evidence of authorization. Rangika leaves the area but is very angry at the police for intervening in a harmless survey exercise.

**Key takeaways:**

- **The Police and other relevant authorities have every right to question and detain individuals that raise their suspicions.**
- **The enumerator should always carry the following items on their person while on the field;**
 - **Government issued ID card or other acceptable forms of ID,**
 - **University ID card,**
 - **Authorization letter from the University on a University letterhead,**
 - **Other authorization documents.**
- **Offering to call your supervisor may not be perceived as a proxy for authorization since, if the person detaining you does not trust you, they will also not trust anyone that you may call.**
- **It is always advisable to cooperate fully with authoritative figures that may confront field staff and explain clearly and politely what is being done and the objective of the study.**
- **If institutional resistance escalates in a target community, it might be worthwhile to consider cancelling field activities temporarily till the situation is resolved through official channels.**
- **If the enumerator is detained by law enforcement officials or other such authoritative figures for whatever reason, he/she should comply and cooperate fully within the confines of the law and individual rights.**
- **If the enumerator is detained, he/she should immediately notify their field supervisor and other relevant university officials as early as possible and clearly explain the situation.**
- **Since geographic selection is made using theoretical frameworks factoring in elements such as industrial density and ethnic mix, field level implementation can sometimes run into difficulty. Enumerators and field supervisors can discuss with both the client and university officials and consider taking a call to change the target implementation location without impacting the generalizations of the study.**

Case 4: Internal Bias and Stereotypes.

Vijeraj (fictional name) enters the village within the DS division he is supposed to administer the survey in, at around 10.30am on a Wednesday. He follows standard protocol, picks the village town hall as a landmark and selects the road to his right based on the right-hand rule and picks the first household on her right-hand side as the starting point to administer the survey. Vije walks into the house and assumes that a “very low caste” Tamil family lives there. Vije is from a high caste Jaffna Tamil family and grew up hearing tales from his grandparents about how members from these low castes were not even typically allowed to come into their homes.

Vije remembers that his field supervisor instructed all enumerators to avoid personal biases and stereotypes when enumerators are out in the field but is still concerned that he should not be in this house, talking to members of this caste based on the stories told by his grandparents. Vije doesn’t want to be seen as being biased by his peers or supervisors and decides to compromise between his values and field instructions by carrying out the interview with the participant on the street. The respondent from the household is more than willing to participate in the survey and repeatedly invites Vije into their home and offers refreshments. Participant agrees to carrying out the survey on the street and continues to answer Vije’s question. Vije assumes that the respondent is uneducated and not very knowledgeable based on the perceived caste of the individual and interprets the participant answers and responds to the survey himself on what he thinks the participant should be saying.



Key takeaways:

- Enumerators should not let personal biases and stereotypes cloud his/her interaction with the participants and should approach every respondent with an equal amount of respect and courtesy.
- The enumerator should never interpret what the participant says and should always record participant views without filtering.
- When participant views are in doubt, an enumerator should ask clarifying, non-leading questions to understand the participant.
- If the enumerator feels uncomfortable conducting the study with a participant due to personal beliefs or perceptions, the enumerator should discuss with the field supervisor and have a different enumerator visit the household.

Case 5: Participant Inquiries.

Alex (fictional name) enters the village within the DS division he is supposed to administer the survey in, at around 7.00am on a Monday. He follows standard protocol, picks the village town hall as a landmark and selects the road to his right based on the right-hand rule and picks the first household on his right-hand side as the starting point to administer the survey. Alex talks to a member of the household who identifies himself as Suba and asks for permission to conduct the study.

Suba says that he is happy to participate in the study but has a few questions for Alex before they begin. Alex is eager to get started on the survey and agrees politely to answer any questions that Suba may have. Suba asks the following questions from Alex, and Alex answers as follows;

Q: Who is providing the money for this study? Is it an NGO?

A: This study is conducted with the support of The Asia Foundation and they are getting help from USAID.

Q: What do those foreigners want with this information? What is the benefit to the community?

A: They will use your answers to develop a model on social capital in this area. This will be used to structure interventions regarding conflict mitigation within this community by both governmental and non-governmental institutions.

Q: Why aren't they paying us for our time? They are getting paid for this and expect us to give information for free.

A: This is an academic exercise and they are supporting the university to conduct this. The Asia Foundation is a not-for profit entity and do not make money off these projects. With their permission I can give you a report of the findings if you wish.

Q: We live peacefully here with other people, why are you asking these strange questions and trying to provoke people?

A: We are merely conducting an academic exercise. We appreciate that there is peace in this area now and want to understand how this community is doing so well, so that we can replicate findings in other communities.

Q: Will my answers remain confidential? Will I get into trouble based on my answers?

A: Your individual answers will remain confidential and protected. All findings reported will be at anonymized and reported in aggregate only. Personal information is collected only for verification purpose and will be kept separate from the survey results, protected by a secure system.



Key takeaways:

- **Participants may sometimes question enumerators extensively regarding certain aspects of the study.**
- **Enumerators should practice answers to commonly asked questions and develop answer scripts where possible. Get the answer scripts approved from both the university and the client.**
- **Answer the question directly but avoid giving too much information or giving detailed explanations.**
- **Avoid lying and avoid manipulating the truth. Be honest, but avoid being overly specific.**
- **Avoid sharing your opinions when a participant asks a question. If you don't know the answer, tell them you can find out and let them know.**
- **Be clear that participation is voluntary. Enumerators cannot offer compensation for surveys but can offer to share the public findings of the survey if previously agreed to with the university and the client.**
- **Some questions may sound offensive but answer patiently and explain clearly. If difficult to proceed, always remember that skipping a household is always a choice.**