

# REPORT

## The Role of Social Capital in Strengthening Disaster Resilience in Thailand

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Prepared for the Southeast Asia Regional Delegation (SEARD), International Federation of Red Cross and Red Crescent Societies (IFRC); and the Thailand Red Cross Society (TRCS)

By Sharon Low and Laura Kim

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*“Not everything that can be counted counts, and not everything that counts can be counted” – Albert Einstein*

## Abbreviations and Acronyms

CBDRR	Community Based Disaster Risk Reduction
CBO	Community Based Organisation
DRR	Disaster Risk Reduction
IFRC	International Federation of Red Cross and Red Crescent Societies
NGO	Non-Governmental Organisation
RCRC	Red Cross-Red Crescent
SAO	Sub-district Administration Organization
SWOT	Strengths Weaknesses Opportunities Threats
TRCS	Thailand Red Cross Society
UNDP	United Nations Development Programme
VCA	Vulnerability Capacity Assessment

## Executive Summary

Thailand is no stranger to the devastating consequences of natural disasters. Over the last decade, its vulnerability to large-scale flooding has been steadily increasing as volumes of water from monsoon rains are becoming less predictable – due to climate change, urbanisation and issues around land use practices. The unprecedented scale of the 2011 flooding prompted national and international attention, including IFRC and TRCS's commitments to invest more in building Thailand's capacity in disaster risk reduction (DRR), from the national to the community level.

This study aims contribute the existing evidence base on how social capital can be harnessed to strengthen DRR in Thailand. While, social capital is generally recognised as an important means to building community resilience, there is still little knowledge about how it can be best utilised towards DRR efforts.

To this end, we conducted an extensive literature review coupled with field work comprised of community participatory workshops and surveys. Our findings illustrate that throughout all three study communities, social capital is evident in the very fabric of Thai society, and is an important catalyst for collective action and community resilience. As such, investments in social capital can have significant spillover effects.

However, despite reportedly high levels of social harmony and personal attachment to the community, social trust remains comparatively lower. This has important implications for Thailand's economic and social development; as low levels of trust and associated structural inequalities leads to wasted productive potential in the long-run. Attention to equity and inclusiveness is critical for sustained growth and eventual graduation from low-income status and lower poverty.<sup>1</sup>

Specific findings include:

### Characteristics of social capital in Thailand

- § Thailand is a society dominated by strong familial ties including caring for women, youth, the disabled and the elderly.
- § People are more likely to spend time with their immediate social networks of family, friends and close friends. In this there are almost no differences across communities.
- § Social trust is a concern, specifically towards authority figures, including the police and the court system.
- § There is a significant level of social tension between the rich and poor; as well as those with different political beliefs.

### Social networks and exclusion

- § Those that have weaker social networks have fewer people to rely on for help, and are more isolated.
- § Those more likely to suffer from social isolation include minorities, including migrants and marginalised populations (ranging from the uneducated to drug users).

### Social networks and inclusion

<sup>1</sup> World Bank (2006). *World Development Report: Equity and Development*.

- § Network membership is high (0.71-1.00); but fewer (0.44-0.65) describe themselves as active members.
- § Composition of networks is somewhat diverse in nature, although not always inclusive (0.63-0.81). There is a high reliance on homogeneous networks.
- § Significant levels of 'civic engagement' contribute towards the betterment of the community without direct benefits to self and family (0.73-0.82).

#### **Social networks and trust**

- § Social networks are characterised by low trust (particularly towards authorities) despite communities publicly stating otherwise as well as their heavy reliance on them for post-disaster recovery support.
- § The lack of generalised trust and of linking social capital is a shared problem across the communities.

#### **Measurement of social capital**

- § Due to differences in the conceptualisation of social capital, there is currently a wide range of tools to measure social capital and its impact.
- § Social capital is a product of the history of politics, constitutions and ideologies.

In light of the main findings, our key recommendations are:

- § Reducing social exclusion through addressing participation between social capital groups
- § Investing in the role of leaders in programming efforts on integration so as to reduce social exclusion. That culture is important, and a leadership role is to be sensitized and see where is the social capital, what it can be, and close the gap between the positive and negative social capital.
- § Leveraging on role of RCRC in the community to build an enabling environment to mainstream social capital through involvement in community risk assessments and participatory planning.
- § Ensure that social capital analyses have a significant qualitative component, as it is inherently contextual and subjective. Quantitative analyses alone make it difficult to make cross-context comparisons, even within the same country.

An important caveat to this discussion is that while social capital is an important catalyst for resilience, it alone not sufficient for disaster risk reduction. While social networks, mutual support, trust, sense of community – all elements of social capital – must be strengthened; other factors also play an important role. These include appropriate legal and institutional infrastructures to ensure sustainability.

## Introduction

Thailand is no stranger to the devastating consequences of natural disasters. In 2004, the Indian Ocean tsunami claimed the lives of over 5,000 people in the country, and the economic damages and losses in the region was estimated at US\$2.5 billion.<sup>2</sup> In 2011, severe floods devastated significant areas of the country, killing 815 people and affecting 13.6 million more. Total damages were estimated by economists to be in the region of US\$9.7 billion.<sup>3</sup>

Thailand's vulnerability to natural disasters led the Thai government to proactively engage in preparedness and mitigation practices. The Department for Disaster Prevention and Mitigation was established in 2002 with a mandate to coordinate disaster management. In 2007, the Disaster Prevention and Mitigation Act was passed, followed by the formulation of the National Disaster Prevention and Mitigation Plan 2010 – 2014.<sup>4</sup>

In addition, the IFRC and TRCS made further commitments to support Thailand's efforts in their Disaster Risk Reduction (DRR) capacity so as to mitigate the potential impact of future events. The challenge, now, is how to dissect the factors that influence the DRR and understand how they can be best harnessed. Critical to this discussion is social capital and its power to bind members of society together in times of hardship – whether through familial ties, local neighborhood relations or formal associations.

This report has been prepared with CBDRR practitioners and community leaders in mind. It sets out to articulate the contours of social capital and their implications for the country's state of disaster resilience. The study also aims to build the capacity of the TRCS's technical team in understanding and promoting the concept of social ties and networks throughout its work to contribute towards the wider efforts in improving CBDRR work in this region. It draws inspiration from the 2012 IFRC study<sup>5</sup> to assess what role social capital plays in community resilience, and by extension, its CBDRR programme. Key findings from the study were as follows:

- § Social capital is undoubtedly one of the key driving forces behind community resilience.
- § While social capital has always played an implicit role in the RCRC's community-based work, the concept remains on "unacknowledged sidelines".
- § Better field guidelines are needed to complement the existing VCA toolkit in order to assess the structural<sup>6</sup> aspects of social capital.
- § The baseline survey tool (part of the VCA toolkit) does not capture cognitive<sup>7</sup> social capital.

<sup>2</sup> <https://www.gdrr.org/damageandlosses>

<sup>3</sup> <http://hdf.org/wp-content/uploads/2011/11/HDF-Thailand-Flood-2011-Special-04-Nov-2011.pdf>

<sup>4</sup> Thailand National progress report on the implementation of the Hyogo Framework for Action (2009-2011): [http://www.preventionweb.net/files/18764\\_tha\\_NationalHFAprogress\\_2009-11.pdf](http://www.preventionweb.net/files/18764_tha_NationalHFAprogress_2009-11.pdf)

<sup>5</sup> Bolte, P. and Eucker, D. (2012). Of norm, networks, and trust. The role of social capital in reinforcing community resilience.

<sup>6</sup> Structural social capital is people's connectedness or networks (what people do/behavioural/can be objectively measured) and is measured by activity in informal and formal groups in the community.

<sup>7</sup> Cognitive social capital is how people feel (subjectively) about trust, reciprocity and sense of belonging in their community.

§ VCA toolkits should be simplified to be field-friendly. As they stand, they comprise of fourteen tools.

**Table 1: Analysis summary of 2012 study on ability of VCA tools in capturing social capital**

**Figure 5 | VCA tools and their ability to capture levels and forms of social capital**

Tool	Structural SC	Cognitive SC	Remarks	
RRS1 Review of secondary resources	+	+	Information usually limited to quantitative data (e.g. population figures, economic data). In many contexts unreliable data.	
RRS2 Baseline survey	+	-	Guidance for baseline survey not specific enough; some information regarding local organizations' capacity can be unearthed	
RRS3 Semi-structured interview	++	++	While these tools can principally be used to reveal information related to social capital, there is no guidance towards unearthing such information	
RRS4 Focus group discussion	++	++		
RRS5 Direct observation	++	++		
RRS6 Mapping	+	+		
RRS7 Transect walk	+	+		
RRS8 Seasonal calendar	++	+		
RRS9 Historical profile	+	+		
RRS10 Household/neighbourhood vulnerability assessment	+	+		
RRS11 Livelihood and coping strategy analysis	+++	++		Tool describes how to gather information on social assets
RRS12 Institutional and social network analysis	+++	+		These tools are well-suited to unearth structural social capital
RRS13 Assessing the capacity of people's organisations	+++	-		
RRS14 Venn diagrams	+++	-		

**Legend**  
 - ..... Does not reveal social capital-related information  
 + ..... Has low potential to reveal social capital-related information  
 ++ ..... Has moderate potential to reveal social capital-related information  
 +++ ..... Has high potential to reveal social capital-related information

This study was carried out in two stages: First, an extensive literature review looked at the role of social capital in community resilience. Second, based on this review, a participatory approach was adapted for the field study. Discussions on the findings are structured around four questions which were set out in the TOR:

- a) How might social capital positively or negatively impact the desired project/programme outcomes?
- b) How can elements of social capital be incorporated to improve RCRC community-based programming and contribute to a positive change in strengthening resilience in both remote and urban settings?
- c) How can one use existing TRCS approaches/ tools and materials to best capture the key elements of social capital in community risk assessments and participatory planning?<sup>8</sup>

<sup>8</sup> Either to propose areas for modifications in the existing tools, materials and approaches; and/or additional ones.

d) What are some options for monitoring impact of social capital during programme implementation? And what are the guidelines for defining appropriate baseline information and indicators to measure the influence of enhanced and sustainable social capital?

This report is structured in four sections. In Section 1, we begin with a discussion of the methodology, followed by literature review of social capital both as a concept and as a practice in Section 2. We then present evidence on how social capital translates on the ground in the Thailand context in Section 3 with examples from the three selected communities, based on the findings from community participatory workshops and surveys. Finally, in Section 4, we address each of the questions outlined in the TOR and list several strategic and practical recommendations.

## Section 1 Methodology

This study draws upon the methodologies from the 2012 IFRC study design on social capital, and the 2011 IFRC study on characteristics of disaster resilience community.<sup>9</sup> It comprised of both primary and secondary data which is based on literature review and field work (Figure 1).

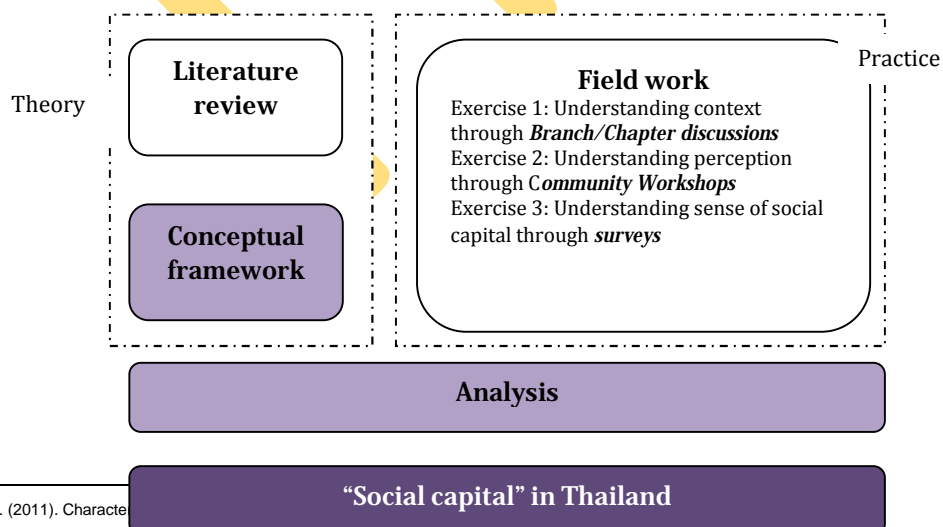
### 1.1 Literature Review

Building on the extensive literature review on conceptual definitions of social capital and community resilience which established in the 2012 Social Capital Study report, our literature review focused on the practical aspects of social capital, including the measurement of social capital with examples on positive and negative social capital in action. The review was conducted by collecting and reviewing the views of a wide range of academics and practitioners in this field of study. Refer Annex 2 for Documents and Literature reviewed and Annex 3 for the Mapping Matrix of Social Capital Impact.

### 1.2 Fieldwork

The fieldwork was comprised of a community participatory workshop and a survey administered to selected individuals in each of the three communities. The aim was to understand the role of social capital in community resilience as perceived by community and by local stakeholders.

Figure 1: Simplified representation of study approach



<sup>9</sup> ARUP International Development. (2011). Character

### 1.2.1 Community Selection

The communities for the study were purposively selected by the TRCS to represent communities in Thailand which are categorised as urban, rural and urban/CBDRR activities which were Sa Kaeo, Chachoengsao, and Ubon Ratchathani respectively (See Table 2). The communities were selected based on the recommendation of TRCS' DRR team.

Table 2: Communities visited during field work

Visited on	8-10 Sep	23 Sep	29 Sep – 1 Oct
<b>Criteria for being selected</b>	Urban/Good relationship with Sub-district Administration Organization (SAO)	Rural/Good relationship with SAO	Urban/CBDRR site
<b>Province</b>	Sa Kaeo/Urban	Chacheongsao	Ubonratchathani
<b>Provincial population size</b>	545,596	679,370	1,816,057
<b>Land area</b>	2,778 sqm	2,066 sqm	6,221 sqm
<b>Administrative divisions</b>	9 districts/59 subdistricts/619 villages	11 districts/93 subdistricts/859 villages	25 districts/219 subdistricts/2469 villages
<b>Characteristics</b>	Thailand/Cambodia border. Massive influx of goods and people	Fertile agricultural area fed by the Bang Pakong River. Mango is the most popular fruit	Thailand/Laos border. Plateaus and mountain ranges with the Mun River running through the middle.
<b>District</b>	Aranyaprathet	Ratchasan	Warinchamrab
<b>Sub-district</b>	Ta lang nai	Maungmai	Kamnamsab
<b>Community name</b>	Baan Thatasi	Baan Bangputsa	Baan Chang Mor
<b>Location of community</b>	16km and 86 km from Wangnamyen and Aranyaprathet districts respectively and 25 km from Saekae province	46 km from Muang district	100km from border
<b>Population</b>	830	265	610
<b>Number of household</b>	180	67	135
<b>Main livelihood</b>	Agriculture	Rice farming	Sculpture stove (charcoal)
<b>Average income</b>	50,000-60,000THB/ annum	55,000-60,000THB/ annum	50,000THB/annum

### 1.2.2. Branch orientation and training

Each field work started off by meeting respective RCRC staff and volunteers in the study sites. The meetings were meant to introduce the purpose of the study, the concepts of social capital and community resilience, as

well as to orientate the staff and volunteers on workshop and survey tools. Time was also allocated to discuss the exercises and adapt them to each local context. Refer Annex 4 for People Met.

### **1.2.3. Community participatory workshop**

The community participatory workshop was designed to assess the disaster/shocks/stresses that communities faced in the past 5 years as well as their perceived structural social capital as a community. A total of 3 group exercises were conducted with 3 different community groups. Refer Annex 5 for Workshop Guidelines.

The aim was to involve about 20-30 participants who were representative of the diversity of gender, age and roles in the community. These criteria were communicated from the RCRC branch to the village leaders; village leaders were then responsible for identifying participants. However, selection of individuals tended to focus on those with either an interest in attending the event, a role in CBDRR programmes, or those with time available. Consequently, the participants may not have been fully representative of the whole community.

### **1.2.4. Survey**

Initially, the sample size per community was set at 30. However due to organizational issues, the sample size ranged between 15, 30 and 40 households for Chachoengsao, Sa Kaeo and Ubon Ratchathani, respectively.

The process of household selection was also tricky. It was a mix of convenience and purposive sampling techniques due to the fact that without the introduction from the community committee members, households were not particularly receptive to the survey

The survey instrument was a structured 38-item questionnaire assessing the nature of social ties, the level and type of reciprocal relations, different forms of social trust, and perceptions of social tension, forms of associational membership, collective actions and support. Refer Annex 6 for Questionnaire. All data was disaggregated by types of community.

### **1.2.5. Branch debriefing and staff discussion**

Finally, the study team also striven to provide an illustration of social capital through the lens of the local branch staff and volunteers by facilitating de-briefing and discussion session at the conclusion of each field visit. These sessions focused on contextualizing the diverse and equitable networks which were presented during the workshop and survey. The process was meant to elicit a stronger ownership to the final output.

## **1.3. Constraints and limitations**

We emphasize here that the fieldwork was designed to be flexible in order to accommodate changes due to urgent community activities and travel delays. Suggestions and ideas from branch members were taken into consideration with minimum effect on the essence of the social capital to be inferred and understood.

The main constraint was in the selection of survey interviewees. Although in Sa Kaeo, the village head allowed the team to randomly select the households for the survey, the other two communities had pre-selected the survey interviewees. Additionally, the facilitation level of the different branch members also varied between the

communities. In order to control the aforementioned biases, informal discussions were conducted with the facilitators for debriefing to ensure that findings remain relevant.

This study was neither intended to be ethnography of the Thai social capital; nor is it representative of the entire Thai communities. Rather, the research is intended to provide a foundation for TRCS to strengthen its understanding and entry points of investment on integrating the concept of social capital for future DRR work.

Figure 2: Summary representation the exercises conducted during Community Participatory Workshop



### Exercise 1: Understanding the context

This exercise focused on:

- History of the community
- Identification and prioritisation of their shocks & stresses (top three)
- Clarification of the community structure and its external networks.

*Similar to VCA exercises: Historical profile/historical visualization, Brainstorming and Institutional and social network analysis.*



refer to 'disasters', this should be seen as inclusive of other types of risk. The IFRC recognises resilience as *'the ability of individuals, communities, organisations or countries exposed to disasters, crises and underlying vulnerabilities to anticipate, reduce the impact of, cope with and recover from the effects of adversity without compromising their long-term prospects'*.<sup>12</sup>

In this section, we will explore how social capital contributes to community resilience. We will discuss how knowledge about social capital could provide a new lens through which disaster recovery process can be approached, how it can be measured, and how it can be best strengthened and utilized to build resilience.

## **2.2 What is social capital?**

The central premise of social capital is that social networks have value. Social capital refers to the collective value of all "social networks", that is "who people know" and the inclinations that arise from these networks to do things for each other.<sup>13</sup> This study generally adopts Robert Putnam's description as the starting point:

*"Social capital points toward features of social organization, such as networks, norms, and social trust that facilitate coordination and cooperation for mutual benefit", characterized by community networks, civic engagement, local civic identity, reciprocity and norms of cooperation and trust.*"<sup>14</sup>

These networks have value in two senses: they provide the framework for pursuing individual goals and the 'glue' that facilitates social cohesion.<sup>15</sup> They promote trust within and of the social environment, enable the flow of information and set norms for behaviour that enhances social, economic and political interaction.<sup>16</sup> These networks are on three levels: the micro-level of family and friends, the meso-level of the neighbourhood, workplace and local community and the macro-level of countries.<sup>17</sup>

## **2.3 Types of social capital**

Social capital can manifest itself in different forms. They can operate both horizontally and vertically across networks. And given inherent power dynamics in any society, social capital do not always amount to social good, in that they can produce division as much as foster cohesion.<sup>18</sup> Thus, it is important to distinguish between different types of social capital (Figure 2). Usually, they are divided into three categories:

### **Bonding social capital<sup>19</sup>**

- § Horizontal relationships – connecting people on the basis of similarity;
- § Produced from kinship, relationships, close friends and neighbours, religious and ethnic groups;
- § Tends to be socially exclusive, reinforcing exclusive identities and maintaining homogeneity.

<sup>12</sup> IFRC (2012). The Road to Resilience: Bridging relief and development for a more sustainable future, pp 7.

<sup>13</sup> Bettertogether.org is an initiative of the Saguro Seminar on Civic Engagement in America at Harvard University's Kennedy School of Government: <http://www.bettertogether.org/socialcapital.htm>

<sup>14</sup> Putnam, Robert D. (1995): Bowling Alone: America's declining social capital. *Journal Of Democracy* 6: 65–78.

<sup>15</sup> Field, J. 2003. Social Capital. Routledge, London, p.3.

<sup>16</sup> Ibid. p.24.

<sup>17</sup> European Commission Directorate-General for Employment, Social Affairs and Equal Opportunities. 2007. Social Cohesion, Trust and Participation: Social Capital, Social Policy and Social Cohesion in the European Union and Candidate Countries - 2007. Available on [http://ec.europa.eu/employment\\_social/spsi/docs/social\\_situation/2007\\_mon\\_rep\\_soc\\_cap.pdf](http://ec.europa.eu/employment_social/spsi/docs/social_situation/2007_mon_rep_soc_cap.pdf), p.8

<sup>18</sup> Field (2003), p.3.

<sup>19</sup> Ibid, p.32.

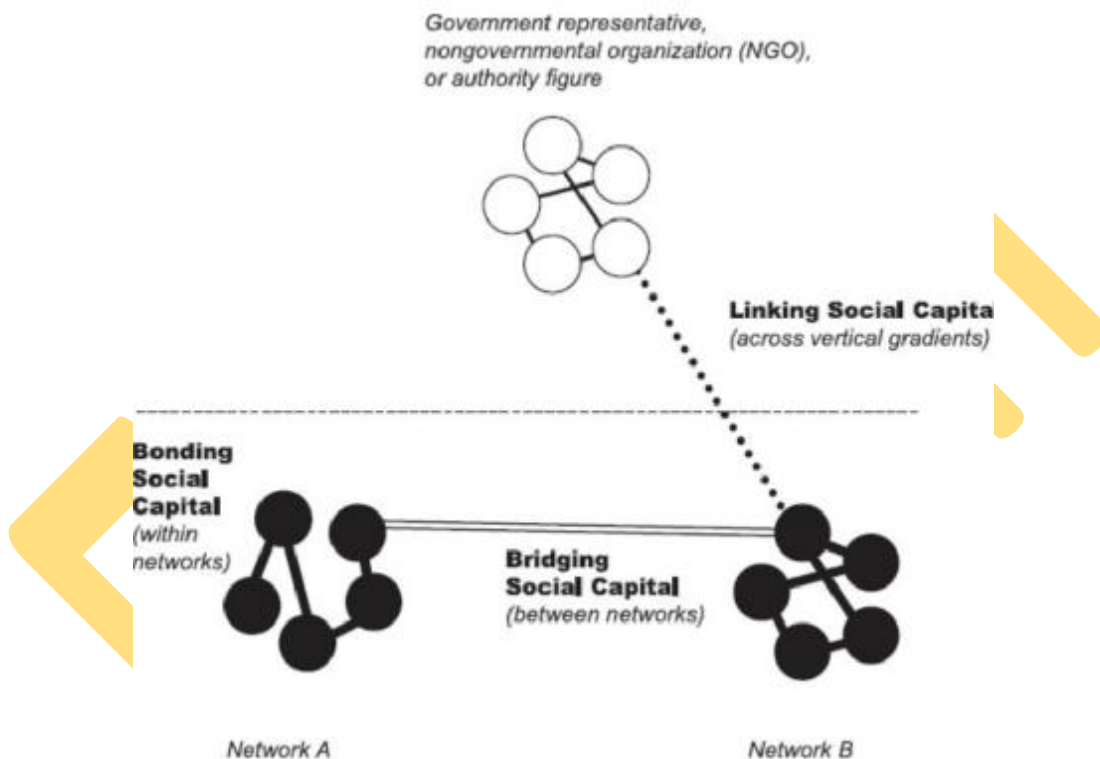
## Bridging social capital

- § Horizontal relationships – connecting people from different backgrounds;
- § Produced from weaker relationships such as acquaintanceships, loose friendships and working relations;
- § Tends to be more inclusive through tending more towards diversity and heterogeneity.

## Linking social capital<sup>20, 21</sup>

- § Vertical relationships – connecting people with dissimilar social standing and spanning power differentials;
- § Produced from relations with people in positions of power and/or authority, such as representatives of public and private institutions.

Figure 2: Bonding Capital, Bridging Capital and Linking Capital<sup>22</sup>



### 2.3.1 Role of social capital in community resilience

The RCRC approach to social capital reflects its commitment to facilitating local decision-making and ownership, by relying on local skills of leadership and organisation.<sup>23</sup> This type of approach is empowering as it respects local communities' inherent potential to cope, adapt and manage the changing situations and conditions they find themselves in.<sup>24, 25</sup> It is also, ultimately, more effective.

<sup>20</sup><http://adsri.anu.edu.au/sites/default/files/documents/disasters-project/paper-james.pdf>

<sup>21</sup>Aldrich, David (2010): "Fixing Recovery: Social Capital in Post-Crisis Resilience." *Journal of Homeland Security*.

<sup>22</sup>Does Social Capital Drive Disaster Resilience? <http://irevolution.net/2012/12/12/social-capital-disaster-resilience/>

<sup>23</sup>The Red Cross Red Crescent approach to sustainable development Position paper. (2011).

<sup>24</sup>Glantz and Johnson, *Resilience and Development*, preface; Margaret Shih, "Positive Stigma: Examining Resilience and Empowerment in Overcoming Stigma," *Annals of the American Academy of Political and Social Science* 591, no. 1 (2004): 175–85; Baser and Morgan, "Capacity, Change and Performance"; Resilience Alliance, "Key Concepts: Resilience," <http://www.resilience.org/index.php/resilience>.

<sup>25</sup>UNDP, *Empowering Lives, Building Resilience: Development Stories from Europe and Central Asia*, Vol. I, 2011, [http://www.undp.org/content/dam/undp/library/Cross-Practice%20generic%20theme/RBEC\\_Empowering%20Lives%20Building%20Resilience.pdf](http://www.undp.org/content/dam/undp/library/Cross-Practice%20generic%20theme/RBEC_Empowering%20Lives%20Building%20Resilience.pdf)

In the context of humanitarian response and social protection, the power of social capital has been seen in action in a number of situations:

- § The current Ebola crisis<sup>26, 27</sup> in West Africa has highlighted the importance of mobilization using social media among the relevant networks is pertinent to curb the spread of disease.
- § In Indonesia, the social networks of new mothers were positively and significantly associated with their children's health – as measured by child weight-for-age.<sup>28</sup>
- § In Vietnam, mothers of children with disabilities who possess an informal mode of social capital in the form of spending time with friends, and neighbors were shown to be more assertive and expressive, and expressed more confidence that they are able to make a difference in their children's lives.
- § In the Philippines, social capital, in the form of migration remittances, revealed to be an important mechanism for poor communities in coping with agro-climatic and health shocks.<sup>29</sup>

In terms of disaster response, individuals with more social capital, who are those with “stronger ties to their communities”, were highlighted by Aldrich to be able to facilitate post-disaster recovery, through the following processes: (1) Exercising their “voice”, by making themselves heard in the planning process; (2) Mobilising collective action; as well as; (3) Providing mutual aid and informal insurance when standard service providers are unable to do so. These processes were apparently witnessed in the 1923 Tokyo earthquake, the 1995 Kobe earthquake, the 2004 Indian Ocean tsunami and the earthquake of 2011 in Tokohu, Japan.<sup>30</sup>

### 2.3.2 Negative social capital

The presence of social capital, however, does not necessarily tell us anything about the degree to which it might be beneficial or detrimental.<sup>31</sup> Culture influences how social capital is conceived and implemented, and thus it shapes the relationships amongst their members, which can be cohesive but also exclusive and divisive at times.<sup>32</sup> Further, “positive” and “negative” social capital also differs depending on the context. For example:

- § An IFRC-commissioned study in Nepal highlighted that people from higher-income groups often possessed a “blind spot” toward sentiments that were felt by marginalized portions of society.<sup>33</sup>
- § Organized religion that supports compassion and peace in one situation may easily become a hub of armed violence in another.<sup>34</sup>
- § Physical, social, economic and political factors also determine people's vulnerability and their capacity to resist, cope and recover from disasters- i.e. marginalized and often poor subgroups are more likely to live and work in areas frequently exposed to hazards.<sup>35</sup>

<sup>26</sup>World Health Organization (2014) <http://www.who.int/features/2014/social-mobilisation/en/>

<sup>27</sup>HealthMap uses social media to help track Ebola: <http://www.usatoday.com/media/cinematic/video/13820697/healthmap-uses-social-media-to-help-track-ebola/>

<sup>28</sup>Sujarwoto, S. and Tampubolon, G. (2013). Mother's social capital and child health in Indonesia. *Social Science & Medicine* 91 (2013) 1-9.

<sup>29</sup>Quisumbing, A. R., S. McNiven, and M. Godquin. 2012. “Shocks, Groups, and Networks in Bukidnon, the Philippines.” In *Collective Action and Property Rights for Poverty Reduction: Insights from Africa and Asia*, edited by E. Mwangi, H. Markelova, and R. Meinzen -Dick, 79–109. Philadelphia, PA, US: Penn Press for International Food Policy Research Institute.

<sup>30</sup>Aldrich, D.

<sup>31</sup>Coleman, J. 1988. 'Social Capital in the Creation of Human Capital.' *The American Journal of Sociology*, Vol. 94.

<sup>32</sup>De Luque, M. F. S., & Sommer, S. M. (2000). The impact of culture on feedback-seeking behavior: an integrated model and propositions. *The Academy of Management Review*, 25, 829e849.

<sup>33</sup>Ibid

<sup>34</sup>Candland, Christopher (2000). Faith as social capital: Religion and community development in Southern Asia. *Policy Sciences* 33: 355-374.

<sup>35</sup><https://www.ifrc.org/en/what-we-do/disaster-management/about-disasters/what-is-a-disaster/what-is-vulnerability/>

§ In certain parts of Myanmar, residents who cited strong social capital amongst themselves also cited the influx of jobless new migrants as the reason behind poor livelihoods in the area. While these migrants make up about 50% of the community, they were hardly embedded into the community.<sup>36</sup>

## **2.4 Role of social media**

Technological advances in the modern world have been significantly shaping how people communicate and relate to one another. In particular, social media has provided cheap, effective and quicker means for people to connect, regardless of their distance or circumstances.

The question then begs whether social media helps build social capital. There is plenty of evidence that shows social media platform builds social capital by allowing for interpersonal relationships that otherwise may not have begun or developed in its absence. Its power is also exemplified in its ability to mobilise social movements, such as in the Arab Spring, through social networks that extended beyond kinship and ethnicity.<sup>37</sup> It also has demonstrated its ability to mobilise disaster response. For example, during the 2011 Thai Flood which affected 13 million people and caused 813 deaths, Twitter usage in the country soared by 20 percent, reflecting how important the platform was in disseminating crucial information, requests for help, volunteer opportunities and support announcements.<sup>38</sup>

However, much like social capital's forms can be exclusive and perverse, so can social media. For example, not everyone in Thailand has access to social media, and excluded communities with little or no access to the Internet had significantly less access to information, as well significantly less power to vocalise their needs for assistance. As a result, there were reports of how migrant workers (largely from Burma, Cambodia and Laos) were denied access to relief centers.<sup>39</sup> Furthermore, questions were raised about verification of information, accountability, and appropriate roles and responsibilities.<sup>40</sup>

Although social media ultimately reinforces social capital by strengthening people's abilities to connect to one another, its contents and the values embedded in those contents are the determining factors in whether they form the adhesive that builds cohesive and integrated communities.

## **2.5 Measuring social capital**

Due to differences in the conceptualisation of social capital, debates continue about how to translate its theoretical components into valid and measurable constructs.<sup>41 42</sup> As such, researchers have not agreed on any standardised measurement tool. Instead, there currently exists a wide range of tools to measure social

<sup>36</sup>Patrick Bolte, P. and Eucker, D. (2012) Of networks, norms, and trust: The role of social capital in reinforcing community resilience

<sup>37</sup> Achilov, Dilshod (2013). Social Capital, Islam, and the Arab Spring in the Middle East. *Journal of Civil Society*, 9 (3): 268-286.

<sup>38</sup> Kongthong, Alisa et al (2014). "The Role of Social Media during a Natural Disaster: A Case Study of the 2011 Thai Flood" *International Journal of Innovation and Technology Management* 11, 1440012

<sup>39</sup> Wall Street Journal, "Migrant Workers Left Behind in Thai Floods", 11 November 2011, available at: <http://blogs.wsj.com/searealtime/2011/11/11/migrant-workers-left-behind-in-thai-floods/>

<sup>40</sup> Sophonpanich, Wan (2012). "Flooding in Thailand: Flee, Fight or Float" *Forced Migration Review* No. 41

<sup>41</sup>Kawachi, I., Kim, D., Coutts, A., & Subramanian, S. V. (2004). Commentary: Reconciling the three accounts of social capital. *International Journal of Epidemiology*, 33.

<sup>42</sup>ibid

capital and its impact, many which have been developed without an accompanying assessment of its validity.<sup>43, 44, 45, 46, 47, 48</sup>

The results from this literature review underscored that while generic tools are often used to measure social capital in different cultural settings, it is acknowledged that social capital is a product of the prior history of political, constitutional and ideological.<sup>49</sup> This study deduced that a standardized quantitative tool may not be able to best capture social capital because it is inherently a product of a particular's place culture and history. That being said, having a strong anthropologically influenced qualitative research component to any measurement tool is a worthy effort.

## 2.6 Conclusion

Some form of social capital, no matter how minimal, must be in circulation in order for any community to sustain itself. Nonetheless, some studies have shown that social capital is neither inherently strong in nor equally distributed amongst all communities.

The nature of social capital (informal and formal) influences the resilience of the community and is a determining factor in the recovery process if mobilized during and after disasters. Individuals with better social capital, which are those with "stronger ties to their communities", were able to facilitate post disaster recovery.

In today's world, the social capital is moving to the virtual world with the use of social media by strengthening people's abilities to connect to one another. In particular, social media has provided cheap, effective and quicker means for people to connect, regardless of their distance or circumstances. However, its contents and the values embedded in those contents are the determining factors in whether they form the adhesive that builds cohesive and integrated communities.

Additionally, while the presence of social capital may be strong in a community, but it may still be insufficient in dealing with large-scale disasters.<sup>50</sup> Thus external interventions are needed, specifically to target vulnerable subgroups with little to no social capital, including women, children, the elderly, the disabled and the poor.<sup>51</sup> This is because, due to structural inequity, their ability to access to governmental or other institutional aid might be compromised.<sup>52</sup> Knowledge about their social capital (or lack thereof) may allow one to refine priorities and targeting mechanisms to strengthen preparedness and response.

## Section 3 Findings – field work

### 3.1 Community participatory workshops

<sup>43</sup> Buckner, J. C. (1988). The development of an instrument to measure neighborhood cohesion. *American Journal of Community Psychology*, 16, 771–791.

<sup>44</sup> Grootaert, C., & van Bastelaer, T. (2002). *Understanding and measuring social capital: A multidisciplinary tool for practitioners*. Washington, DC: World Bank.

<sup>45</sup> Harpham, T., Grant, E., & Thomas, E. (2002). Measuring social capital within health surveys: Key issues. *Health Policy and Planning*, 17(1), 106–111.

<sup>46</sup> Hean, S., Cowley, S., Forbes, A., Griffiths, P., & Murrells, T. (2003). *An examination of the potential to identify an instrument reflecting measurable attributes of social capital—Final report*. London: HDA.

<sup>47</sup> Narayan, D., & Cassidy, M. F. (2001). A dimensional approach to measuring social capital: Development and validation of a social capital inventory. *Current Sociology*, 49(2), 59–102.

<sup>48</sup> Yang, M. J., Yang, M. S., Shih, C. H., & Kawachi, I. (2002). Development and validation of an instrument to measure perceived neighbourhood quality in Taiwan. *Journal of Epidemiology and Community Health*, 56(7), 492–496.

<sup>49</sup> Szreter, S., & Woolcock, M. (2004). Health by association? Social capital, social theory, and the political economy of public health. *International Journal of Epidemiology*, 33, 1–18.

<sup>50</sup> Green, G. (2014). *The role of social capital in disaster resilience - A research report on the influence of social capital on disaster resilience in the Ayerwaddy Delta, Myanmar*

<sup>51</sup> Bernier, Quinn and Meinzen-Dick, Ruth (2014). *Resilience and Social Capital*.

<sup>52</sup> Aldrich, David (2010). "Fixing Recovery: Social Capital in Post-Crisis Resilience." *Journal of Homeland Security*.

This section contains the summary of findings from the three participatory exercises conducted in Sa Kaeo, Chacheongsao and Ubon Ratchathani. Community members were invited to share their community disaster history, shocks and stresses as well as social networks. Perceptions of the characteristics of a resilience community were also explored as well as their collective self-ranking in terms of being a “resilient community”.

The data collected from these workshops are included in Annex 6 (Sa Kaeo), Annex 7(Chachoengsao) and Annex 8 (Ubon Ratchathani).

### 3.1.1 Brief profile of communities



Sa Kaeo is a landlocked province in the eastern part of the country that borders with Banteay Meanchey and Battambang of Cambodia. It borders the forested mountains of the Sankampaeng Range and the Dangrek Mountains to the north. To the south are the plains and foothills of the Cardamom Mountains, which are mostly deforested.

Chachoengsao, which is Sa Kaeo's southwestern neighbouring province, has a short coastline. The western part of Chachoengsao is the low river plain of the Bang Pa Kong River, which is used extensively for farming rice. To the east is hillier terrain, with an average height of more than 100 m above sea level.

Ubon Ratchathani is one of the north-eastern provinces of Thailand, and the country's easternmost. It is the furthest away from Bangkok among the 3 communities. To the north and east, it borders Salavan and Champasak of Laos, and to the south, it borders with Preah Vihear of Cambodia. The Mun River joins the Mekong River and forms the north-eastern boundary of Thailand with Laos.

While the three communities were similar in terms of their economic profile with an average salary of 50,000-60,000THB per year, communities in Sa Kaeo and Chachoengsao are more similar in terms of livelihood activities, such as agriculture and rice farming, whereas the majority of the communities in Ubon Rachathani were sculpture stove (charcoal) craftsmen.

Part of the reason both Sa Kaeo and Chachoengsao were selected for this study was that they were affected during the flood in 2011. This was particularly the case for Chachoengsao which is located in a downstream area. Furthermore, it had also suffered another flood in October 2013 when the Bang Pakong River's banks burst, resulting in 50cm of water in some villages.

### 3.1.2 Internal and External Resources and Relationships

Table 4: Social networks

	<b>Sakeo/Urban</b>	<b>Chachoengsao/Rural</b>	<b>UbonRachathani/Urban (CBDRR)</b>
Inside the community	Head of village School director Rice bank Women's group Village health volunteers Civil defense volunteers Conservation groups (cattle) Microfinance group Community welfare groups School Temple	Head of village Village health volunteers Women's group development Elderly group Saving bank group Rice group Farmer group Fertilizer group Solving poverty group Bank of agriculture Rescue team Village fund Mother of land fund Funeral fund	Head of village Youth group Fishery group Reserves group CBAT Waste bank Long tail boat group (conservation) Funeral group Potter (occupation) group Sangsook media Sports community club Chang temple Welder occupation school CBAT Mother of land fund
	Assistant district officer Village savings groups Farmers bank Agriculture cooperatives Chapters Field army (Rangers) Provincial disaster prevention and mitigation Community development district District livestock District fisheries District agriculture District officers Rescue team	Club head of village School Temple Thai Red Cross Police station Social security Health promotion center District agriculture Royal representative Sub-district administrative organization (SAO) Social development Administrative district department Provincial administration Rescue foundation Taiwan foundation Saigaithai foundation Funeral foundation	Warinchamrap hospital SME bank Ubon university Patjaphat University Fishery of Ubon province Takonglek primary school Buddhist of Ubon province Baan Mun Kong (Sustainable group) Thai Red Cross Police Kamnamsap Municipality Social development Provincial administration Royal representative Provincial disaster prevention and mitigation District agriculture Social security Primary care unit people Human development Ubon Public health province Warinhamrap Public Health
Outside the community	Individuals	Public sector	
	Community groups	Non government agencies	
	Private sector	Government agencies	
	Others		

The communities identified a wide range of connections within and outside the community including individuals, community groups, private and public sectors, as well as government and non-government agencies. Table 3 highlights the importance and diversity of relationships within Thai communities which were perceived to be the community's intricate networks for support, services, guidance and information.<sup>53</sup>

Overall, the commonalities in terms of the social network across the three communities were as follows:

<sup>53</sup> As the objective of this study was to provide a broad review of social capital in Thai communities, the study team did not investigate in depth on how and why certain social networks were formed and/or the reason that one network was more/less important for one community and not the other.

- § The head of the village was unanimously perceived to be the pillar for social cohesion and harmony;
- § Relationships with community groups and government agencies were central to the communities and were typically expected to be providing services and support;
- § Schools and temples are tightly linked to the communities' network; and
- § Bonding social capital seemed to be common across the three communities with resource/livelihood related as main interest, such as rice, fertilizers, conservation/cattle, farmer, and pottery.

However some notable differences were also observed and likely attributable to their village leaders' respective influence and relationship with the external agencies:

- § Chachoengsao has stronger connection to funds and foundations both inside and outside the community; whereas the Ubon Ratchathani has stronger partnership with private and public sectors inside and outside the community; and
- § Each community had also slightly different perceptions about who needs more support in the community, such as women (for Sa Kaeo and Chachoengsao), youth (Ubon Ratchathani) and the elderly (Chachoengsao).

### 3.1.3 Shocks and stresses

Throughout the workshops, the team focused on understanding the range of shocks and stresses as perceived by the communities, and among them, which they felt were most important. This discussion was then used to explore what makes their community resilient. The shocks and stresses they prioritised do not necessarily reflect the reality in terms of their likelihood and level of impact.

Natural hazards feature strongly. This is predictable as they are likely to be common across these communities. All three communities singled out flooding to be the main shock for them. This finding suggests that the threat of flooding must be comprehensively understood in developing appropriate resilience programmes. This highlights the importance of DRR, and suggests that programmes address these issues in a more standardised way.

The other stresses mentioned were drought and windstorm for Sa Kaeo and Chachoengsao and smoke from charcoal, drugs, sand removal from river and increased population for Ubon Ratchathani.

### 3.1.4 Factors contributing to resilient community

Communities were asked 'what would make your community safe and resilient?' in the context of the shocks or stresses they had previously mentioned. A very wide range of factors were listed as contributing to their safety and resilience. An analysis of the factors prioritised in each community workshop suggested these could be grouped under 5 themes<sup>54</sup>:

- Mitigation
- Evacuation
- Meeting basic needs
- Recovery
- Coordination

<sup>54</sup> These groupings were identified to facilitate analysis and presentation of the fieldwork findings and should be seen as complementing or supplementing the standard disaster resilience characteristics.

This list of 30 summary factors grouped according to themes are summarised below.

### Mitigation

A safe and resilient community takes measures to mitigate their hazards:

1. Has a disaster response and surveillance plan
2. Has access to necessary equipments like phone, loud speaker and boat;
3. Cleans homes and environment to mitigate water and vector borne disease;
4. Maintains rivers, drainage and irrigation systems;
5. Undertakes mitigation activities to address soil erosion; and
6. Keeps things on higher grounds.

### Evacuation

A safe and resilient community can evacuate:

7. Observes natural changes or environment to provide early warning;
8. Receives early warning from external media sources, and village heads;
9. Has an established place to evacuate to;
10. Has an early warning communication system;
11. Has a pre-prepared 'pack' of valuables and important documents
12. Can evacuate people and property
13. Can take shelter in a safe place in houses

### Meeting Basic Needs

A safe and resilient community is able to meet its basic needs:

14. Stockpiles food and medical supplies
15. Can request assistance for and provide relief items (food, shelters, medical etc) to affected people
16. Can administer first aid
17. Can cook and distribute food internally

### Recovery

A safe and resilient community is able to recover:

18. Has livelihoods support from district or provincial, like vaccination for livestock, new fishes, and new seeds
19. Cleans its homes and environment as part of the recovery process
20. Can repair damaged houses
21. Can replant crops and plants if they are damaged
22. Has external support to assess and repair damages of and repair infrastructure e.g. roads and power

### Coordination

A safe and resilient community coordinates:

23. Has a good leader
24. Has a strong network of external actors providing equipment to prevent/assist recovery
25. Has access to technical advice and support from external agencies
26. Organises community recreational activities
27. Can communicate, internally and externally
28. Exchanges information with the government and other actors
29. Has community organisations, internal support mechanisms and coordination mechanisms

### 30. Coordinates with the Red Cross

#### 3.1.5 List and rank of resilience factors

	Sa Kaeo/Urban	Chachoengsao/Rural	Ubon Ratchathani/Urban (CBDRR)
Mitigation	Has a disaster response and surveillance plan (2) Has access to necessary equipments like phone, loud speaker and boat (5)		

The final exercise of the community workshops invited the participants to select the five most important factors from the list which they had generated from exercise 2 (refer 3.1.3) for a resilient community. They were then asked to rank their community along those five factors.

*Table 5: Thematic resilience factors perceived to be important in each community*

Coordination	Has community organisations, internal support mechanisms and coordination mechanisms (10) Exchanges information with the government and other actors (10)	Has a good leader (10) Exchanges information with the government and other actors (10) Has community organisations, internal support mechanisms and coordination mechanisms (10)	Has a good leader (10) Has a strong network of external actors who provide equipment to prevent or recover from shocks and stresses (10) Exchanges information with the government and other actors (10) Can communicate, internally and externally (10)
Evacuation		Observes natural changes or environment to provide early warning + Receives early warning from external media sources, and village heads (8)	Receives early warning from external media sources, and village heads (10)

### 3.1.6 Workshop summary

Overall, social networks appeared to be an intrinsic mechanism for coping and, expressed as drawing on the strength of “bridging social capital” like government and community groups, for bringing in additional resources. It was observed that while the communities tend to have strong bonding social capital and some bridging capital, they may often have very little linking capital. As such, there is a risk that, when individuals are not able to draw on the same resources through these social networks, relying on these formal networks may increase social inequalities.

Most importantly, the role and responsibility of leaders in ensuring that the community has confidence and trust in them came across strongly from the workshop. The leaders' role is complicated because, it requires that they see -- that they see the social exclusion, that they see the stories, that they see the circumstances in which the community is working (or not working) together. That culture is important, and a leadership role is to be sensitized and see where is the social capital, what it can be, and close the gap between the positive and negative social capital.

## 3.2 Survey

### 3.2.1 Study population

Household interviews were conducted with 84 individuals, aged between 18 to above 56, across the three communities to assess their sense of social capital within their respective communities. The families come from three communities in three different provinces, one rural, one urban and another urban with DFATD-funded CBDRR intervention. Of the individuals who were interviewed, slightly more than 40% of them were aged 56 and above, and more than 75% had lives in that community for all their lives.

Table 6: Profile of survey population

Age group	Sa Kaeo	Chachoengsao	Ubon Ratchathani
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	Female	Male	Total	Female	Male	Total	Female	Male	Total
18-25	0	0	0	0	0	0	1	0	1
26-40	1	1	2	3	0	3	9	0	9
41-55	6	8	14	6	3	9	8	4	12
56 and above	8	5	13	1	2	3	5	13	18
Total	15	14	29	10	5	15	23	17	40
% of population staying here all their lives	73.3	78.6	--	80.0	100.0	--	100.0	82.4	--

### 3.2.2 Cognitive social capital scoring indices

Refer Annex 10 for the composition of survey questions that make up each index.

Overall, the three communities expressed high scores for their “attachment to place”, “social harmony” and “social embeddedness” despite their distinct differences education, wealth, and social status.. Interestingly, the respondents’ diversity however was reflected in the low scores in community networks. This indicates the need to invest in both bonding and linking social capital in these areas.

Table 7: Summary scoring indices by specific indicators

Component	Indicator	Sa Kaeo	Chachoengsao	Ubon Ratchathani
Sense of community	Attachment to place	0.81	0.91	0.94
	Social equality	0.69	0.67	0.74
	Social harmony	1.00	0.99	0.92
	Social embeddedness	0.81	0.75	0.79
Community networks	Membership density	0.85	1.0	0.71
	Membership diversity	0.77	0.63	0.81
	Members’ participation	0.65	0.44	0.52
	Network effectiveness	0.77	0.70	0.64
	Inter-organizational ties	0.67	0.85	0.69
	Civic engagement	0.73	0.82	0.75
Trust	Social trust	0.71	0.63	0.67
	Trust in institutions	0.60	0.63	0.70
Support	Mutual support	0.71	0.79	0.69
	External support	0.63	0.63	0.68

 Below 0.70 will be considered as “low scores” for this study

Similarly, the indices for “trust” and “support” also fared lower than expected. This finding is noteworthy, particularly because during the community participatory workshops, participants had indicated a higher level of trust and support received from others as well as external institutions.

Table 8: Average scores of cognitive social capital

	Sa Kaeo	Chachoengsao	Ubon
Sense of community	0.83	0.83	0.85
Community networks	0.74	0.74	0.69
Trust	0.66	0.63	0.69

Support	0.67	0.71	0.69
Average	0.72	0.73	0.73

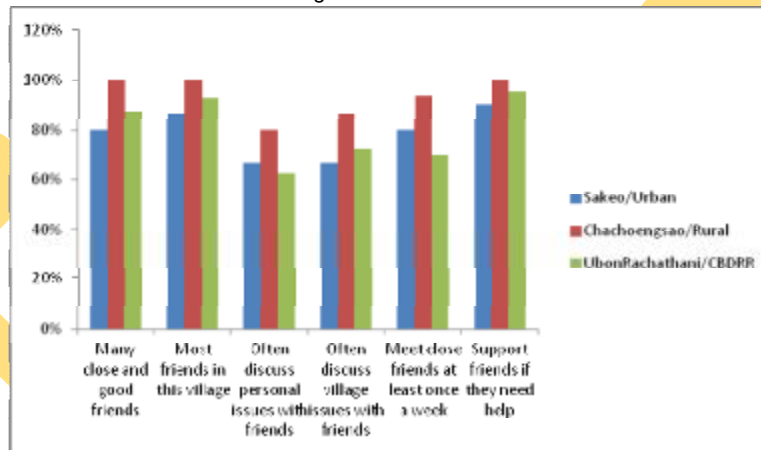
Below 0.70 will be considered as “low scores” for this study

While in most cases, we expect qualitative and quantitative results to support each other, this particular study seemed to indicate otherwise and thus points to the usefulness of an independently administered individual survey. Based on workshop results alone, the communities were characterized as inclusive and well-organised - but whereas this may be true from the perspective of the obviously well-connected and socially embedded workshop participants, survey results show that it is likely that many other community members remain on the fringes of this “well-connected” community life.

### 3.2.3 Sense of community

The survey asked a number of questions on the people’s sense of community in the village. One particularly telling question on the bonding social capital is the level of engagement respondents had with other people in the village (refer Figure 3). As expected, ties with neighbours, close friends and people of the community seemed to be weaker for urban communities than in rural, and there was a significantly smaller percentage of survey respondents who stated that they discussed personal and community issues with friends.

Figure 3: Social embeddedness



The figures for senses of attachment to the place and social harmony were strikingly high (Refer figures 4 and 5, respectively). More than 75% of respondents lived in the communities all their lives; and expressed “not ever wanting” to leave their hometown for better job prospects.

Figure 4: Attachment to place

Figure 5: Social harmony

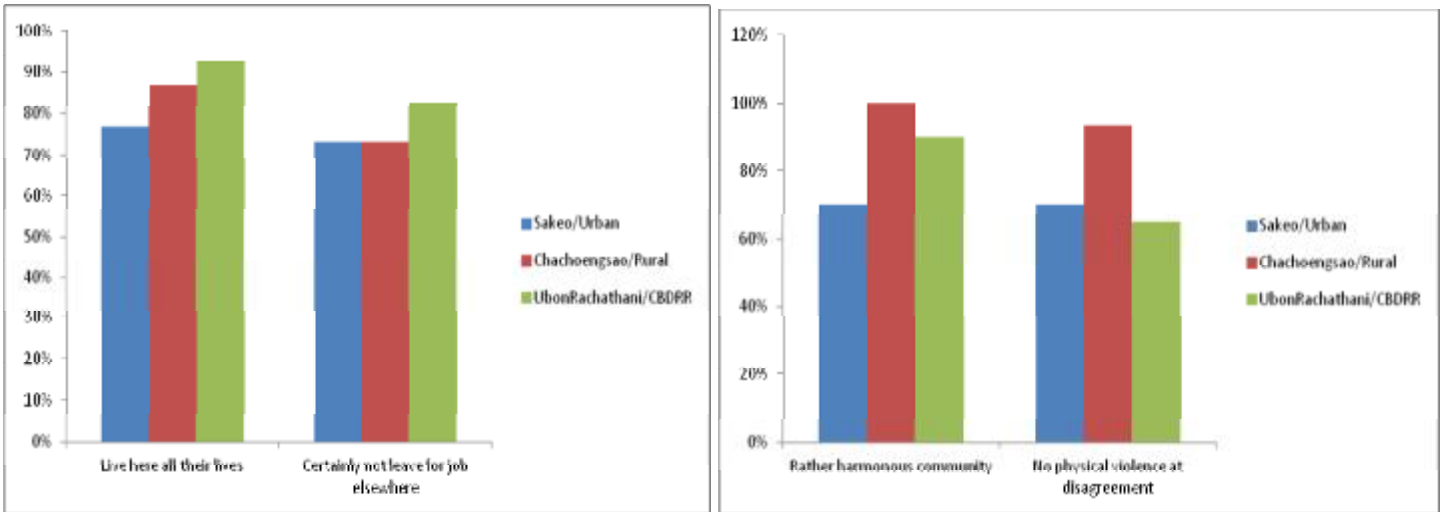
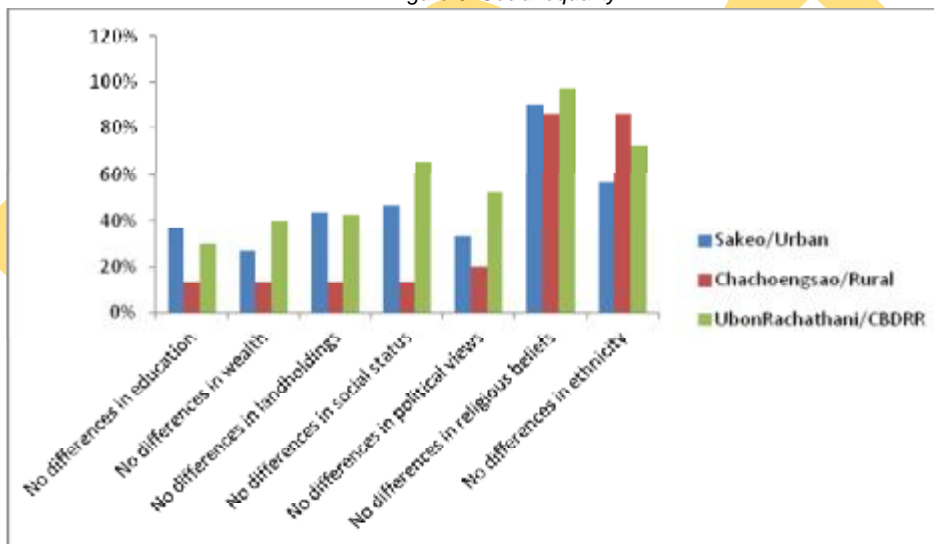


Figure 6 shows how communities are mostly bonded through religious beliefs and ethnic ties. However, it was interesting to note that Chachoengsao expressed the most differences in terms of education, wealth, social status, land and political views; yet they had expressed the highest level of social embeddedness (Figure 3) and social harmony (Figure 5).

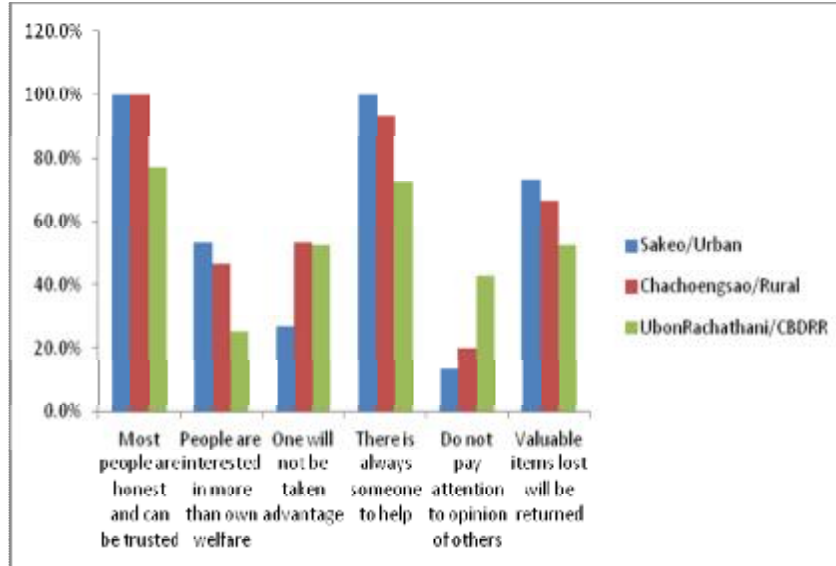
Figure 6: Social equality



### 3.2.4 Trust

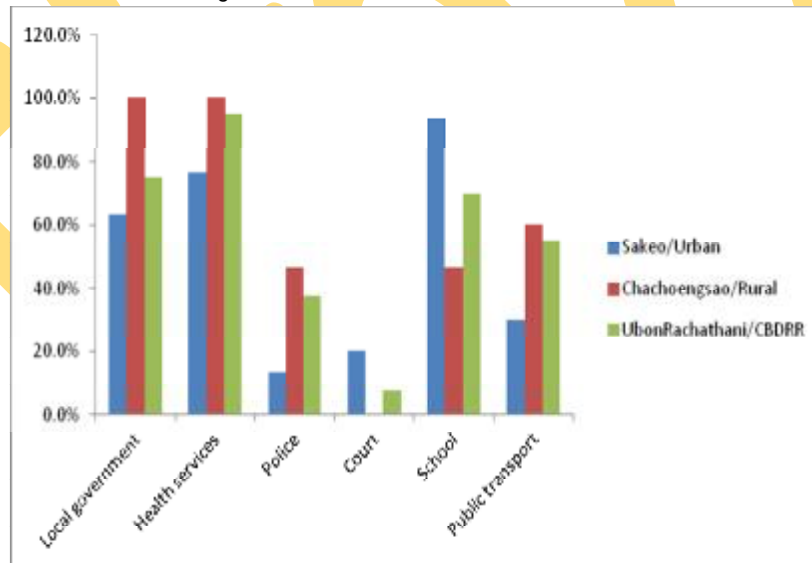
Figure 7 is a set of questions on generalised trust. The answers revealed that 100% of Sa Kaeo and Chachoengsao communities, as well as above 75% of UbonRachathani communities perceived “people” (presumably those they do not know) to be “honest and can be trusted”. The community in Sa Kaeo also perceived that help is likely to be always available; whereas there was a small dip in terms of percentages for Chachoengsao and Ubon Ratchathani, hovering at around 70%. Less than 50% of them perceived the people in the village to be interested in the welfare of others or would not taken advantage of others.

Figure 7: Trust in community



There was, overall, decent level of trust in local government and health services, which was above 60% for all communities. That being said, there was also considerable distrust in the police and the court. The mixed messages in terms of generalised trust seemed to be a consistent issue across the communities.

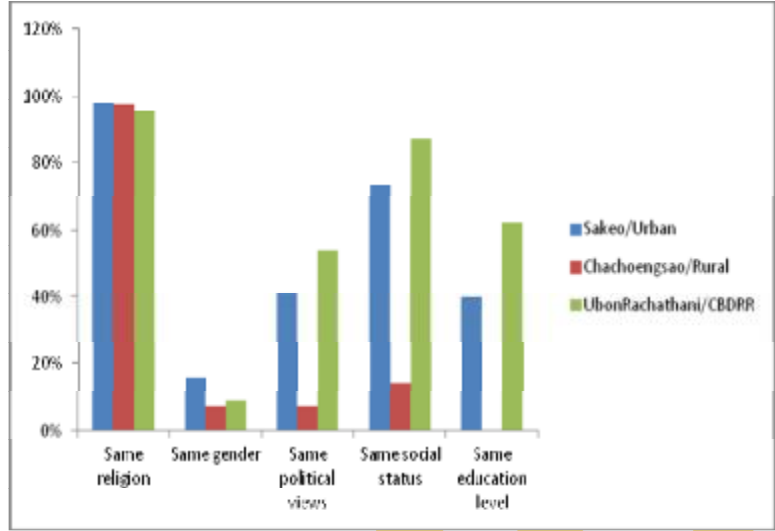
Figure 8: Trust in authorities



### 3.2.5 Community networks

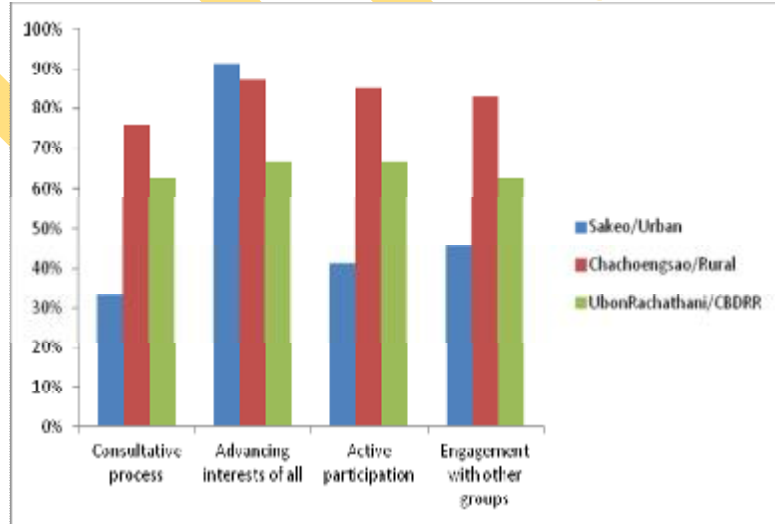
Figure 9 shows that the groups in the communities are generally homogenous in terms of religion. It was striking that the rural community is the most heterogeneous in terms of its community network as compared to the other two urban communities.

Figure 9: Group diversity



Interestingly, the survey data on civic engagement shows that Chachoengsao community is the most active, that is four in five respondents are active or is a leader of the networks, whereas the two urban communities saw two to three respondents to be just as active, respectively. The rural groups are also generally more consultative and engaged more with other groups, indicating stronger bridging and linking social capital. However, it was noteworthy that the Sa Kaeo community perceived their groups to be most effective in terms of advancing interests of all members. In other words, despite the low levels of participation, consultation and engagement with other groups, the findings seem to suggest that those who do join the network in Sa Kaeo are benevolent and better connected.

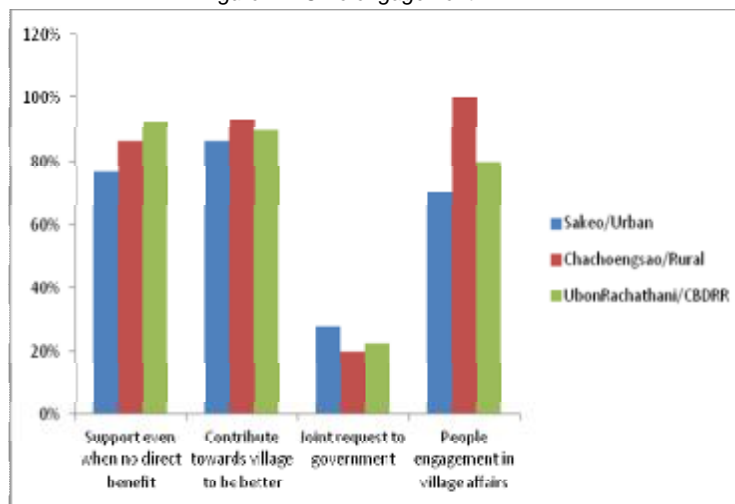
Figure 10: Group activity



The data showed that the Chachoengsao community is consistently and significantly more engaged in the village affairs, and contribute towards the betterment of the community even if there is no direct benefit towards

family or self. This may indicate the cohesiveness of the rural community and their trust in leadership despite the stark difference.

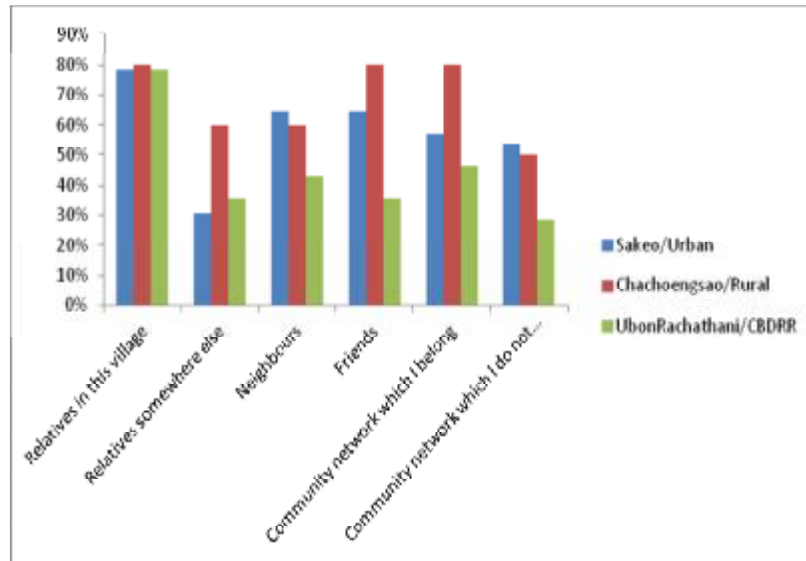
Figure 11: Civic engagement



### 3.2.6 Support

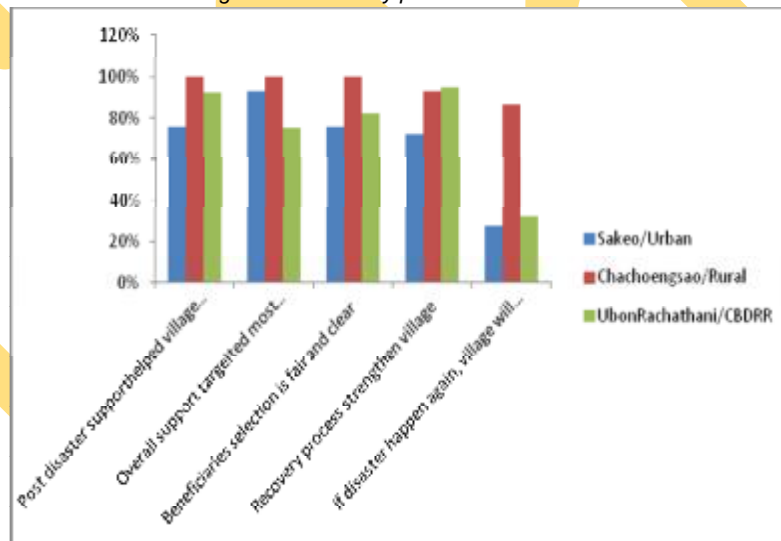
Informal social networks form an important resource for people to turn to in times of trouble or need. Often deriving from immediate social ties, the prevalence of this phenomenon is an important component in our assessment of the use of social networks in disasters. The results of the survey show that the use of familial ties is present in most relationships between people. In the questionnaire the significance of such ties in times of disasters was assessed in terms of the degree to which people believe that access to support is always or often possible through these informal networks. Nearly 80% of respondents believe that relatives in the same village will be their best support; whereas in Chachoengsao, the respondents believe that friends and community networks which they belong are just as reliable.

Figure 12: Community support



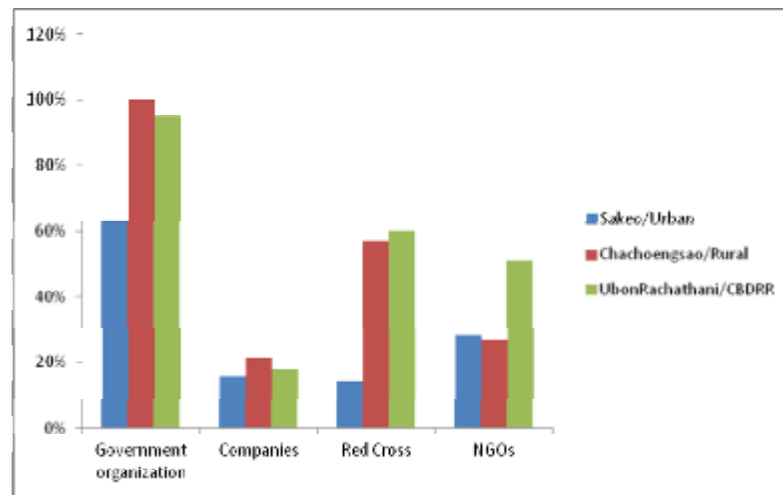
Over 70% of the respondents believe that disaster recovery processes in the past had helped the community, supported the most vulnerable and strengthened the village. However, less than 25% of Sa Kaeo and Ubon Ratchathani respondents think that their community will suffer less losses when the next disaster strikes again. This information, again, contradicts findings from the community workshop where the participants expressed high confidence in their community’s level of preparedness

Figure 13: Recovery process



Government organisations are communities’ first source of support in times of disasters, followed by Red Cross and NGOs. In Sa Kaeo, Red Cross presence was less than that of private companies and other NGOs.

Figure 14: Collaboration with external agencies



### 3.2.7 Survey summary

This survey identified much higher levels of “community support” in the rural than in urban communities. The presence of such a spirit illustrates the potential risk and trade-offs of urbanization as Thailand continues to economically develop. Fostering social networks need to take account of such changing conditions, particularly as it relates to linking social capital so as to ensure that they are equitable and non-divisive.

Very few people expressed a lack of bonding social capital, implying that it is all the more marginalizing for those few who have weak networks. In this way, there may also be a downside to a tightly-knit community, particularly for groups like migrants, minorities and outsiders.

In summary, key challenge is to simultaneously strengthen linking capital and foster an inclusive bonding capital without compromising the strengths and benefits of existing family and community-based capital.

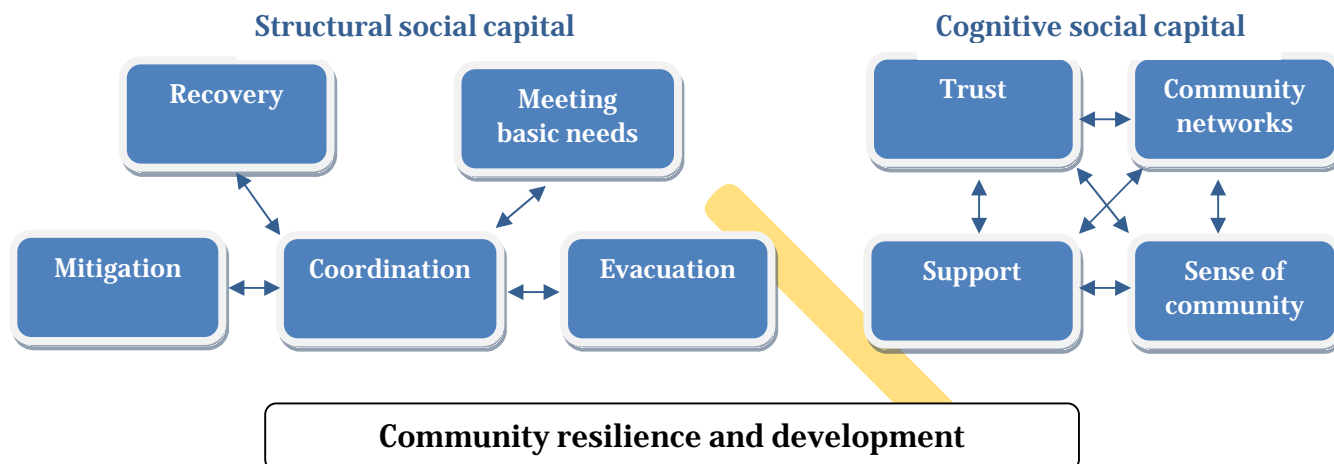
## Section 4 Conclusion

In this study, we explored social capital in diverse areas of Thailand, to understand people’s sense of belonging, their ties to one another and their perceptions of trust and support. Despite the attachment and harmony that people feel towards their community, levels of social trust are low. This has implications not only for Thai communities’ abilities to respond to and cope with disasters, but also in their abilities to prosper and thrive towards national economic progress. There may also be implications of how Thailand will perform and be affected by the ASEAN Economic Integration in the future.

As we saw in Section 2 and 3, Thai communities can be characterised as a society built on strong ties, albeit ones primarily with family, together with other locally-based ties with friends and neighbours. To that extent, it is clear that in their immediate networks, people care and look out for each other, which includes women, disabled and elderly. It is therefore a society of very strong immediate networks, in that very few people lack support network. However, this means that for the minority that do lack social capital, life can be extremely difficult. As such, investments in social capital must ensure that they are broad-based and inclusive, with a focus on integrating marginalised populations, ranging from like undocumented migrant communities to political and religious minorities.

## 4.1 Reducing social exclusion through addressing participation between social capital groups

Figure 15: Theory of change using concept of social capital in community resilience



Conceptual diversification and operational variety of social capital pose challenges for the measurement of the concept.<sup>55</sup> The three communities analysed in this study further illustrated how the concept needs to be contextualized in accordance with local conditions in order to extract benefits from it. It is clear that building linkages between segmented and homogenous networks is an enormous challenge for the country, not least given the context of an ongoing political crisis. Improving social cohesion, in part through the building of inclusive social capital, however, is essential for the future stability and prosperity of the country. The study team hopes that this report will spark debate on the ways and means of strengthening linking social capital life obstacles that work to reduce social exclusion and marginalisation of different social groups.

## 4.2 Investments in leadership to strengthen linking and/or inclusive social capital

Most importantly, leaders play a critical role as the community has confidence and trust in them. The importance of this role has been raised many times throughout this study. The leaders' role is complicated because, it requires that they see -- that they see the social exclusion, that they see the stories, that they see the circumstances in which the community is working (or not working) together. That culture is important, and a leadership role is to be sensitized and see where is the social capital, what it can be, and close the gap between the positive and negative social capital.

Social trust binds societies together and helps them function more smoothly and efficiently, particularly in times of crises. A lack of trust, in contrast, has the tendency to make such processes more laborious and fractious. Careful attention must be made to understanding and addressing the social norms that underlie distrust before building or strengthening bonding ties in a community.

TRCS needs to recognize the limitations of local social capital, which may not be well-positioned – whether it be geographically, economically or politically – to mobilise resources that are beyond the communities' reach, and thereby requiring external assistance. One key example is the stressor caused by drug usage among

<sup>55</sup> Devine F and Roberts JM (2003) Alternative approaches to researching social capital: A comment on van Deth's measuring social capital. *International Journal of Social Research Methodology* 6(1): 93–100.

young people in Ubon Ratchathani. While community-based projects with this group could be the foundation for building inclusive and/or linking social capital, such issues require more than local collective action, but rather wider professional help and alternative livelihoods and hobbies which may be sourced from elsewhere.

#### **4.3 Role of RCRC to create enabling environments in involving social capital groups**

The role of RCRC in fostering social capital should be through the creation of enabling environments that encourage and sustain bottom-up initiatives and that remove obstacles to the forming of bridging and linking relationships and networks. New social capital indicators or measurement<sup>56</sup> are likely not needed, but rather, key characteristics of this study's methodology (which were mainly adapted from VCA tools) could be incorporated as part of future CBDRR framework for community risk assessments and participatory planning; identify guidelines and good practices within the context of community resilience.

#### **4.4 Diversify options in monitoring, defining and measuring impact of social capital**

Over the course of the two-month study, the following themes and issues emerged as overarching considerations for measuring social capital and resilience:

- § **Social network analysis:** Current study analysis on social networks is still limited in depth. For example, the *number* of formal and informal groups to which a household belongs may not be as relevant as the *types* of groups to which they belong. A comprehensive mapping and assessing exercise of the interactions and relationships between groups may be more insightful for understanding the interconnectedness between people, communities and organizations.
- § **Case studies:** Both objective and subjective approaches are important in measuring social capital and resilience. For example, determining what constitutes a shock for a target group is necessary and prerequisite to analyzing types of inclusive social capital which facilitate the community to respond to shocks. Furthermore, an individual's actual level of social capital may not tell us much as his or her relative level of social capital in comparison to other members of the community. Social capital could be measured subjectively, using consultative/participatory documentation processes to shed light on higher level factors of social capital and resilience that are difficult to capture through objective measures.
- § **Piggy-backing on existing data collection tools:** Temporal considerations are critical to measuring social capital. For example, the length of time required to affect changes in social capital for resilience building may be longer than most programme timelines, which conflicts with the need to report on programme impacts on annual basis. On the other hand, important information might be missed altogether if measurement were to occur only at baseline and end-line. Rather than administering lengthy processes, a core set of social capital questions – that could be integrated into existing VCA tools – should be developed together with TRCS and IFRC to reduce the likelihood of assessment fatigue through fewer and more streamlined surveys.

This report has sketched some of the key characteristics of social capital in Thailand. Immediate social ties and networks comprised of family, close friends and neighbours are very strong. The broader social fabric, however, is characterised by low social trust, low trust of “authorities” and a high reliance on homogenous

<sup>56</sup> Social capital and resilience are determinants of an outcome, such as food security, poverty, nutritional and health status. The degree to which a particular household, or community may be considered resilient is determined in part by their ability to maintain or improve their well-being in the event of periodic shocks.

networks. It is a context in which preferential treatment could be detrimental towards social cohesion. This report has aimed to provide the basis for addressing some of those issues. But it has also tried to show that while social capital serves a crucial function in Thai society and merits attention, it alone is not sufficient for disaster risk reduction. Rather, social capital must be seen as a fundamental element in a package of interventions that to provide an enabling environment

## **Annex 1            Terms of Reference (TOR)**

Red Cross and Red Crescent (RCRC) National Societies around the world implement various risk reduction and development programmes at local level (mainly district, sub-district and community), working with a wide range of stakeholders, both within and outside the targeted communities or villages. Amongst other community-based interventions and approaches, Community Based Health and First Aid (CBHFA) and Community Based Disaster Risk Reduction (CBDRR) are the most dominant approaches that we use within RCRC as the vehicles to strengthen the community safety and resilience.

In 2012 the IFRC/Asia Pacific Zone carried out similar study focusing on Myanmar, Bangladesh and Nepal. The study's main purpose was to research and understands the role of social capital in RCRC community-based programming; how existing community programmes use social capital (consciously or unconsciously) for building resilience; and how we could systematically incorporate the concept of social capital to improve our programming. Furthermore, the study looked in to the existing participatory planning tools in terms of how best we could use them in capturing the elements of social capital in community risk assessments and provide recommendations on areas that need evolution and use of additional tools, keeping in mind that the primary users of these tools will be RCRC branch staff and volunteers. The full report is available for reference.

Working with communities requires an in-depth assessment and analysis of existing societal structures; of various dynamics and individual relationships within the community; of formal and informal community networks; and of relationships that community members maintain with different service providers, traders and individuals outside the community. A thorough understanding of these factors or the key elements of 'social capital' is important as these can positively or negatively influence the desired outcomes of a project. Furthermore, this knowledge would help RCRC staff and volunteers to better plan and implement community-level activities at all stages of the project cycle.

Although we engage with various social networks, community groups and formal community-based organisations (CBOs) in RCRC community-level risk reduction programming, we do not necessarily make a conscious effort to get an in-depth understanding of how the social capital can positively or negatively contribute to building resilience. Some of the participatory planning and risk assessment tools that we have been using in RCRC to capture various social capital elements, however, there are needs for further strengthening skills and knowledge through a systematic in-depth analysis to understand the problem statements as well as underlying causes in order to make realistic contribution for resilience by incorporating social capital aspects into our programming.

The IFRC Southeast Asia Regional Delegation (SEARD) carried out six different Disaster Risk Reduction Field Sessions (DRR/FS) for the RCRC colleagues of National Societies across the Asia Pacific Zone. Two case studies were developed for showcasing. One is related to the process whereas another one is related to the impact. During these field school sessions, participants developed the proposal of targeted communities along with community members which also reflected the social capital elements. DRR/FS sessions focused to provide the skills and knowledge on in depth assessment, systematic analysis, identification of problem statement and underlying causes to participants. One of those field schools session was conducted in Chang Mai, Thailand in 2012 for participants from the Thai Red Cross (primary target) and few representatives from Laos Red Cross (secondary target). Proposal of that specific community is available.

From a practical point of view, we also need to acknowledge that most of our field staff and volunteers who work at the community level do not possess the required level of education and skills to analyse the highly complex socio-anthropological concepts such as social capital. Therefore, it is important to provide them with clear and simple guidance on how to capture the essentials of social capital aspects.

#### **Alignment to the IFRC's objectives and strategy**

The vision of our Strategy 2020 (S2020) is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by national societies with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The overall purpose of this study is to research and analyse the role of social capital in building community resilience and recommend how best RCRC volunteers and staff could incorporate the key elements of social capital into community programming. The study will contribute to four business lines of IFRC secretariat:

Business Line 2: "To grow Red Cross Red Crescent services for vulnerable people"

Business Line 3: "To strengthen the specific Red Cross Red Crescent contribution to development"

Business Line 4: "To heighten Red Cross Red Crescent influence and support for our work"

Business Line 5: "To deepen our tradition of togetherness through joint working and accountability"

#### **Project objectives**

The specific objectives of the study are:

- To analyse the findings of literature review and the field investigations and to show: a) how social capital positively or negatively impacts the desired project/programme outcomes; b) how we could systematically incorporate the relevant elements of social capital to improve RCRC community-based programming and thereby contribute to a positive change in strengthening resilience in remote as well as urban setting.
- To review TRCS existing approaches and tools as well as materials and make recommendations on: a) how best we could use them to capture the key elements of social capital in community risk assessments and participatory planning; b) areas for modifications in the tools, materials and approaches and; c) use of additional approaches/ tools and materials, keeping in mind that the primary users of these tools will be RCRC branch staff and volunteers.
- To define a standardized approach for monitoring the impact of social capital within programme implementation period and include guidance for defining the baseline information and indicators for understanding how to measure the influence of enhanced and sustainable social capital.

## Desired outcomes

The expected outcome of the consultancy is to enhance the concept of technical team of SEA RCRC Societies on elements of social capital and will consider incorporating those elements while designing the development programs in their specific context.

## Consultancy outputs

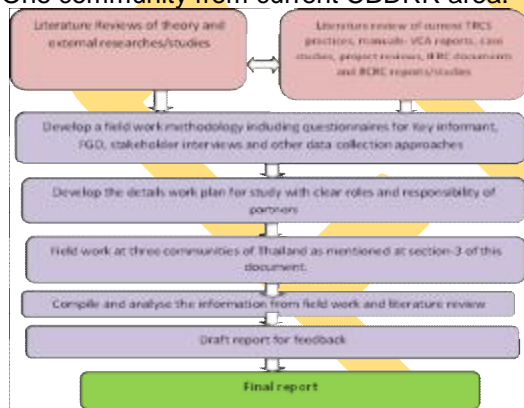
- An **inception document** outlining the details of the work plan, methodology, tools that will be used during the study.
- A **draft report** to engage the people who are not directly involved in this study to get their wider inputs to review their perspective in line of social capital elements for community resilience perspective.
- A **final report** that analyses the findings of the literature review and the field investigations as outlined in the objectives; provides the recommendations and guidance on how to use the existing community-based approaches and tools to capture key elements of social capital in programming and identify the areas that need tweaking.

## Method of delivery and reasons for selecting that method

- a. Conduct a literature review covering the last 05-10 years of work done by other agencies/individuals regarding the role of social capital in building resilience. This will include the linkages to resilience / community resilience to frame the discussion and reinforce the role of social capital.
- b. Conduct a field study to investigate how existing community programmes use social capital (consciously or unconsciously) for building resilience by looking at: a) community-based health and behavioural change communication (BCC) activities, CBDRR, watsan and other: b) the formal and informal linkages between local RCRC branches, service providers, traders, communities and other stakeholders; c) the activities or ways of working to avoid unsustainable approaches or unrealistic expectations among stakeholders concerned (communities, local governments, ours).

The field study will take place in Thailand. For the purpose of leveraging already existing experiences to advance the study on social capital elements, three different profile/scenarios communities have been suggested by the TRCS:

- One community from 2011 flood affected area.
- One community from urban area.
- One community from current CBDRR area.



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## Annex 3 Mapping of Social Capital

### *At individual level*

## At community level

	Bonding	Bridging		
<b>Positive</b>	Research on the process of return has underscored that individuals with more ties to their old communities - whether through family, friends, a sense of belonging or place, or jobs - are more likely to return and exercise voice. (p.163)	One randomized experiment using five trials over seven weeks which engaged more than 700 participants demonstrated that individuals were heavily influenced by the behaviour of actors similar to them to take on new behaviours. (p.160)		
<b>Negative</b>		A poor level of social capital for individuals could potentially manifest in infrequent communication, low economic support, feelings of isolation and little access to shared channels of recovery.		
	Bonding	Bridging	Linking	General
<b>Positive</b>	Bonding capital in the villages is strong and rural communities in the Ayerwaddy delta are reasonably self-sufficient when it comes to low urgency issues. (Egs are highlighted in the paper, p.14)	Sharing of resources among survivors at hurricane shelters, e.g lost medication, aided by another at the shelter	Social capital leads to positive public health outcomes. In disaster settings, disaster preparedness and recovery are better for people and groups who have high levels of trust, community participation, and social networking.	Note dynamics of newcomers - it may affect the social behaviour and in turn affect the social capital.(p.15)
	Large scale disaster, urgent problem in rural Myanmar: urgent problem would be resolved internally by community members and leaders demonstrating strong bonding capital. But a significantly lower percentage of respondents believing authorities and organisation	Strong social capital enables a sense of social cohesion and common purpose within the villages.	Bonding, bridging and linking social capital vital to sustaining community vibrancy and prosperity and form part of an interrelated system of group and individual relationships.	Resilience thinking necessitates a convergence of approaches and sharing of skills and knowledge. Resilience encourages full use of available knowledge (p.5)
	One factor in determining bonding capital: shared religious beliefs (p.15)	Village life in the delta is governed by a range of formal and informal institutions - they play important role in control, decision making and problem solving and are influenced by village elders, religious networks and local customs and traditions.	Core elements of social capital: trust and reciprocity present, the linking social capital enables programs to be informed by local knowledge and needs.	Resilience-building programmes are conducted in partnership with local institutions, civil society organisations and networks, and the private sector, reinforce the vertical and horizontal integration of systems and networks, build on local strengths
		Transferring and sharing local knowledge is vital, ensuring all community members are aware of the disaster risks that face them and appropriate measures for mitigating the impacts. Strong social capital through networks and links plays a part	Strong bridging social capital comes into play here, where good links between local formal and informal groups and networks will help in identifying local capacities	Data from the Gujarat and Kobe earthquakes in India and Japan, respectively, further demonstrated the importance of bonding, bridging, and linking social capital in furthering recovery and rehabilitation efforts
		Social capital and higher level of trust can assist following disaster is with the overcoming of barriers to collective action. (p.163)	Physical and social factors differ in urban and rural environments; eg, rural communities tend to have stronger social capital due to their geographical distance from government and decision-making structures necessitating them being more self-sufficient	Social capital comprises two components, community participation and social cohesion (23). A deficit in social capital matters because social capital is widely considered a critical element of public health promotion and a reliable predictor of health,
		Social capital assists post-disaster is through the provision of mutual aid and informal insurance. Informal insurance means that network members provide necessary resources at a time when standard suppliers of those resources. (p.164)	NGOs play an important role in support communities to cope with large scale problems where linking capital with state structures and government authorities are limited.	Social capital can be measured at various group levels (such as at neighbourhood or provincial level) or at the individual level. (p.3)
		Higher levels of social capital can assist individuals in attracting and controlling resources (DeFilippis, 2001), as better-coordinated areas can successfully access the loans, supplies, and other resources that may assist their rebuilding (Dow, 1999). p.4)	Many survivors moved from more self-focused approaches to communitarian approaches, shifting their field of focus from themselves and their families onto the broader neighborhood and society.	
		E.g how social capital help in rebuilding a community: resilient community of Village de l'Est in New Orleans (LaRose, 2006). (p.15)	The higher levels of trust and coordination among well integrated communities provided them with opportunities for risk-taking and entrepreneurial ventures which could, over the long term, secure their livelihoods and increase their income. (p.171)	
<b>Negative</b>		Illegal activities such as raiding of relief supplies and looting		

Depression was more common among participants with low levels of pre- and post-hurricane positive social interactions	communities with low human capital suffer from crime and drug abuse and therefore may find it difficult to mobilize their resources into rebuilding (Heath, 2006). (p.3)	Lack of social capital- 1. could exclude those with weak community links 2. competition btw relief agencies which could inhibit collaboration, causing overlap, creating inefficient use of resources, which could lead to confusion within community	
	A negative operational aspect which can entrench an existing disadvantageous, impoverished situation as Cleaver found in his research on Tanzania (Cleaver 2005). Key resources, withheld by power groups in the community, and exclusionary activities		
	Human capital resources are lower, the net benefit of crime rises (Lederman, Loayza, and Menendez, 2002, p. 516), as Becker (1968) and Ehrlich (1973) underscore in their seminal research. Suffer from crime and drug abuse, difficult to mobilize their resources		

**At national level**

	Bridging	Linking	General
<b>Positive</b>		Social capital an advantage in situation of fragile governance. Since Myanmar had never experienced such a disaster previously, disaster response capacity was in disarray at governmental level, and early warning systems were weak or ineffective, leading to	Social capital-presented as an 'investment' in resilience enhancement (Norris et al 2008)
	A similar situation in Sri Lanka, 2004 tsunami, where it was the bridging social capital available in international NGOs which made a significant difference to survivors in a similar context of ethnic conflict and doubtful governance.	Social capital can be a substitute for a lack of governmental intervention in disaster planning, early warning and recovery. Y Care International works through YMCAs and other local partners in country which themselves are often part of networks at community	Resilience-building requires us to take a systems approach, thinking holistically about governance, livelihoods, hazards and stresses and future uncertainty, working from the local upwards to national, regional and international levels (p.4)
		Governments able to tap into the local knowledge and mobilization potential of well-connected neighbourhoods could use social capital as a "force multiplier" and extend the scope of their programs. (p.174)	Research has uncovered five main factors and resources that may determine the pace of recovery after a disaster: damage, population density, human capital, economic capital, and social capital.(p.2)
			Given that social capital does not manifest itself in the same form across time and society, measurements of social capital must be sensitive to the historical period and cultural environment under investigation (Krishna, 2007, pp. 944–5). (p.7)
			The second measure—political demonstrations—also captures the ability of local residents to mobilize collectively. (p.7)

*Acknowledgement: Mapping done by Audrey Chan*

## Annex 4 People Met

### Red Cross staff from headquarters – Relief Community and Health Bureau, Chachengsao Province

Name	Role in TRCS
Miss Pavinee Yuprasert	Head of Relief Division
Mrs Wallapa Suksirimuch	Assistant Head of Nurse
Mrs Sunisthida Phetduang	Head of Disaster Preparedness
Miss Sudakan Suknoun	Nurse/Relief
Miss Kamonporn Sompech	Nurse/Relief
Miss Pitchayada Watchawanku	Nurse/Relief

### Red Cross staff from Health Station 6, Aranyaprathet sub-district (Sa Kaeo province)

Name	Role in TRCS
Mrs Benjamas Nontaphodej	Nurse/Health station
Mrs Pensiri Weatchasart	Nurse/Health station
Miss Watthwadee Wangprapa	Nurse/Health station
Miss Patamaporn Prajudtane	Nurse/Health station
Mrs Aoy Boonma	Nurse/Health station
Miss Chollada Ampansangawang	Nurse/Health station
Mrs Pranee Intarasena	Volunteer/Chapter
Miss Sarintip Jansri	Volunteer/Chapter

### Red Cross staff from Health station 7 sub-district (Ubon Ratchathani province)

Name	Role in TRCS
Mrs Thanyathorn Wittayakao	Head of health station 7
Mrs Prissana Thanaborikhon	Nurse
Mrs Kulthida Phiewpan	Nurse
Mrs Chananan Suwanee	Nurse
Mrs Chadaporn Suriyasri	Nurse
Mrs Benjaporn Jitharn	Nurse
Ms Yupin Thongku	Nurse
Mr Jetsada Khawkhan	Volunteer
Ms Mattawan Saimanee	Volunteer
Ms Kasinee Lakthong	Volunteer
Ms Jureerat Saisud	Volunteer
Ms Aksaraporn Wanyai	Volunteer
Ms Kanyapat Tongon	Volunteer
Ms Saowaluk Nongsang	Volunteer

Final

Final

HOUSEHOLD SURVEY QUESTIONNAIRE

NUMBER:

STUDY ON THE ROLE OF SOCIAL CAPITAL IN REINFORCING COMMUNITY RESILIENCE

Date: \_\_\_\_\_ / 08 / 2012

Enumerator: \_\_\_\_\_

District: \_\_\_\_\_

Community: \_\_\_\_\_

Note: Questions marked with a ★ allow for multiple answers

**BACKGROUND**

**0.1 Add question in local language in bold.**  
 What is the gender of the respondent? (leave English question in small print)  
 1) Female  2) Male

**0.2**  
 How old are you?  
 1) 18 -25   
 2) 26 - 40   
 3) 41 - 55   
 4) 56 or older

**PART A | SENSE OF COMMUNITY**

**A.1**  
 Have you been living in this ward/village all your life?  
 1) Yes (→ go to A.3)   
 2) No

**A.2**  
 How long have you been living in this ward/village?  
 Number of years: [ ]

**A.3**  
 Would you leave this ward/village for a better job elsewhere?  
 1) Yes, for sure   
 2) Probably   
 3) Depends on the location   
 4) Probably not   
 4) No, certainly not

**A.4**  
 Suppose your ward/village were to implement an activity that would benefit the overall welfare and conditions of the ward/village but that would not bring direct benefits to your household. How likely is it that you would support this activity?  
 1) Very likely   
 2) Likely   
 3) Unlikely   
 4) Very unlikely

**A.5**  
 To what extent do people in this ward/village contribute towards making the ward/village a better place to live?  
 1) To a very great amount   
 2) To a great amount   
 3) To a small amount   
 4) To a very small amount/not at all   
 5) I don't know

**A.6**

As a matter of fact, differences often exist between people living in the same ward/village, for example based on wealth, education or social status. To what extent do differences such as the following tend to divide people in this ward/village? [Please answer each point with one of the three options]	1. Not at all	2. Somewhat	3. Very much
A.6.1 Differences in education			
A.6.2 Differences in wealth			
A.6.3 Differences in landholdings			
A.6.4 Differences in social status			
A.6.5 Differences in political views			
A.6.6 Differences in religious beliefs			
A.6.7 Differences in ethnic backgrounds			
A.6.8 Other differences (specify):			

**A.7**

And to what extent do inequalities such as the following exist in this ward/village? [Please answer each point with one of the three options]	1. Not at all	2. Somewhat	3. Very much
A.7.1 Inequalities between women and men			
A.7.2 Inequalities between older and younger people			
A.7.3 Inequalities between long-time residents and new Settlers			

**A.8**  
 In your opinion, is this ward/village characterized by rather harmonious or disharmonious relations amongst its members?  
 1) Rather harmonious   
 2) Rather disharmonious

**A.9**  
 In case there are disagreements, do these ever lead to physical violence?  
 1) Yes, frequently   
 2) Yes, sometimes   
 3) No, never

**A.10**  
 Are there any public services that you have ever been denied from using?  
 1) Yes (→ continue with next question)   
 2) No (→ go to A.14)

★ **A.11**  
 Which services are you occasionally denied from using?  
 1) Education   
 2) Health services   
 3) Jobs   
 4) Credit   
 5) Transportation   
 6) Water distribution   
 7) Security/police services   
 8) Other (specify)

**A.12**  
 Which type of service that you have been denied has the biggest impact on you?  
 List code number from A.11 here: [ ] (e.g. "1" for education)

★ **A.13**  
 Referring to this particular service denial, what do you think are the reasons for this denial of service?  
 1) Income level   
 2) Occupation   
 3) Social status (class, caste)   
 4) Age   
 5) Gender   
 6) Race/ethnicity   
 7) Language   
 8) Religious beliefs   
 9) Political views/affiliation   
 10) Level of education

**A.14**

<i>Now I would like to ask you about your circle of friends. To what extent do you agree with the following statements? [Please answer each point with one of the four options]</i>	1. Strongly agree	2. Agree	3. Disagree	4. Strongly disagree
A.14.1 I have many close and good friends.				
A.14.2 Most of my friends live in this ward/village.				
A.14.3 I often discuss personal issues with my friends.				
A.14.4 I often discuss ward/village issues with my friends				
A.14.5 I meet most of my close friends at least once a week.				
A.14.6 I would support my friends if they needed help.				
A.14.7 I engage in the wider ward/village affairs mostly together with my close friends				

**PART B | TRUST**

**B.1**

<i>To what extent do you agree with the following statements? [Please answer each point with one of the four options]</i>	1. Strongly agree	2. Agree	3. Disagree	4. Strongly disagree
B.1.1. Most people in this ward/village are basically honest and can be trusted.				
B.1.2 People are always interested only in their own welfare.				
B.1.3 In this ward/village, one has to be alert or someone is likely to take advantage of you.				
B.1.4 If I have a problem, there is always someone there to help me.				
B.1.5 I do not pay attention to the opinion of others in the ward/village.				
B.1.6 If I lost a valuable item and someone from this ward/village would see it, he/she would probably return it to me				

**B.2**

<i>If you approach one of the following public authorities/providers with a concern, how likely would it be that your concern would be dealt with timely? [Please answer each point with one of the four options]</i>	1. Very likely	2. Likely	3. Unlikely	4. Very unlikely
B.2.1 Local government				
B.2.2 Health services				
B.2.3 Police				
B.2.4 Court				
B.2.5 School				
B.2.6 Public transport organisation				

**PART C | COMMUNITY NETWORKS**

**C.1**

Are you a member of any groups, organizations, or associations?

- 1) Yes
- 2) No (→ go to E.1)

**C.2**

Please list up to three groups that you are a member of, starting with the one that is most relevant to you.

Number	Name of group
1. (most relevant)	
2.	
3.	

**C.3**

<i>How would you describe your involvement in these groups? [Please give one answer only per group]</i>	Group 1	Group 2	Group 3
1. I am not very active			
2. I am somewhat active			
3. I am very active			
4. I am a leader or board member			

**C.4**

<i>Now I would like to ask you some questions about the members of these groups:</i>	Group 1		Group 2		Group 3	
	1. Yes	2. No	1. Yes	2. No	1. Yes	2. No
C.4.1 Are members mostly of the same religion?						
C.4.2 Are members mostly of the same gender?						
C.4.3 Do members mostly have the same political viewpoint?						
C.4.4 Do members mostly have the same social status?						
C.4.5 Do members mostly have the same level of education?						

**C.5**

<i>How do these groups usually make decisions? (Enter the appropriate code for each group)</i>	Group 1	Group 2	Group 3
Codes: 1 The leader/board decides and informs the other group members 2 The leader/board asks other group members what they think and then decides 3 The group members hold a discussion and then decide together 4 Other (specify):			

**C.6**

<i>To what extent are these groups effective in advancing the interests of all of their members?</i>	Group 1	Group 2	Group 3
Codes: 1 To a very high extent 2 To a rather high extent 3 To a rather low extent 4 To a very low extent 5 I don't know			

**C.7**

<i>How likely is it that these groups would provide you support in case your household suffered an emergency or crisis, such as an accident of sickness?</i>	Group 1	Group 2	Group 3
Codes: 1 Very likely 2 Rather likely 3 Rather unlikely 4 Very unlikely 5 I don't know			

**C.8**

<i>How often do these groups collaborate with other groups or organizations?</i>	Group 1	Group 2	Group 3
Codes: 1 Continuously 2 Rather frequently 3 Rather infrequently 4 Never			

**PART E | COLLECTIVE ACTION**

**E.1**

Lets us come back to talk about the wider ward/village again. How often do ward/village members get together to jointly request government officials or political leaders with demands for action?

- 1) Very often
- 2) Often
- 3) Rarely
- 4) Never (→ go to E.3)
- 5) I don't know (→ go to E.3)

**E.2**

To what extent do such requests lead to the expected results?

- 1) Usually, the issues are fully addressed
- 2) Usually, the issues are partially addressed
- 3) Usually, the issues are not addressed
- 4) I don't know

**E.3**

Overall, how would you rate the engagement of people in this ward/village in ward/village affairs?

- 1) Very high
- 2) High
- 3) Low
- 4) Very low
- 5) I don't know

**E.4**

If you act on your own, how would you rate your level of influence in making this ward/village a better place to live?

- 1) I have no influence
- 2) I have some influence
- 3) I have lots of influence
- 4) I don't know

**E.5**

If you act together with others, how would you rate your level of influence in making this ward/village ward a better place to live?

- 1) I have no influence
- 2) I have some influence
- 3) I have lots of influence
- 4) I don't know

**★ E.6**

If there is a pile of rubbish for a long time, say a few months or more, which people in this ward/village would get together to take some action about it?

- 1) Nobody would get together
- 2) Local government
- 3) Ward/village network
- 4) Parents of school children
- 5) The entire ward/village
- 6) I don't know

**PART F | SUPPORT**

**F.1**

Has your household experienced a crisis in which you required the support of others?

- 1) Yes
- 2) No (→ go to F.4)

**F.2**

Who of the following provided support to your household?  
(Please answer each point with one of the three options)

	1. Very major support	2. Major support	3. Minor support	4. Very minor or no support
F.2.1 Relatives living in this ward/village				
F.2.2 Relatives living somewhere else				
F.2.3 Neighbours/friends				
F.2.4 Friends				
F.2.5 Community networks (or its members) that I belong to				
F.2.6 Community networks (or its members) that I do not belong to				
F.2.7 Others (specify):				

**F.3**

To what extent has the overall support received been sufficient for your household to overcome the crisis?

- 1) To a very major extent
- 2) To a major extent
- 3) To a minor extent
- 4) To a very minor extent/not at all

**F.4**

After [the biggest disaster in the past five years, specify \_\_\_\_\_], to what extent did the following groups or organizations provide support?  
(Please answer each point with one of the four options)

	1. Very major support	2. Major support	3. Minor support	4. Very minor or no support
F.4.1 Government organizations				
F.4.2 Companies, incl. insurance, banks				
F.4.3 Red Cross				
F.4.4 Non-governmental organizations				
F.4.5 Other:				

**F.5**

To what extent do you agree with the following statements?  
(Please answer each point with one of the four options)

	1. Strongly agree	2. Agree	3. Disagree	4. Strongly disagree	I don't know
F.5.1 The overall post-disaster support helped this ward/village to recover quickly.					
F.5.2 The overall support only helped the most disaster-affected households.					
F.5.3 The recovery process left many households without support.					
F.5.4 The selection of households that received support was clear and fair.					
F.5.5 The recovery process strengthened the way the ward/village organizes itself.					
F.5.6 If the same disaster happens again, this ward/village will suffer more losses and damages					
F.5.7 If the same disaster happens again, this community will suffer less losses and damages					
F.5.8 The recovery process has had some negative effects on this ward/village (if respondent agrees/strongly agrees, continue with F.6)					

**F.6 What were these negative effects:**

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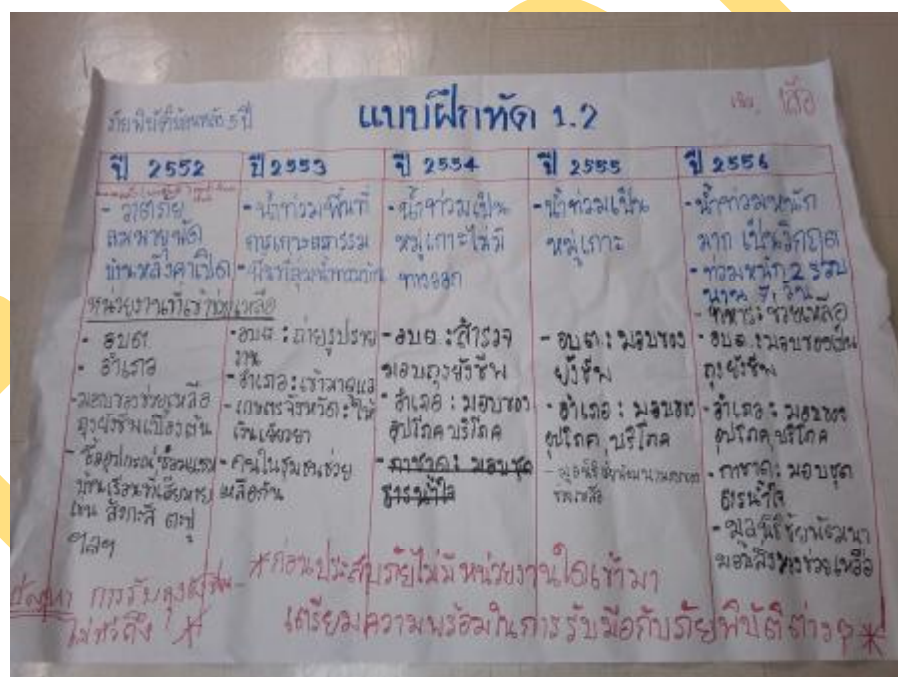


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Inside the community	Outside the community
Head of village Women's group Rice bank Health promotion center School Village health volunteers Temple Civil defence volunteers Conservation groups (cattles) Microfinance group School director Community welfare groups	Field army (Rangers) Chapters Provincial disaster prevention and mitigation Community development district Farmers bank Agriculture cooperatives Village savings groups District livestock District fisheries Assistant district officer District agriculture District officers Rescue team

### Exercise 1.2

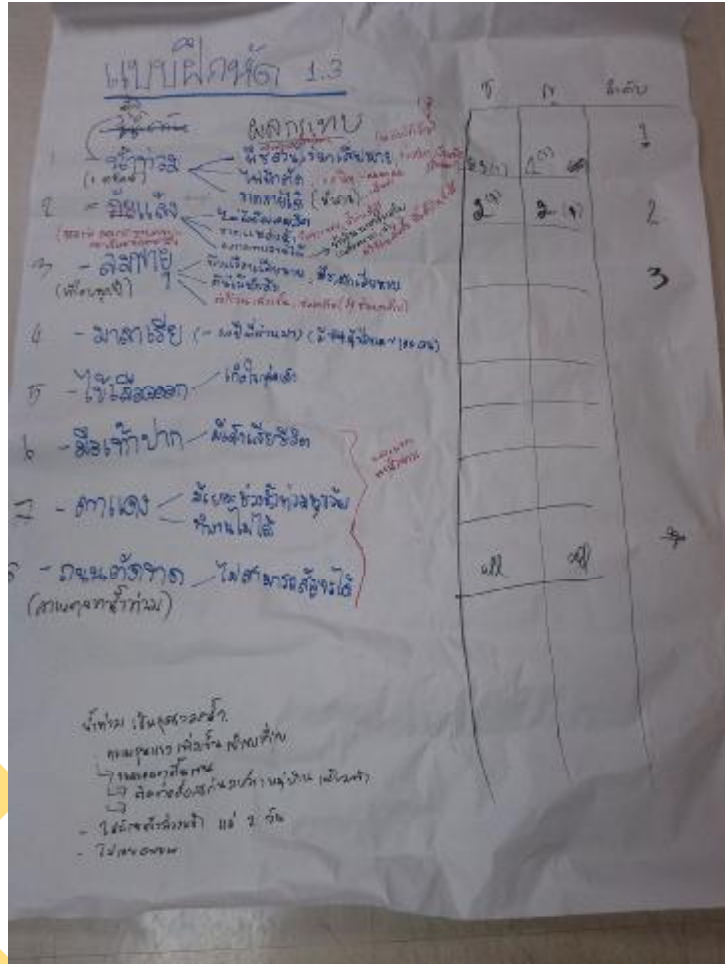


Year	Key events
2009	Windstorm affected some areas. Head of sub-district and district administration provided relief as well as procure and distribute equipment to repair houses
2010	Flooding – both residence and farm area. Head of sub-district administration took photo of flooding area and report to district for assistance. District administrations brought agriculture officer to the area and provide knowledge to village members. Also provided money and basic items. Member in village helped each other.
2011	Flooding – the village became an island as the roads leading o the community were all flooded. Head of sub-district administration made an assessment and distributed relief items District administration supported the relief process
2012	Flooding – the village became an island as the roads leading o the community were all flooded. Sub-district and district administrations distributed relief items. Chaipattana Foundation supported relief process.
2013	Flooding – worst flooding in 10 years. Happened twice in the year and the village was affected for a total of 7 days. Soldiers came to support in terms of transportation and logistics. Sub-district and district administrations,

as well as Chaipattana Foundation and Thai Red Cross provided relief jointly.

NB: Distribution of relief items does not reach everyone. There was also no organization that provides early warning or teaches them about disaster preparedness.

**Exercise 1.3**



Shock/Stress	Impact	Ranking
Flood	Paddy fields and other crops like rice, sugar cane and corn are damaged Some livestock like fishes and chickens die Lack of income Stress Students are not going to school Epidemic – conjunctivitis, dengue fever, fungal infection Lack of transport House damage River bank damage	1
Drought	Lack of income and produce Shortage of water > increased market price Relocation	2
Strong winds	Damage to property and crops Increased market price for items to repair house	3

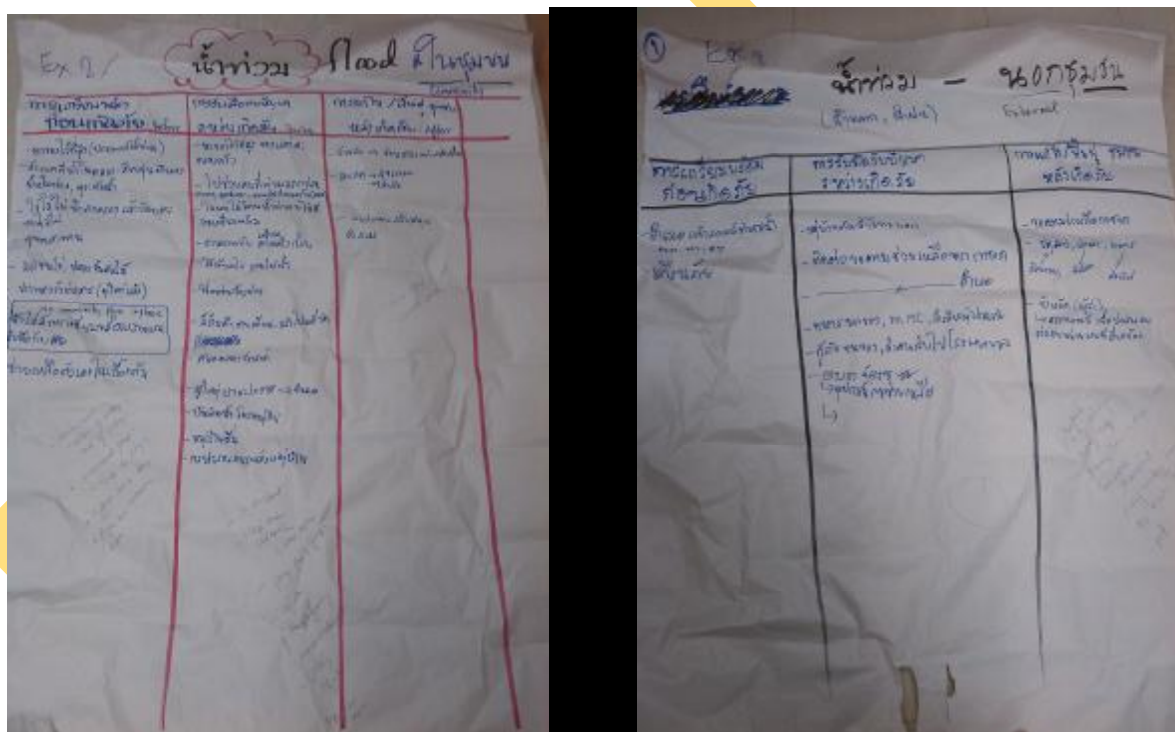
## Exercise 2

The groups were then brought together to discuss about their activities for preparing, preventing and coping with flood.

The main questions were concerning:

- (i) Who/What helps your community prepare for or prevent a disaster before it happens?
- (ii) Who/What helps your community cope while they are being affected by a disaster?
- (iii) Who/What helps you community recover from a disaster after it has happened?
- (iv) Who/Which of these are inside the community and which are outside?

This exercise took about 20 minutes.

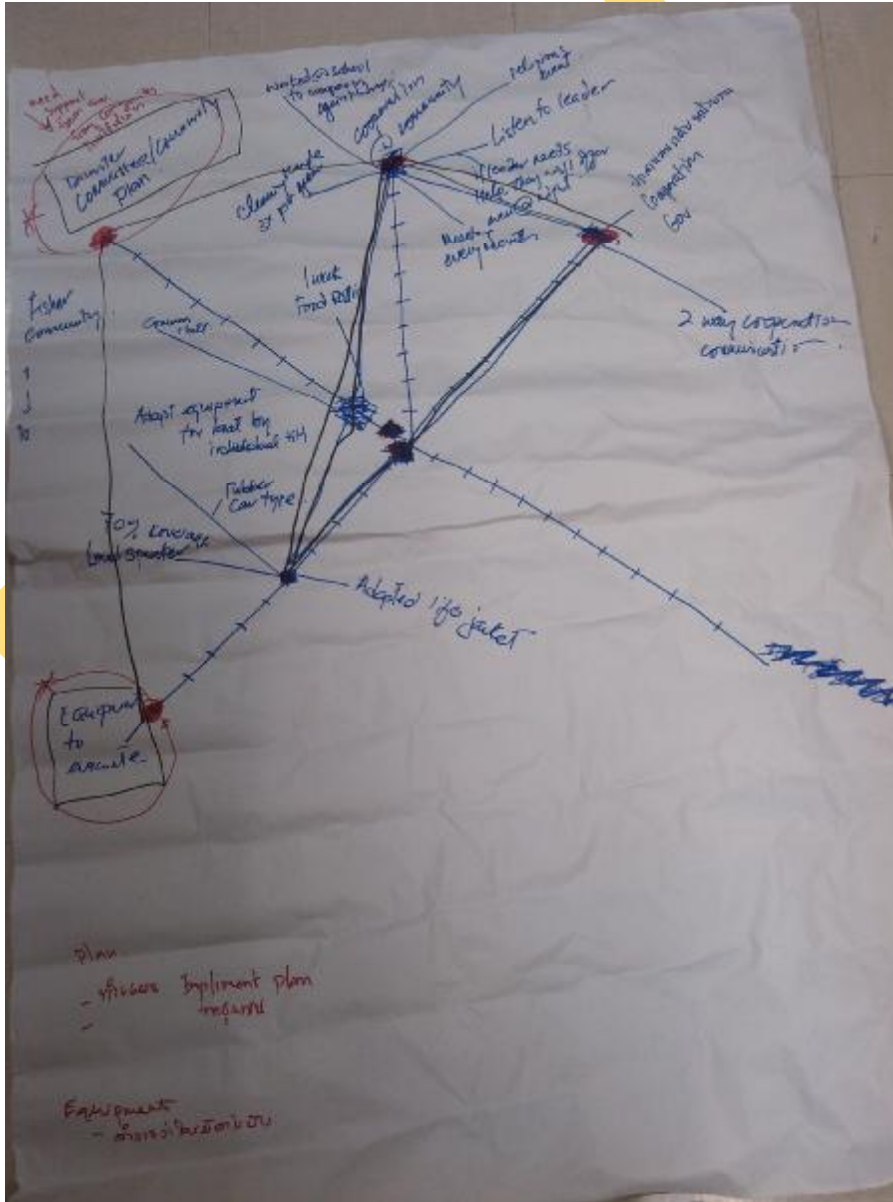


	Prepare or prevent	Cope	Recover
Outside community	<ul style="list-style-type: none"> <li>District office informs flood situation and update information to the chain of sub-district organization (SAO) and village head</li> <li>Coordination from other village to inform each other about impending flood</li> </ul>	<ul style="list-style-type: none"> <li>Request assistance from District office</li> <li>Rescue team assist in transferring injured people to hospital</li> <li>Amy comes move stuff to higher place</li> <li>SAO provide equipment like boar, suchas and others</li> </ul>	<ul style="list-style-type: none"> <li>Department of livestock inject vaccination to livestock</li> <li>Department of fisheries give new fishes</li> <li>Department of agriculture give new seeds</li> <li>Request assistance from Thai Red Cross</li> </ul>
Inside community	<ul style="list-style-type: none"> <li>Using folk wisdom to check weather, e.g. muddy river water indicates impending flood</li> <li>Moving stuff to higher ground</li> </ul>	<ul style="list-style-type: none"> <li>Individual help from families</li> <li>Collective help for families who live near the river</li> <li>Village head to people informed of situation</li> </ul>	<ul style="list-style-type: none"> <li>Fixing damaged houses</li> <li>Health promotion hospital to provide check-ups</li> </ul>

	<ul style="list-style-type: none"> <li>• Individual preparedness by family</li> <li>• Currently no community disaster plan</li> <li>• Village head will announce impending flood</li> </ul>	<ul style="list-style-type: none"> <li>• Use candles when no electricity</li> <li>• Prepare food for 5-7 days</li> </ul>	
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**Exercise 3**

Through discussion during the Exercise 2, the participants were asked to identify the top 5 most important 'things' or 'network' for their community. This took about 15-20 minutes



	Where are they now?
Disaster community plan	2
Cooperation within community	10
Cooperation with government	10
Equipment to evacuate	5

## Annex 7 Case Study on Rural Community – Chachoengsao

### Characteristics of participants

The workshop participants were divided into three groups – (i) female age 50 and above; (ii) male age 50 and above; and (iii) both male and female age 50 and less. It was found that many of the participants were community committee members. Being the smallest community among the three visited in this study, it was clear that they were closely knitted. All of them live next to the river. There were about 32 participants in this workshop.

### Exercise 1.1

The workshop started with the 3 groups having separate discussion focusing on three different areas –

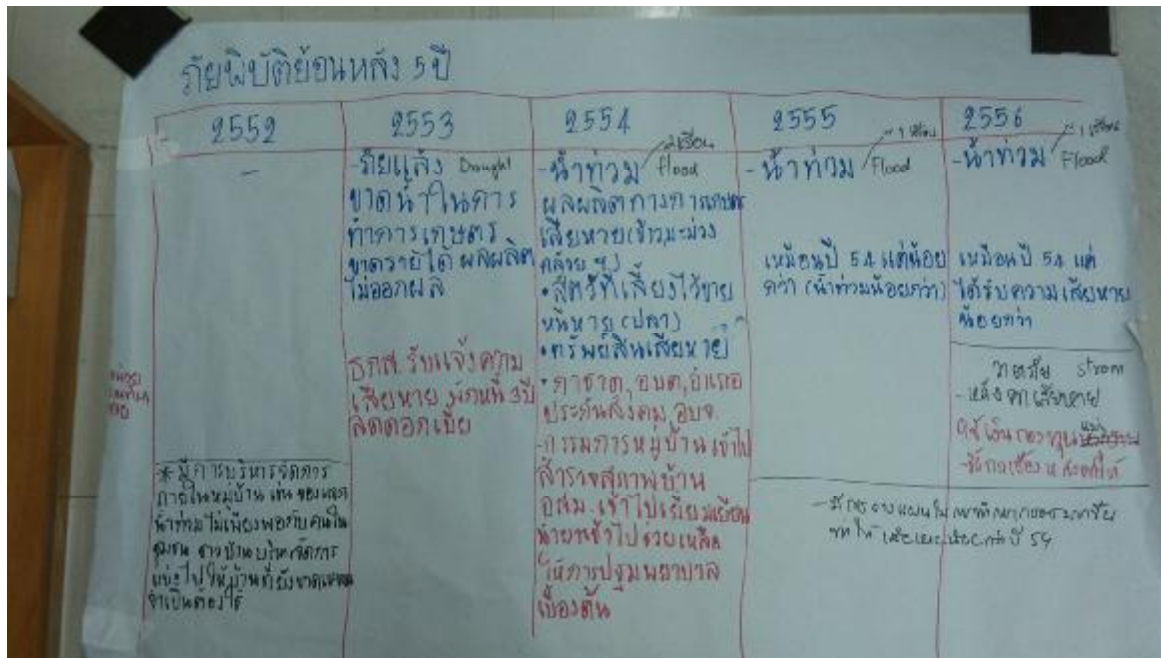
- (i) Community structure/networks;
  - Who is in your community?
  - Who is outside your community?
  - How are they connected to each other?
- (ii) History of community disasters;
  - What impact have different disasters and problems had on your community?
  - What has happened before, after and during to support you?
- (iii) Shocks and stresses faced.
  - What disasters and problems does your community face?
  - What is the impact of these different shocks and stresses?

Each group was led by 2-3 facilitators who drew out the main discussion points on flipchart. This took about 20-25 minutes. After which, the groups were rotated between the different drawings for 5 minutes each to comment and add more points in the drawing. The groups unanimously agreed that flood was the main stressor for the community.



Inside the community	Outside the community
<ul style="list-style-type: none"> <li>Head of village</li> <li>Village health volunteers</li> <li>Women's group development</li> <li>Elderly group</li> <li>Saving bank group</li> <li>Village fund</li> <li>Mother of land fund</li> <li>Solving poverty problem group</li> <li>Rice group</li> <li>Farmer group</li> <li>Bank of agriculture</li> <li>Funeral fund</li> <li>Rescue team</li> <li>Fertilizer group</li> </ul>	<ul style="list-style-type: none"> <li>Police station</li> <li>Social security</li> <li>Health promotion center</li> <li>School</li> <li>Temple</li> <li>Thai Red Cross</li> <li>District agriculture</li> <li>Royal representative</li> <li>Rescue foundation</li> <li>Taiwan foundation</li> <li>Club head of village</li> <li>Sub-district administrative organization (SAO)</li> <li>Social development</li> <li>Administrative district department</li> <li>Saigathai foundation</li> <li>Funeral foundation</li> <li>Provincial administration</li> </ul>

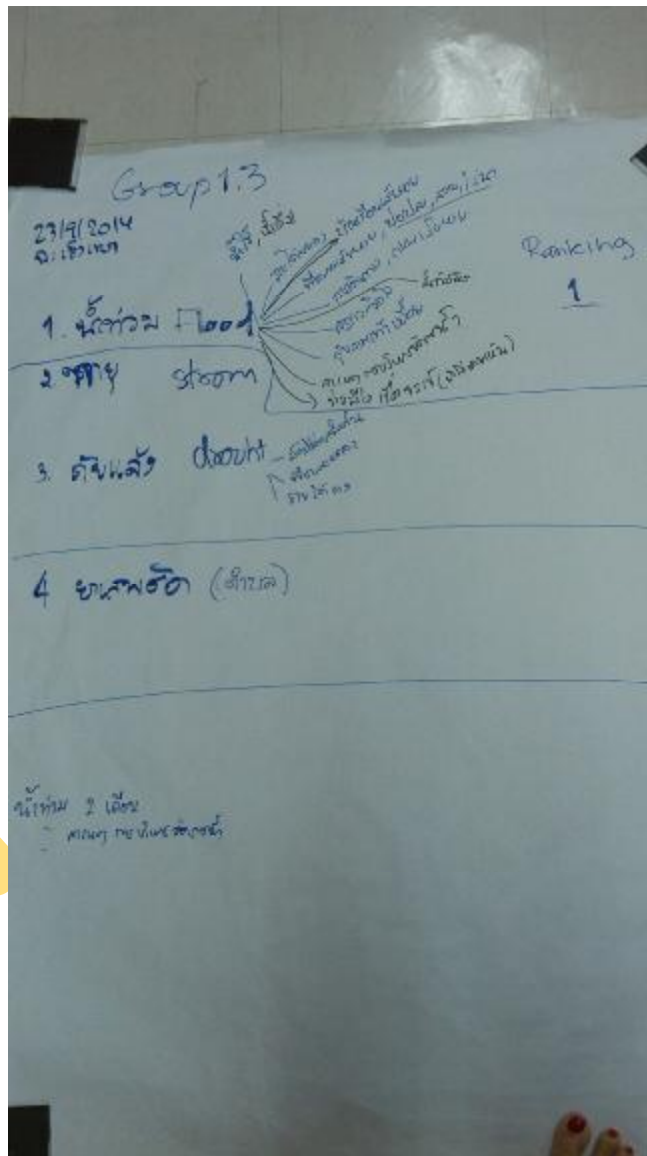
**Exercise 1.2**



Year	Key events
2009	--
2010	Drought – loss of income and crops. Bank of agriculture and agricultural co-operatives came to help.
2011	Flooding – loss of crops (rice and mango) and property. Sub-district administration (SAO), provincial administrative organization (PAO) and Thai Red Cross provided relief kits. Community Committee conducted an assessment and provided relief items and financial assistance.
2012	Flooding – same as 2011 but not as severe. Water level is higher but impact on the community is less. Similarly, SAO, PAO and Thai Red Cross provided relief kits. Community Committee conducted an assessment and provided relief items and financial assistance.
2013	Flooding again as well as storm which damaged their rook. SAO, PAO, Thai Red Cross and Community Centres provided relief like previous years. Mother of Land fund also provided funding to repair roofs.

NB: Anticipated relief – boat if flooding, water consumption, repair of damaged roads as well as sanitation.

### Exercise 1.3



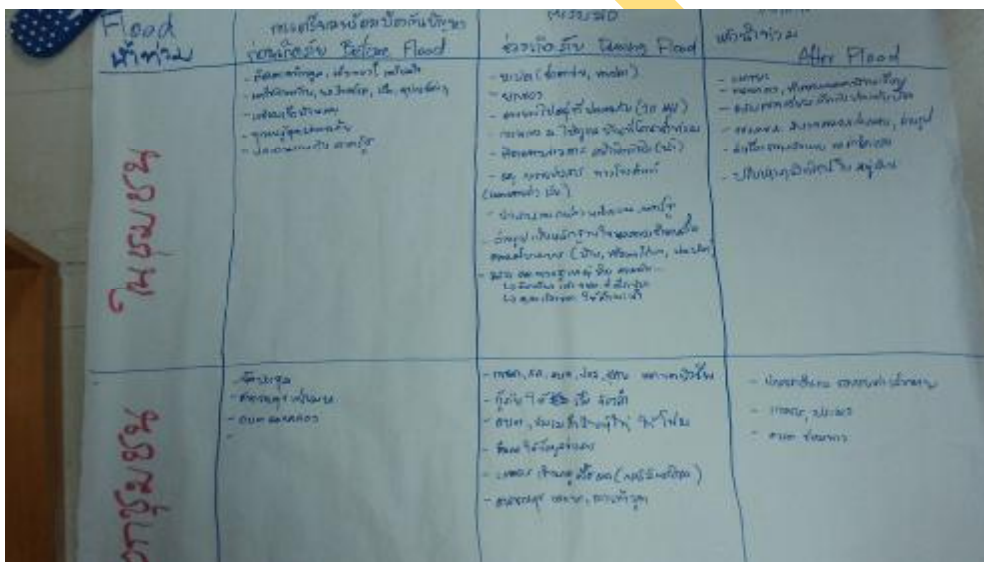
Shock/Stress	Impact	Ranking
Flood	Shortage of drinking water Reduced income Property damage, also fish farm, garden, field, transportation and road Loss of crops Stress > rumour about crocodile Foot disease Bad water management	1
Storm	Increase expenses Loss of crops	2

## Exercise 2

The groups were then brought together to discuss about their activities for preparing, preventing and coping with flood. The main questions were concerning:

- (i) Who/What helps your community prepare for or prevent a disaster before it happens?
- (ii) Who/What helps your community cope while they are being affected by a disaster?
- (iii) Who/What helps you community recover from a disaster after it has happened?
- (iv) Who/Which of these are inside the community and which are outside?

This exercise took about 20 minutes.



	Prepare or prevent	Cope	Recover
Inside community	<ul style="list-style-type: none"> <li>• Follow up flood information from TV, radio and through government channel</li> <li>• Move stuff to higher level</li> <li>• Preparing food, medication, both and all equipment for transportation during flood</li> <li>• Prepare safety place which is known by everyone from community</li> <li>• Coordination with government</li> </ul>	<ul style="list-style-type: none"> <li>• Buy new fishing net and go for fishing</li> <li>• Move stuff to higher place</li> <li>• Evacuate to safe place (for those who live in low area, estimate 10 houses)</li> <li>• Follow up flood and weather information</li> <li>• Leader of village will dissemination flood/weather information to community by phone</li> <li>• Taking picture ; houses , rich farm, fish pond...which were flooded to be claimed with Government</li> <li>• Health volunteer in the village will check for vulnerable people who won't be able to help themselves and provide advice about hygiene</li> </ul>	<ul style="list-style-type: none"> <li>• Waste burning</li> <li>• Cleaning</li> <li>• Health volunteer visit community for hongkong foot and other disease</li> <li>• Improve environment in the community</li> <li>• Community committee investigate damage in the community</li> </ul>

		(garbage)	
Outside community	<ul style="list-style-type: none"> <li>• Meeting with local government</li> <li>• Health ministry preparing for medication</li> <li>• Drainage canal</li> </ul>	<ul style="list-style-type: none"> <li>• Relief kit distribution from Red cross, member of parliament, provincial administration organization, social security office, rescue foundation</li> <li>• Rescue foundation gave 2 boats to be used during flood.</li> <li>• District department provided information</li> </ul>	<ul style="list-style-type: none"> <li>• District department reimbursed for any damaged</li> <li>• Fisheries department provided fish species</li> <li>• SAO supported for road reconstruction.</li> <li>• Ministry of agriculture distributed seed (in case of request)</li> <li>• Ministry of health distributed medication and boots</li> </ul>

### Exercise 3

Through discussion during the Exercise 2, the participants were asked to identify the top 5 most important 'things' or 'network' for their community. This took about 15-20 minutes



	Where are they now?
Unity	10
Collaboration/Mobilization	10
Good leader	10
Participation	10
Monitoring and evaluation	8

## Annex 8

## Case study on CBDRR Community – Ubon Ratchathani

### Characteristics of participants

The TRCS branch staff caution the study team about the power structure in the community. As such, based on their recommendations, the workshop participants were divided into three groups – (i) males, above the age of 50; (ii) females, below the age of 50; and (iii) community leaders. There were about 31 participants in this workshop.

### Exercise 1.1

The workshop commenced with the 3 groups engaging in individual discussions on the following three topics:–

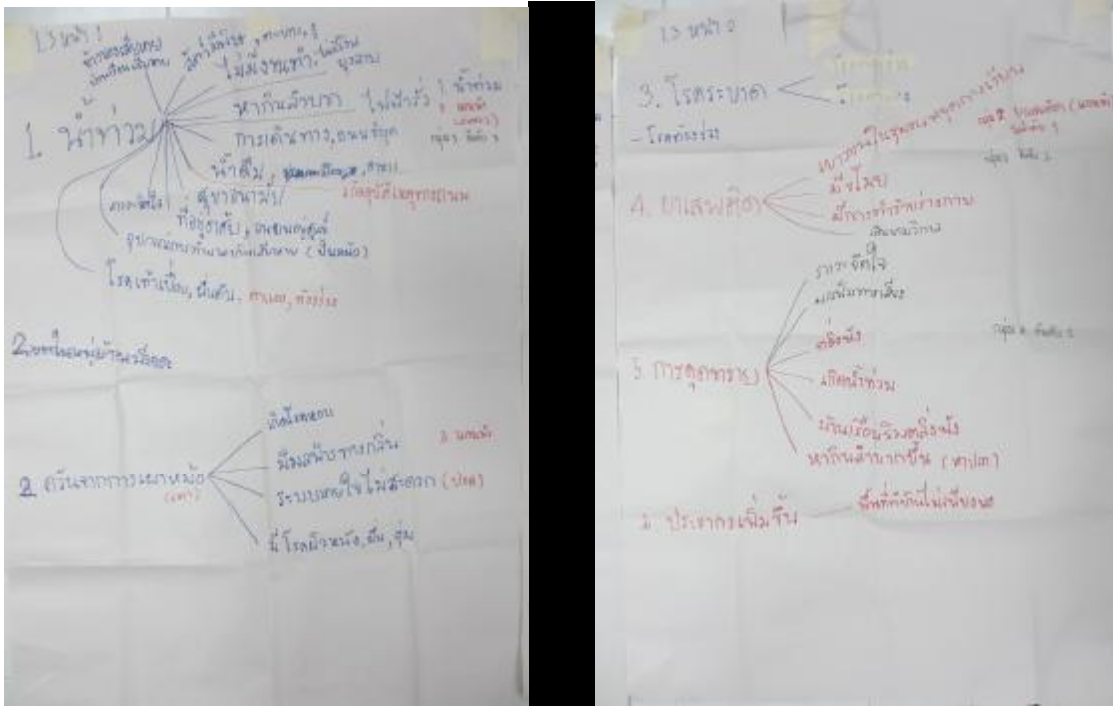
- (i) Community structure/networks;
  - Who is considered to be part of your community?
  - Who is considered to be outside of your community?
  - How are they connected to each other?
- (ii) History of community disasters;
  - What impact have different disasters and problems had on your community?
  - What has happened before, after and during to support you?
- (iii) Shocks and stresses faced.
  - What disasters and problems does your community face?
  - What is the impact of these different shocks and stresses?

Each group discussion was moderated by 2-3 facilitators who extracted the main discussion points onto a flipchart. The exercise took about 20-25 minutes.

The groups, then, were given five minutes to observe the flipcharts of the other two groups and to comment and add more points. Initially, all the groups identified floods as the main stressor for the community; following discussions, however, removal of sand from the river banks and drug use were also added to the list of stressors.







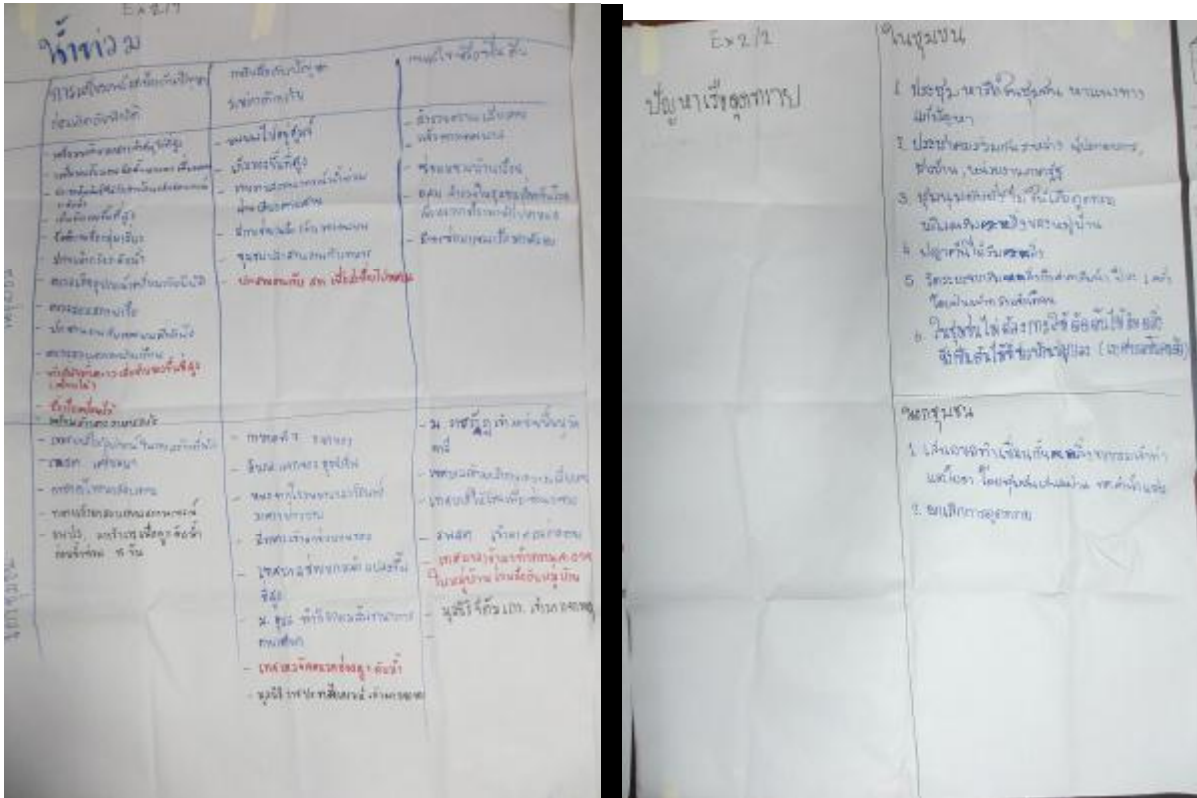
Shock/Stress	Impact	Ranking
Flood	Poisonous animals Employment Damaged houses Shortage of water and food Mental stress Hygiene issues Inconvenience (transportation)/Damaged roads Mosquitoes Leakage of electricity Foot disease, skin rashes, conjunctivitis, diarrheal Loss of live support equipment	1
Smoke from the charcoal	Asthma/ Respiratory disease Pollution Skin rashes	2
Drugs	Youth in the community stopped studying at early age Thief Abuse Disturbance at night	3
Remove sand from river	Erosion of the river bank Flooding House on the river bank is destroyed Difficult for fishermen	4
Increased population	Not enough land for farming work	5

### Exercise 2

Each group was asked to individually discuss their activities for preparing, preventing and coping with the three stressors identified – flood; removal of sand from riverbank; and usage of drugs. The main questions to consider were:

- (i) Who/What helps your community prepare for or prevent a disaster before it happens?
- (ii) Who/What helps your community cope during a disaster?
- (iii) Who/What helps you community recover from a disaster after it has happened?
- (iv) Who/Which of these are inside the community and which are outside?

This exercise took about 20 minutes.



FLOOD	Prepare or prevent	Cope	Recover
Inside community	<ul style="list-style-type: none"> <li>• Prepare important documents</li> <li>• Mobilize community committee from each sector</li> <li>• Prepare food</li> <li>• Inform community about flood information</li> <li>• Move stuff to higher grounds</li> <li>• Vulnerability name list</li> <li>• Monitor water level in the river</li> <li>• Check speakers, phone, loud speaker, boat</li> <li>• Coordination for temporary shelter</li> <li>• Temporary shelter for each house to move their stuff</li> </ul>	<ul style="list-style-type: none"> <li>• Evacuate to temporary shelter</li> <li>• Move stuff to higher ground</li> <li>• Report flood situation to community by broadcasting</li> <li>• Help each other to evacuate</li> <li>• Coordinate with Army for any assistance</li> <li>• Coordinate with municipal members</li> </ul>	<ul style="list-style-type: none"> <li>• Verify damages</li> <li>• Inform house damage to municipal</li> <li>• Repair house</li> <li>• Health volunteer survey for disease and distribute medication</li> <li>• Repair boat (volunteers)</li> </ul>

Outside community	<ul style="list-style-type: none"> <li>• Municipal provide material to build temporary shelter</li> <li>• Health promotion hospital prepare medication</li> <li>• Thai Red Cross call for update on requirements</li> <li>• Army come to check situation</li> <li>• Civil defense volunteers help to check water level</li> </ul>	<ul style="list-style-type: none"> <li>• TRC health station to distribute family kits</li> <li>• Distribute relief kits</li> <li>• Doctor from public hospital come for check up</li> <li>• Municipal help for remote electric transformer</li> <li>• University in Ubon organize recreational activities</li> <li>• Municipal support to mobilize staff to check water level</li> </ul>	<ul style="list-style-type: none"> <li>• University repair temple damage</li> <li>• Survey from Municipal</li> <li>• Distribute municipal funds to those whose house were affected</li> <li>• Health promotion hospital provide health check up</li> <li>• Geetum foundation distribute relief kit</li> </ul>
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<b>REMOVE SAND FROM RIVER BANK</b>	
Inside community	<ul style="list-style-type: none"> <li>• Community meeting to find solution</li> <li>• Community sharing between operators, and residents</li> <li>• Community prevent the removing sand boat to work near the embankment in the community</li> <li>• Planting in the embankment area</li> <li>• Check erosion of embankment once a year by community committee (warning committee)</li> <li>• Reduce tree cut in the embankment areas</li> </ul>
Outside community	<ul style="list-style-type: none"> <li>• Purposely build the embankment dam to government by community through municipal "Kamnamsab"</li> <li>• Campaign to stop sand removal from river</li> </ul>

<b>DRUGS</b>	
Inside community	<ul style="list-style-type: none"> <li>• Look out for each other in the community</li> <li>• Lock the grills of the houses</li> <li>• Promote sports in the community</li> <li>• Provide support to targeted population</li> <li>• Promote community relations and create awareness</li> <li>• Family is the primary institute in educating the youth</li> </ul>
Outside community	<ul style="list-style-type: none"> <li>• Police enforcement</li> <li>• Strict laws</li> <li>• No bailing</li> <li>• Agencies should come to understand the issues around drugs</li> </ul>

**Causes:**

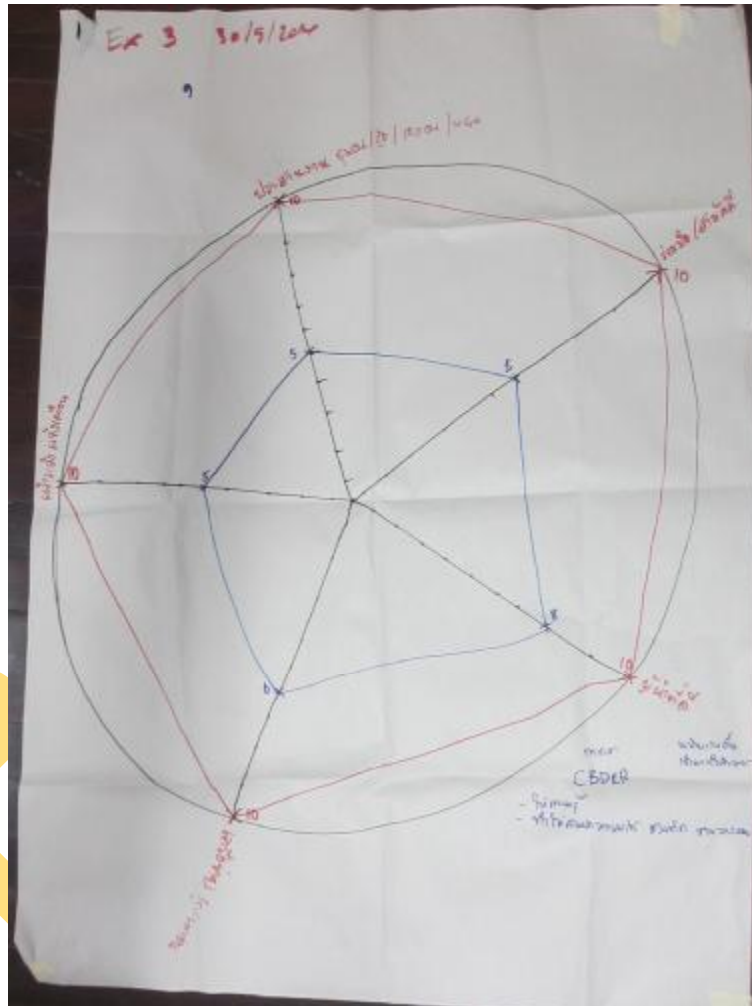
- People in the community lack awareness
- Increase in drug supply
- State is not serious
- Seller has influence
- Addicts do not cooperate with community

**Exercise 3**

At the request of the TRCS branch staff, exercise 3 for this community was also slightly different from the other 2 communities. Instead of getting the participants to identify the top 5 most important 'things' or 'network' for their

community in the group, the facilitators invited them to list down the top 5 most important 'things' or 'network' individually on a piece of paper which was handed out. The aggregated scores were then calculated to shortlist the top 5 most commonly mentioned 'things' or 'networks. After which, the participants were asked again to rank these 'things' or 'network' on a scale of 1 to 10 before and after CBDRR.

This took about 30-40 minutes



	Where were they before CBDRR?	Where were they after CBDRR?
Better coordination	5	10
Collaboration/Unity of villagers	5	10
Good leader	8	10
Strong network	6	10
Surveillance system/early warning	5	10

## Annex 9 How Social Capital Indices were calculated

The survey conducted for this study revealed a much more comprehensive picture of social capital than could be presented in the main part of this report. The core report thus provides only selected and particularly poignant findings necessary to answer the study's questions. This annex aims to describe how indices were constructed.

Component	Indicator	Questionnaire	Sa Kaeo	Chachoengsao	Ubon Ratchathani
<b>Sense of community</b>	Attachment to place	A.1 – A.3	0.81	0.91	0.94
	Social equality	A.6 – A.7	0.69	0.67	0.74
	Social harmony	A.8 – A.9	1.00	0.99	0.92
	Social embeddedness	A.14	0.81	0.75	0.79
<b>Trust</b>	Social trust	B.1	0.71	0.63	0.67
	Trust in institutions	B.2, E.2	0.60	0.63	0.70
<b>Community networks</b>	Membership density	C.1- C.2	0.85	1.0	0.71
	Membership diversity	C.4	0.77	0.63	0.81
	Members' participation	C.3	0.65	0.44	0.52
	Network effectiveness	C.5 – C.6	0.77	0.70	0.64
	Inter-organizational ties	C.8	0.67	0.85	0.69
	Civic engagement	A.4 – A.5; E.1;E.3	0.73	0.82	0.75
<b>Support</b>	Mutual support	A14.6, C.7, F.1 – F.3	0.71	0.79	0.69
	External support	F.4 – F.6	0.63	0.63	0.68

- Step 1: Responses were scored between +4 (strongly agree) to +1 (strongly disagree) = A
- Step 2: Percentages of respondents who selected a particular answer will be multiplied by respective scores to lead to an interpreted result = B
- Step 3: Multiple the scores with the percentage of respondents giving that response = C
- Step 4: Sum of all C values of a particular question to produce an overall result for this question = D
- Step 5: Average of all values to produce indicator score, for example "Attachment to place" = E
- Step 6: Average of all values was taken to produce the **index score**, for example "Sense of community"..

It is worth noting that the applied methodology does not use any weighting (due to the absence of a sound basis for such weightings) - the calculation thus inherently assumes that all aspects raised by the questions are equally important. Nonetheless, the index provides the opportunity to compare different aspects of social capital between communities.

**EXAMPLE 1**

X INDICATOR	QUESTION 1	A (Assigned scores)	B (% giving this answer)	C (A*B)	D (Sum of all C values for each Q)	E (Average of all D values)
	Strongly agree	4	0.25	1.00	3.55	3.2
	Agree	3	0.75	2.25		
	Disagree	2	0.10	0.2		
	Strong disagree	1	0.10	0.1		
	I don't know/NR/NA	0	0.05	0		
	QUESTION 2				2.85	
	Strongly agree	4	0.10	0.40		
	Agree	3	0.70	2.10		
	Disagree	2	0.15	0.30		
	Strong disagree	1	0.05	0.05		
	I don't know/NR/NA	0	0.10	0		

**EXAMPLE 2**

X INDICATOR	QUESTION 1	A (Assigned scores)	B (% giving this answer)	C (A*B)	D (Sum of all C values for each Q)	E (Average of all D values)
	Not at all	3	0.25	0.75	2.35	2.13
	Somewhat	2	0.75	1.5		
	Very much	1	0.10	0.1		
	I don't know/NR/NA	0	0.05	0		
	QUESTION 2				1.95	
	Not at all	3	0.10	0.30		
	Somewhat	2	0.70	1.40		
	Very much	1	0.15	0.15		
	I don't know/NR/NA	0	0.10	0		

**EXAMPLE 3**

X INDICATOR	QUESTION 1	A (Assigned scores)	B (% giving this answer)	C (A*B)	D (Sum of all C values for each Q)	E (Average of all D values)
	Yes	2	0.25	0.50	1.25	1.07
	No	1	0.75	0.75		
	I don't know/NR/NA	0	0.05	0		
	QUESTION 2				0.90	
	Yes	2	0.10	0.20		
	No	1	0.70	0.70		
	I don't know/NR/NA	0	0.10	0		