



Inspiring Excellence

Internship Report

On

Reintegration of Migrants

Department of Operations, IOM

Submitted to

Mahreen Mamoon

Assistant Professor

Brac Business School

Brac University

Submitted By

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Date of Submission: 2nd August, 2018

Letter of Transmittal

2nd August, 2018

Mahreen Mamoon

Assistant Professor

Brac Business School

Brac University

Subject: Submission of the Internship Report

Dear Mam,

It is an immense pleasure for me to submit my internship report which I have prepared from my experience from working with IOM, Bangladesh under the operations department.

I feel really privileged to be a part of IOM, The UN Migration Agency for the last three months. I was warmly welcomed to the IOM family and treated just as one of their members. Throughout my three months of internship program with IOM, Bangladesh I tried to learn every aspect of the UN Migration agency and also got a three months full of practical knowledge and experience. I was very lucky to get the necessary guidelines and assistance from my supervisor and colleagues over there. I also tried to give my fullest effort for my department. This report have been prepared to fulfill the requirements of the Internship Program. This report tend to explain my learnings and observations which I acquired throuhout my three months with IOM.

I would like to convey my utmost gratitude and appreciation for your kind cooperation and guidance for conducting and preparing this report. It would be an absolute honor for me if you find this report informative enough to fulfill the requirements. I would be happy to provide further query if it is required.

Sincerely Yours,

Tarif Rahman

ID- 13204098

Letter of Endorsement:

The internship report titled “Reintegration of Migrants” has been submitted to Brac Business School , for partial fulfillment of requirements for the degree of Bachelor in Business Administration , major in Marketing and Human Resource Management from Brac University on 2nd August, 2018 by Tarif Rahman, ID- 13204098. The report has been accepted and maybe presented to the Internship Defence Comimittee for evaluation.

(Any opinion, suggestions made in this report are entirely that of the author of the report. The university does not condone nor reject any of these opinions or suggestions)

.....

Mahreen Mamoon

Internship Supervisor Faculty

Assistant Proffesor

Brac Business School

Brac University

Acknowledgement

In preparing my internship report with IOM, Bangladesh along with my experience of three long months I would show my utmost gratitude to my academic advisor Mrs Mahreen Mamoon, without her kind support and proper guidance this report would not have been possible.

I would also like to show my deepest gratitude and appreciation toward Mr. Utpal Barua and my senior colleague Mr. Mamunur Rashid for helping me throughout my entire intership period. I really appreciate their effort regarding teaching me from the very basic and well trusting me for the job and providing necessary feedback with support. I am grateful to him for counting on me and letting me play an active role for the operations department of IOM.

I would also like to thank all of my fellow colleagues for providing me their valuable time and support for completing this report.

Throughout my last three months of internship program I got to meet a lot of people from different background and occasions. I would also thank them for their valuable concern and time for completing my report.

Executive Summary

International Organization of Migration(IOM) is one of the leading agency of migration agency of the migration sector. IOM is the migration agency of the United Nations which looks after the migration part of UN.

At the beginning part of the report I have given a brief history of IOM for the reader. In that history part the reader will get an idea regarding the origin of IOM and their basic and core functions as well. It also has necessary information about the origin of this organization and why it was created. In the second part I gave an organogram of this organization from which the reader will get a clear idea about the organizational hierarchy and functions of IOM. It also contains information about different regional and special workstations and their functions.

In the next part there is a brief explanation of IOM's migration and gender related policy. In the part after that the missions and strategic focusses of IOM are discussed.

The following part consists of my main topic,"Reintegration of Migrants". In this part the meaning of this term reintegration is described as well as proper explanation of the reintegration process is provided.The reader will be able to get a clear idea about the reintegration process and the different aspects of each step related to it. In this part I also described all of the tasks which I undertook in the reintegration process.

In the last and final part I described the difficulties and challenges I faced throughout my internship period and further concluded the report by proving necessary suggestions or feedback.

I believe my suggestions will be helpful for IOM, Bangladesh.

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Organizational Overview and History:

The full form of IOM is, “**International Organization for Migration**”. It is an organization under the United Nations. It basically handles and monitors the migration sector of UN. On other words it is also known as the UN migration agency. Before we go through the reintegration process which is known as an important task of IOM, we need to know about the history of this organization. This organization was born in the early fifty’s, to be more specific on 1951 mainly to facilitate the movements of migrants from Europe to help them to get out of the disaster and displacements due to the Second World War. Firstly or in the earlier period it was known as a logistics organization, but through the transition of time and after half century they turned out to be a migration agency. In their earlier period the organization arranged transport facility (1950) for almost 11 million people who were uprooted by war. Their credo that, “**Humane and Orderly Migration benefits both the migrants and society**”has gained international acceptance over time. As we already mentioned before that IOM was known as a logistics agency at their earlier period, but over time they have broadened their scope to be the leading migration agency to work shoulders by shoulders with the government and civil society for discussing different relevant migration related issues and work for the development migrants by facilitating their financial and other possible requirements. The scope of this organization turned out to be broader as they evolved or expanded from a comparatively small agency to an agency with an annual budget of \$1.4billion and operating in more than 150 countries around the globe. IOM currently has 165 member states and over 9000 staffs working worldwide. IOM has also become the point of reference in the global debate on social, economic and political implications of migration on the 21st century.

IOM’S Gender and Migration Related Policy:

People all around the globe are on the move and continuously seeking for opportunities for the betterment of their own lives and for the betterment of their family member’s lives as well.

Whether most of us admit or not it is turning out to be a fact that gender or on other words our sexual identity has been shaping our lifestyles for ages. Though things and situations have changed a throughout the recent past, still there are some discriminations yet remaining in some sectors. Gender has always turned out to be a distinguishable variable in most of the cases. It has no less impact on the migration experience as well. In this case IOM plays a vital role by ensuring equal rights for both male and female migrants. They have some much unbiased policy regarding gender in the migration process by which they properly ensure that all the migrants are being equally treated regardless of gender and race.

Organizational Structure:

The organizational structure of IOM is mostly decentralized. They designed this structure or made it decentralized to meet the different needs of different regions. The head office gave this freedom to their regional offices to provide the best support and service to their member nations according to their needs and requirements.

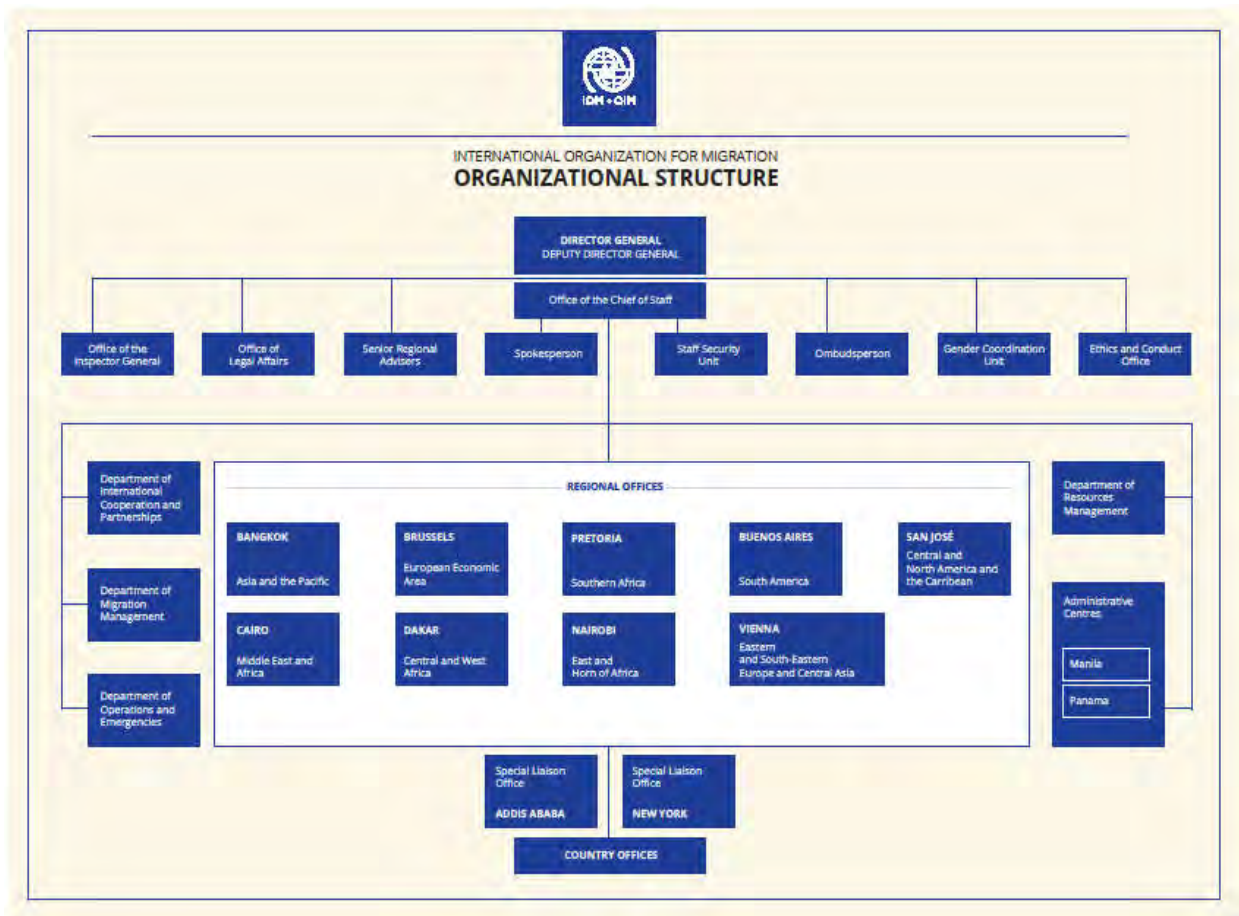
Regional Office: There are currently nine regional offices of IOM. The regional offices get their required administrative and other supports. As it is actually pretty impossible for the headquarters to provide the best support to the member regions; in this case the regional offices play the vital role here by ensuring adequate and proper service for the member regions by fulfilling their required legit demands. The IOM office situated at Dhaka, Bangladesh used to serve as the regional office for a couple of nations in the recent past.

Liaison Office: There are two special liaison offices of IOM. They are situated in the United States and Ethiopia. Their main goal is to maintain a smooth relationship with the influential parties and different non-governmental organizations as well.

Administrative Centers: There are two administrative centers of IOM which provides the core support regarding information technology and administrative sectors as well. These two offices are situated at Manila and Panama.

Country Offices with Resource Mobilization Functions: There are four such offices which handles and takes responsibility for resource mobilization. They play an important role in the fund raising activities to meet the specific demands of the different regions. These offices are located in Japan, Finland, Germany and the United States.

An organogram of IOM is provided below on the next page:



Project based activity: The activities or works of IOM are usually project based in nature. All the tasks are assigned to employees under different projects. Each projects have a minimum deadline or time to be completed within. The MNE department of IOM ensures that the quality of work is being maintained as well as necessary support are being provided to people on whom the tasks are assigned. Besides maintaining quality IOM also focusses on efficiency by transferring their work to low cost areas rather than expensive areas. In spite focusing on cost efficiency they also pay a lot of importance on maintaining the quality as well.

Mission:



As any other organization, IOM also have their missions and their own set of values.

Their missions are explained below:

- 1) To assist in meeting and managing the operational challenge of management regarding migration.
- 2) To master the quality of humane and orderly migration and to show respect to the human rights of migrants according to the international law.
- 3) To encourage social and economic development through proper migration.
- 4) To help the migrants to uphold their dignity and self-respect.

As any other organization, IOM also has some strategic focus. They are as follows:

- 1) To ensure a secure and reliable and cost-effective service for people who require international migration guideline.
- 2) To make contribution to the development of member states by providing expert advice.
- 3) To create awareness among the states migrants by explaining them the effects of irregular migration through an innovative manner.
- 4) To be one of the major reference point for providing information relevant to migration.
- 5) To promote as well as facilitate the global debate on migration.
- 6) To provide advice to the states regarding the facilitation of reintegration of the migrants.
- 7) To participate in providing emergency migration service and post crisis service as well.
- 8) To take part in programs which benefits the reintegration of the migrants.
- 9) To provide expert advice to the states regarding the negative impact off human trafficking.
- 10) To support the efforts of states regarding labor migration.

Reintegration of the Migrants:



Before we proceed with the main topic of this internship report which is, “**Reintegration of the Migrants**”; we need to know about the actual definition of reintegration or in other words what does the term reintegration actually mean. Usually people who stayed at the prison for a comparatively longer period of time, tend to lose their actual lifestyle which they had in their society and in their families. They seem a lot lost after getting back from prison. Most of the time they also end up losing their jobs and other earning sources. In these sorts of cases the members of their society usually tend to avoid them. As a result, they kind of lose sight of their life and goals. In a single line reintegration refers to the actions and processes of getting one back to their normal life and back to their society. According to the criminal justice system it refers to the process of reentry of a person who had been in the prison for a long time. Usually when a person gets back from prison it takes him some time to get back to his normal life. The overall process regarding getting one back to his actual and normal life is referred as reintegration.

IOM is an organization which takes care of the migration sector of the UN. Reintegration is also one of the important tasks of IOM. As an intern I am very lucky to get the opportunity to undertake some important reintegration tasks on behalf of my organization. The tasks which were provided to me by my department and supervisor are explained below.

Activities Undertaken:

As an intern in the UN migration agency I was lucky to get the opportunity to take part under different activities of my department. The activities undertaken by me are explained below:

****Airport Assistance:*** First of all, a list of people who are interested to return to their country of origin from the host country are made. As I have been working on the Libya project, I will give my examples based on that. Our representative over Libya visit the prisons over there and communicate with the irregular migrants regarding whether they are willing to voluntarily return to Bangladesh. Our representatives describe to them that what could be the harmful or negative impacts of staying in the host country without legal papers. Thus if they agree upon returning to Bangladesh; our representatives work it out with the embassy as well as manage air tickets for them completely from the fund raised by UN.

Most of the times they are sent in groups usually consisting a maximum of 25 people in the usual cases. Then it is our (IOM, Bangladesh) duty to receive them from the airport. We receive an advanced booking notification (ABN) of the returnee's where we receive their flight and passport details. I was lucky to get the opportunity to receive the returnees for three times. After receiving them we record their local contact details from them and give them sufficient travel allowance to return to their own homes. Before they leave we provide them the address of our office and a counselling date on which they are supposed to report to us.



The picture above is mine which was taken in Hazrat Shahjalal International Airport, while I was on duty for receiving the Returnees along with colleagues of mine. We usually receive the returnees from the immigration point of the airport. We provide them this assistance as most or majority of them are not educated. Then we gather their details as well as take their signature after the verification of their passport or travel permit is done. Then we hand them over their travel allowance and tell them to show up on their day of counselling. We also provide them some guidelines on the airport as well regarding which documents they should bring on their day of reporting. After this formality is done, we return to our duty stations and thus the airport assistance is done.

****Counselling Session:***



Our second part of the process is the counselling session. They are reminded by us before their reporting date, and thus they show up in our workstation on their reporting date. They are then warmly welcomed by us with some complimentary snacks as well. Then after they are done with their snacks we begin our counselling session with them in our conference room. In this session we explain to them regarding how we are going to help them to reintegrate in the society. After that we provide them with sample documents which they are supposed to send us; they are also provided with necessary guidelines regarding how to collect the documents and why do they need to send it to us. After these steps, we provide them with their case identity number which they will send us along with their documents. After that we ask them whether they have any queries regarding the counselling session or have any difficulties in understanding anything.

****Financial Support:***



After their documents are ready and valid, we send it to the host countries where the returnees had been living. If their case is approved, we are notified by them. Then we issue cheques on their vendor's name and hand it over to them on their provided date. The returnees whose case were not approved, are again guided by us, they are assisted again so that they can provide us with valid and correct paper the next time. After handing over the cheque to them we have to take a photograph with them as the part of a formality.

**Monitoring:*



This is the last step of the overall process. In this stage our representatives visit the villages and homes of the returnee's to ensure that they are using the money in the proper manner which they got from us for their business set up purpose. Our representatives visit their workplace, see if they are doing the business which they were supposed to do and, in the end, give them a warm shake hand and take a photograph with them along with their business settings (Cow, dairy farm, grocery shop etc.). Thus the case for that individual returnee is closed.

Constraints or Challenges:

There are constraints or challenges for each of us in the long run of our lives. As my internship is also a part of my career there were some challenges for me here as well. In my Bachelor's or Academic life I did my majors in Marketing and Human Resource Management. As IOM is the UN Migration Agency they do not have any marketing department as this organization also falls under the development sector. As I was assigned to work in the operations department, it was totally a new experience for me with a whole lot of challenge, but then again I cannot disagree with the fact that how much helpful my supervisor and the other teammates were to me as I was new in the team. Along with time they helped me to gain expertise regarding my work and they were always available for me whenever I needed their help. It would have been kind of impossible for me to do my job without their kind support.

Lessons learned from the Internship Program:

Basically, in our 4-5 years of bachelor's life we go through different books and journals. As a result, in that era we acquire the bookish knowledge. If we talk about implementing those knowledge in the real life; it is the internship program which gives us a touch of the practical life or introduces us to implement the knowledge we acquired from our academy in our real life. This internship program also helped me a lot in gaining an experience of working in a real organization. As I worked in the Migration Agency of UN, I gained a lot of practical skills specifically on reintegration. Through this program I was able to learn the overall process of reintegration and how to response and act in the different stages of reintegration.

Conclusion:

In the end I would like to conclude by saying that this Internship Program gave a lot of amazing practical experience and adventure as well. Especially I feel blessed and lucky that I got the opportunity to do my internship under such a reputed organization of UN. I would also like to thank my advisor MahreenMamoon (Assistant Professor, Brac University) and my supervisor at IOM Mr. Utpal Barua (Operation's Coordinator) for their kind support and contribution to my Internship Program. Apart from gaining practical knowledge regarding my work, IOM also gave me an awesome picture of the actual work environment of a UN organization which is undoubtedly unique and a lot different from a lot of other organizations.

Reference:

<https://www.iom.int/>

Appendices:

The screenshot shows the homepage of the International Organization for Migration (IOM). The page features a dark blue header with the IOM logo and navigation links. The main content area is a large banner with a background image of a man and children. It displays three key statistics: 400,000 Target Population, 970,000 Internally Displaced People, and USD 22.2 Million Total IOM Appeal. A prominent call to action button says "YOU CAN HELP DONATE NOW". Below the banner are several navigation links: WHO IS A MIGRANT?, DONATE, MISSING MIGRANTS PROJECT, MIGRATION FLOWS-EUROPE, and MIGRATION DATA PORTAL. At the bottom, there are sections for NEWS, SITUATION REPORTS, I AM A MIGRANT, and @UNMIGRATION. The browser's address bar shows the URL https://www.iom.int, and the Windows taskbar at the bottom indicates the time is 2:38 PM on 8/1/2018.

INTERNATIONAL ORGANIZATION FOR MIGRATION
IOM • OIM
THE UN MIGRATION AGENCY

WORLD MIGRATION REPORT 2018
Global Compact for Migration
GLOBAL MIGRATION FILM FESTIVAL

HOME ABOUT IOM MIGRATION OUR WORK COUNTRIES PRESS ROOM PUBLICATIONS CONTACT US

400,000
TARGET POPULATION

970,000
INTERNALLY DISPLACED PEOPLE

USD 22.2 MILLION
TOTAL IOM APPEAL

YOU CAN HELP
DONATE NOW

WHO IS A MIGRANT? DONATE MISSING MIGRANTS PROJECT MIGRATION FLOWS-EUROPE MIGRATION DATA PORTAL

NEWS SITUATION REPORTS I AM A MIGRANT @UNMIGRATION

3 Brave Stories

events-placeholder.png e7bfed71659889...jpeg thumbnail (3).jpg thumbnail (2).jpg thumbnail (1).jpg Show all X

2:38 PM 8/1/2018

Browser tabs: (3,276 unread) - r.tarif@, reintegration monitoring, World Migration | Intern..., brac university logo full

Address bar: https://www.iom.int/world-migration

Language: English | Français | Español

Search: Enter your keywords

Navigation: HOME ABOUT IOM MIGRATION OUR WORK COUNTRIES PRESS ROOM PUBLICATIONS CONTACT US

Logos: IOM • OIM, INTERNATIONAL ORGANIZATION FOR MIGRATION, THE UN MIGRATION AGENCY, WORLD MIGRATION REPORT 2018, Global Compact for Migration, GLOBAL MIGRATION FILM FESTIVAL

World Migration

Home > Migration > World Migration

GLOBAL MIGRATION FLOWS

CLICK ON A COUNTRY

IN OUT

Map navigation controls: Left arrow, Right arrow, Up arrow, Down arrow, Plus (+), Minus (-), Information (i)

Social media: Facebook (f), Twitter (t), Print, Share (+)

Taskbar: events-placeholder.png, e7bfed71659889...jpeg, thumbnail (3).jpg, thumbnail (2).jpg, thumbnail (1).jpg, Show all

System tray: 2:39 PM, 8/1/2018