

Report On

Digitalization in the labor migration process in Bangladesh to stop the manpower scamming in overseas employment: A study on ‘Ami Probashi’, a project of Bangla Trac Group.

By

K.M. Tasfique Ahmed

16304159

An internship report submitted to the Brac Business School in partial fulfillment of the requirements for the degree of Bachelors in Business Administration

Brac Business School
Brac University
October 2021

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Declaration

It is hereby declared that,

1. The internship report submitted is my/our own original work while completing degree at Brac University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

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Letter of Transmittal

24th October, 2021

Jubairul Islam Shawon
Lecturer,
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66 Mohakhali, Dhaka.

Subject: Submission of Internship Report

Dear Sir,

I want to express my gratitude for accepting this particular topic. The study has allowed me to learn and get a crucial insight into how to implement my theoretical understandings in real life. It is my immense pleasure to present you this report after I have successfully completed my internship at Ami Probashi, a project of Bangla Trac Group. I was employed in Business Development Department as an intern at first, where I worked closely with the Content Development and Activation team of Ami Probashi app. I tried to follow your guidelines and my supervisor's instructions to maintain the company policy. The study includes different relevant App Development factors and terms. I have given some important findings and analysis and also proposed some possible solutions.

I would give my utmost best and shall be obliged to provide you with any clarification related to this report. Thank you.

Sincerely Yours,

K.M. Tasfique Ahmed

ID: 16304159

BRAC Business School

BRAC University

Date: 24th October, 2021

Non-Disclosure Agreement

This agreement is made and entered into by and between Bangla Trac Group and the undersigned student at BRAC Business School, BRAC University.

K.M. Tasfique Ahmed
16304169
BRAC Business School
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Letter of Endorsement

The Internship report titled "**Digitalization in the labor migration process in Bangladesh to stop the manpower scamming in overseas employment: A study on Ami Probashi, a project of Bangla Trac Group.**" has been sent to Jubair Islam Shawon, Lecturer at BRAC University, to fulfill the requirements for the degree of Bachelor of Business Administration (BBA). K.M. Tasfique Ahmed, majoring in Marketing & E-Business, has submitted the study with ID 16304159. This report has been approved, and it will be evaluated by the Internship Defense Committee.

Jubair Islam Shawon
Lecturer
Internship Supervisor
BRAC University

Acknowledgment

In the name of Allah who is the most merciful and the most compassionate. It was because of his blessings and endorsements that I was able to complete this report. The report was successfully completed due to the guidance and inspiration of some persons.

At the very beginning, I would like to express my heartfelt gratitude to my faculty supervisor Mr. Jubair Islam Shawon who was kind enough to have patience and gave me proper feedback for making this Final Internship Report. He constantly guided me with all of the requisite advice and input, which greatly aided me in improving and re-correcting this document in specific areas. It may be difficult for me to complete this report correctly without his guidance.

Then I would also like to acknowledge the support of my organizational supervisors, Syeda Sumaiya Zakaria, Former Product Manager, and Mr. Sharif Uddin Ahmed, Key Account Manager, Market Strategy & Planning of Ami Probashi, for providing me with the ability to join this diverse team and learn new stuff. I would also like to thank all members of the department as well as other members of the team, Ami Probashi, and all those who were directly or indirectly affected and supported during my internship and helped me by sharing their insights and experiences. During my internship, I had a close relationship with them. This project would have been very challenging without them.

Finally, I'd like to express my gratitude to the Office of Career Services and Alumni Relations (OCSAR) and BRAC University for assisting me in learning and reaching out to the real corporate world.

Executive Summary

Overseas employment of Bangladeshi laborers is a significant source of employment and is likely to continue to be so in the foreseeable future. Bangladesh's labor migration market continues to face several governance issues, including legal, institutional, and procedural constraints, as well as frequent corrupt malpractices by intermediaries, inflicting enormous hardship to millions of job seekers who have defied all odds in pursuit of a better future overseas. The process of labor migration in Bangladesh is still lengthy, complicated, and unclear, with the majority of workers based in Dhaka, raising the possibility of corruption and inconsistencies. Furthermore, the current method is heavily reliant on informal and personal interactions. As a result, it allows for fraud and deprivation of potential migrant workers. In addition, there is less organizational safety to obtain compensation if a worker is defrauded. It occurs because the transactions are conducted informally, with no records or evidence.

Bangla Trac Group is one of the pioneers and influential private IGW companies in Bangladesh. It is continuously delivered unbeatable and unique services like international standards to its clients for delivering solid database management solutions. The project of 'Ami Probashi' has been handed over to B-Trac Solutions from Ministry of Expatriates' Welfare and Overseas Employment. This report gives a brief demonstration of how B-trac Solutions Ltd. launched a digital platform for bringing digitization in migration process which is offering one-stop solutions for aspiring migrants.

Ami Probashi, a web platform and mobile app for expatriates' welfare and overseas employment, has been created to give online registration and information services to Bangladeshis interested in working abroad. To go overseas, people must first register with the Bureau of Manpower, Employment, and Training, or BMET. Registration can be done from home using the Ami Probashi app. Furthermore, the app allows users to fill out application forms and other paperwork correctly, looking for employment and contacting with the relevant agency, confirming airport updates and information, and access to a variety of additional services. According to government policy, migrant workers must first register with BMET and pay a fee in order to be eligible for Covid-19 vaccination registration on the Surokkha website/app. This report also shows in terms of registration process control and verification, Ami Probashi team puts extra effort that establishes a standard of flawless process to the aspiring migrants.

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List of Acronyms

BAIRA: Bangladesh Association of International Recruiting Agencies

BLAs: Bilateral Agreement

BMET: Bureau of Manpower Employment and Training

CEDAW: Convention on the Elimination of all Forms of Discrimination Against Women

DEMO: District Empowerment and Manpower Office

TTCs: Technical Training Center

IMT: Institutes of Marine Technology

Iqama: Work Permission from Saudi Arabia Government

UK: United Kingdom

KSA: Kingdom of Saudi Arabia

BB: Bangladesh Bank

NGO: Non-governmental Organization

UN: United Nation

UNO: Upazila Nirbahi Officer

MEWOE: Ministry of Expatriates Welfare and Overseas Employment

SDGs: Sustainable Development Goals

MOUs: Memorandum of Understanding

IGW: International Gateway

GDP: Gross Domestic Products

RMMRU: Refugee and Migratory Movements Research Units

UAE: United Arab Emirates

Chapter 1

Overview of Internship

1.1 Student's Information

I, K.M. Tasfique Ahmed, ID: 16304159, student of BRAC Business School, BRAC University. I started my undergraduate program back in Summer 2016 and will be graduating soon focusing on two special areas, Marketing & E-Business.

1.2 Internship Information

1.2.1 Period, Company, Department & Address

I have joined Bangla Trac Solutions Ltd. under their business development department of Ami Probashi project. I worked there as a Business Development intern during my internship period. My internship lasted for 3 months starting on 17th of May and ending on the 17th of August. Bangla Trac Solution has started its journey being in a consumer-centric business. Later on, they have emerged their services to Enterprise, Telecom and Government where they used to design and develop mobile, web, and desktop software applications. They used to provide user-centered solutions in the beginning but later on, they also started focusing on the Cloud, Big data, and Internet of Things (IoT) to deliver context-aware and compatible experience. I was posted in their finance division building which is located at Plot no. 08, Block-E, Road 19/A, Banani, Dhaka.

1.2.2 Company Supervisor's Information

During my internship period, I worked under and reported to Ms. Syeda Sumaiya Tabassum Zakaria. She was posted as the Product Manager of Ami Probashi project. Later on, my supervisor was changed to Mr. Sharif Uddin Ahmed who is posted as Key Account Manager, Market Strategy & Planning Bangla Trac Communications Ltd.

1.2.3 Job Scope

In Ami Probashi project, I worked as a Business Development intern. My responsibilities were focused on being associated with the content development of the app portal and assisting the team along with it. In the beginning, my work is to maintain and upload the contents of the Ami Probashi

features. We used to follow a master content datasheet to keep all the works aligned. At the time since the contact center did not have any dedicated channel to handle all the queries, our group of interns was assigned to support the contact center. So, I had to call each user to inquire about any ongoing issue with their BMET registration. BMET registration is compulsory for every expatriate, so the number of the query was quite enormous. My supervisor used to train and brief me before assigning any task and used to inquire in between to maintain the quality of work. Besides, for having an interest in the designing sector, I used to help the team with designing their pitch decks and other editorial content as well. Starting from passport verification, BMET registration and payments, data correction of BMET card, Surrokkha Vaccine registration, etc. were assigned to separate departments to regulate and ensure the ease of the users. I used to ensure all the information's to my supervisor before forwarding it to any users.

During the last month of my internship, I was tasked to handle the Ami Probashi support mail care, where I along with other interns used to conduct with the users. Here, we used to generate a query ticket against every user's concern and used to forward it to the dedicated departments. It was a quite challenging phase since the whole process of verification requires adequate time to verify. At times, it used to take more than the promised time which used to create tension among the users profoundly. In this process, we used to assure and keep them updated regarding the process to ease their tension. On a daily average, the number of incoming mail was around the number of more than 500 emails a day. Here, every user is important to Ami Probashi and their concerns as well. So, our target was to push our limits in assuring all of the generated queries. Moreover, I was also assigned to draw and planning a tree mapping of a Chatbot for Ami Probashi.

1.3 Internship Outcomes

1.3.1 My contribution to the company

From the starting of the internship, my target was to get accustomed to the corporate and its workplace culture as before joining here I had experienced a different agency-based work culture. Besides my job role, I was beyond excited to help the team in acing goals and learning from the experts. During my internship period in Ami Probashi, I was assigned to work in multiple sectors one after another in small time frames which helped me in learning about the project and its market. I started with learning about the Ami Probashi project and its noble cause's in serving the aspiring migrants living abroad. My supervisor gave me a whole brief on how this whole BMET registration

process works and its requirements. BMET is in line with the overall planning and implementation of the country's manpower utilization strategies. I, along with other interns was responsible to organize the contents, features, language translations (Bengali & English data) – in a Master Content datasheet for the developers to upload them on the app portal. This requires complete focus and dedication in maintaining the datasheet daily. On the next step, I was assigned and allowed to access the Ami Probashi portal to upload the job circulars created by the agencies. This list of job circulars was collected from the probashi welfare govt. website regularly. It was my responsibility to ensure proper data inputs, creating the circular for the users, and also be attentive in avoiding any sort of mistakes. Since I have experience in the designing field as well, I helped them in preparing pitch decks, user manuals, analytics reports with lucrative visuals. The more I grew and learned about Ami Probashi, my supervisor and co-workers felt me as a responsible one to engage and assigned me to various works. We had a long list of Ami Probashi users who were having issues with their registration, verification, information seeking, and a lot more. I stepped in with the Ami Probashi support team, where I used to make calls to the users and listen in detail to their ongoing issues in registering with Ami Probashi. Educating the whole user base was our primary goal since Ami Probashi and its features were still new for the users. Social media and email support are also a part of their support services. Customers expect immediate answers, so it's essential to respond to their issues as soon as possible. As I was part of the Ami Probashi support team, it was my responsibility to ensure the users got the accurate information and all the necessary assistance in registering an account in Ami Probashi. I simultaneously worked with all the medium of support centers to ensure a relentless journey for the users.

1.3.2 Benefits to the student

An internship program's main goal is to introduce a student to the professional world. During my internship, I got to see what it's like to work for an establishment in a professional setting. I was able to experience and learn from all of my senior peers in the field. The work culture in Ami Probashi is very professional and I was beyond excited to learn the ins and outs of how an Application Service Provider (ASP) operates. The team was fully energetic and goal-driven, who was relentless in working together while pushing their limits to the fullest. Everyone I met was immensely helpful and advised me whenever I needed it. Working with such energetic people has taught me how to maintain a strong work ethic and professionalism. Furthermore, I was quite delighted to meet Mr. Namir Ahmad, the director of Ami Probashi, with whom I discussed my

experience and was praised for the talents I carried. We were having a team discussion with him in which he gave his unique insights into many various industries in our country, particularly the expected development in the IT sector. He keeps the team motivated, upbeat, and focused on their objectives.

1.3.3 Difficulties faced during internship

Needless to say, coping with the immense stress and maintaining a positive attitude was difficult at first during this long-lasting epidemic. This, along with the lockdowns, made life tough for everyone, not just me. Many staff, including myself, we're unable to go to work during the peak of daily Covid outbreaks owing to health and safety concerns. Bangla Trac management was concerned about their employees' safety and took all essential precautions as the circumstances required. We were even permitted to work from home on the rosters. It truly lightened the stress and kept me focused on my task work. Overall, working at Bangla Trac has provided me a wealth of expertise in working with the big data market and knowing its capacities.

1.3.4 Recommendation

Ami Probashi does an excellent job of providing users with a platform and making the entire BMET registration process simple. During my internship program, I've noticed due to the getting delayed in verifying the passport and BMET fee payment approval, Ami Probashi customer support team used to receive a huge number of query from the users. It rises the daily pressure of handling the users via telecom, email and social media support. The customer support team is handled by the team of interns, which is very less in number to deal with such a huge number of migrants. Since, Ami Probashi is dedicated to deal with this national issue, such delay can effect the users. Time is the essence for most of the migrant workers, delay in the process might lead to their visa getting cancelled also in losing their job. Some of the workers keep everything on line for immigration, some sell off their last resort in order to pay of the fees of immigration. Delay in the process makes them insecure and leaves them helpless. In order to bring a better scenario, my recommendation would be to hire a responsible personnel to monitor the ongoing verification process so that the user won't have to rush to complain to the customer support every other day. Also, to increase the number of customer support team members and, if feasible, to hire some experts from this sector, because at current capacity, it might be difficult to serve all users during peak hours.

Chapter 2

Organization Part: Overview, Operations, and a Strategic Audit

2.1 Introduction

This chapter presents organizational overview of B-trac Solutions where I have done my internship. This chapter also strategically analyzed B-trac Solution's operational activities which included management practices, marketing practices, financial performances, operational management, industry and competitive analysis, competitive advantages, research and development, and products and services offering from company.

2.1.1 Objectives

The objective of this chapter is to understand briefly about Bangla Trac Solutions Ltd as a company, their business sectors, performance history, roles and significance in the industry, and how they undertake various operations in order to give service and thrive.

2.1.2 Methodology

This report has made based on of my understanding and experience during my internship period. I collected data by using two types sources for making this chapter.

Primary sources are included

- Conversation with the peers and supervisors
- Interaction with the clients
- Work responsibilities
- Study from provided documents and files

Secondary sources are from

- Organization website
- Published articles on organization
- Internet

2.1.3 Scope

This chapter presented of each functional practice of B-trac solution by proper analyzing. This report has been written using verifiable information of B-Trac Solutions Limited, and every detail has been properly evaluated by the supervisors. It is a growing organization in Bangladesh working to convert traditional manpower migration process into digitalization process for preventing manpower scamming. From this paper readers will get an effective idea of this running project developed by this organization. The team is small and lack in experience in different sectors working on bringing improvement. Therefore, there is a scope to enhance the expertise in those particular sectors.

2.1.4 Limitations

Main limitation of this organization is that it discloses very little information with others along with internet. This company strictly maintains confidentiality and only shares common information and update from the company. As a group of company, it has to maintain secrecy in protecting the data of its clients and projects. Only website updates and few published articles are not enough for analysing about company's overall practices.

2.1.5 Significance

This internship was aimed to get a firsthand knowledge and experience in a real-corporate organization. As it is tech-based organization, hence I was privileged to know and acquainted with updated design and develop mobile, web and desktop software applications. They developed a unique app-based solution and already serving greatly. In Ami Probashi, they developed an app for migrant workers' safety that stored all kinds of relevant information, services, etc. It is working to bring digitalization in migration process. I personally gained a lot of knowledge in getting the chance to work on this great project which will bring impact in great numbers. It was a fascinating experience to work with such type of renowned tech-based organization. I am hopeful that my experience gathered during the time in this company will shape a huge part of my upcoming corporate performances.

2.2 Overview of the Company

2.2.1 Nature of the business

B-Trac Solutions Limited is a renowned growing software company. This company works collaborates with its clients to design and develop mobile, web, and desktop software applications ranging from consumer to enterprise, telecom, and government. Its approaches are based on user-centered design, which prioritizes the client while integrating the Cloud, Big Data, and the intelligent systems to provide context-aware and adaptive solutions. They also have their own research and development center with a goal to offer unmatched quality and cost-effectiveness for their clients.

2.2.2 About the Company

Bangla Trac group is one of the renowned licensed IGW company in Bangladesh among first three licensed private companies. It started its journey in year 2008 by launching commercially of its IGW operation. In the last 10 years, its journey has progressed with vertical and horizontal diversification for expand its business portfolio.

It divided its business portfolio by two broad domains: ICT and Power. B-trac Solutions Limited works for developing mobile, web and desktop software that is equivalent to any international software and app. Its solutions are entirely focused on the desires and requirements of its customers. In this way, it makes a prestigious presence in the nationally and internationally ICT markets, by creating its footprint in voice & data communication, IOT, Cloud, Big Data & BPO.

2.2.3 Products & Services

i) Products: The company has 5 products. Such as

- a) Voice & data communication
- b) IOT
- c) Cloud
- d) Big Data &
- e) BPO

ii) Services

B-Trac Solutions constructs and designs integrated digital, mobile, and desktop solutions based upon customer needs.

- **Development**

This company specializes in software development and design concepts, offering entire mobile, desktop, and web development solutions ranging from open source to commercial as well as customized services.

- **Database**

B-trac Solution provides customers a safe and unified database management system with user-friendly web solutions so that they can manage their database remotely on regular basis. By developing organizational database systems, it assures user efficiency and effectiveness.

- **Integration**

B-trac solutions is a prominent system developer that delivers international Technological solutions that address its client's requirements. Its approach overcomes security gaps and enhances supervision, allowing clients' systems to be more adaptive. The experts of the organization attempt to develop solutions that create efficiency, effectiveness, and Roi.

2.3 Management Practices

B-trac solutions Limited is holding dedicated and highly capable software development team who is serving for more than 4 years. It has a team comprised of more than 50 engineers with a great developing environment. With the company's art research and development unit, the company is standing at the forefront of the developing cutting-edge software. In this process, the company gained the trust of its clients by providing them with their required services.

2.4 Marketing Practices

They do not have any extensive marketing plans or promotional activities to promote themselves. The company have Facebook page where they regularly update organizational news. However, organization updates about their achievements on newspaper and digital platform to let everyone

know, such as, news on project titled 'Ami Probashi' published almost in every digital platform along with newspaper.

2.5 Financial Performance & Accounting Practices

The company does not wish to disclose its financial and accounting practices considering the fact that these are highly sensitive and confidential. All the amounts of money received by Ami Probashi for registration purposes is transferred to BMET offices and monitored directly.

2.6 Operations Management and Information System Practices

i. Operations Management practices

B-trac solutions regularly training its employees for keeping them updated on latest development. With this view, employees are being trained constantly which helps its workforce to deliver outcomes with high quality.

ii. Information System Practices

B-trac solutions is a software company where it works always with IT related projects. Its operational works mostly serve the tech-based solutions to the industry.

Cloud, E-commerce, Web, Software, Desktop, Hardware, Mobile are core elements of organizational IT system practices. Over the years, its developers have collaborated with clients to deliver every service within the development process or to be a holistic all-in-one service company for users' software needs. Java, HTML, iOS, MySQL, etc. are some most important parts of information technology practices of this company.

2.7 Industry and Competitive Analysis

i. Dedicated trained and certified solution development team

B-trac Solutions Ltd. has a strong, highly efficient and dedicated database management solution team who are serving incessantly to its clients with all necessary activities. The organization always cares about quality and its excellence in service has enabled it to ensure highest quality of service to all its existing clients.

ii. Core competencies

B-trac Solutions practices on keeping update about latest technology regarding software development, hence, the team knows where it's been and where it's going. The team is using scrum method for solutions development which take customers from their present state to a more secured future. To cope up with fastest changing market environment B-Trac Solutions Ltd. focuses on gaining following core competencies:

In-depth process mapping, entire system architecture, effective implementation, customizations, automated quality inspection, proactive after-sales service, and superior customer responsiveness.

2.7.1: Competitive SWOT Analysis

SWOT Analysis can measure a company or organizations key strength, weakness, opportunities & threats. Let's look at a SWOT analysis on Ami Probashi:

Strength:

- Ami Probashi has top level management aided by mid-level and front tier teams.
- The migration procedures is highly connected with Ami Probashi app, which gives it a large user base from the beginning.
- All the financial and managerial decisions is monitored by the govt. authority, and BMET center, which gives it a validity of maintaining their actions while conducting with the users.
- Prioritization of BMET registered users in getting Covid 19 vaccine inspired users in registering with Ami Probashi.

Weakness:

- Late approval of documents in Ami Probash, discourage users in using the app.
- The team is small in number which adds an extra pressure of workload on individuals.
- Small team of support team is a big risk, since it needs to deal with numerous number of users regularly.

Opportunity:

- The vision is to bring more features like – integrating mobile financing services, insurances etc which will ease the migrants life in abroad.

Threats:

- Late approval of BMET cards, can affect the individual users life severely.
- Individual opportunists trying to pretend as responsible of Ami Probashi management trying to take monitorial advantage of users.
- Fake agencis and fraudulent syndicates target the users from rural areas with false promises of assisting in their migration process to abroad.

2.8 Summary and Conclusions

B-trac solutions is performing impressively in their industry. Their wonderful projects and satisfied clients demonstrated that the company has a proactive staff that allows them to complete any projects handed over to them. This organization's workers are the most visible resource that efficiently implements any plan to reach unforeseen goals in any circumstances. This technology-based company is well-known for making significant contributions to the development of Bangladesh. Their imprint on the Bangladesh IT industry is notable. The company's motto is 'Enrich Lives Through Better User EXPERIENCE'. B-trac solutions eventually expand its markets by collaborating with industry leader companies and well-known e-commerce companies to provide better digital solution.

2.8 Recommendations

B-Trac Solutions Limited is much concerned about its industry reputation and continuously improving its products and services. Some recommendations I would like to suggest about their strategies, services, and management are -

- ✓ Organization should disclose its information more on their websites and it should publish its annual reports on their contribution in IT industry
- ✓ It should publish about its digital projects on its website and social media channels
- ✓ The organization should be conscious about its promotional activities and marketing plans in precise form, because lots of people are unknown about their contribution in digital industry
- ✓ The team is small; hence company should extend its team to cope up with workload in an organized way

Chapter 03

Digitalization in the labor migration process in Bangladesh to stop the manpower scamming in overseas employment

3.1 Introduction

This report represented my learning throughout the internship journey. I tried to implement my theoretical knowledge with practical tasks to experience more and get expert for nearer days. Bangla Trac Group is the leading IGW service provider in Bangladesh; in this case, I got the opportunity to work with the content development and activation team of 'Ami Probashi' app. I learned so many things from this organization as the whole department, supervisors, and the beloved team was so supportive who helped me learn effectively so that I could use this learning efficiently for my career establishment. So far 'Ami Probashi' app is the company's most successful project, and I felt lucky to be a part of this team. I presented my learnings in this part and analyzed the effectiveness of this project.

3.1.1 Background

Migration for work started in the 1970s and the numbers of migration had increased sharply from 2005. More than half a million people in this country are currently going abroad for work yearly from 2012 to 2014. Nowadays the number is growing significantly; the flow of migrants for skilled jobs is much higher among lower-middle and low-income families for bringing solvency in their lives. Overseas employment is getting the highest importance from 2015 for its significant contribution to the country's economic development and GDP growth by sending remittances. It is one of the most effective foreign exchange earning sources, but fake agencies, notorious people, corrupted officials, and different scams affected it. Hence, a digital platform and app is made for bringing digitization methods for stopping mundane traditional processes and preventing these fraudulent activities.

3.1.2 Objectives

i) Broad objective: Determine the effectiveness of digitalization in the migration process through 'Ami Probashi' app to stop the manpower scamming in overseas employment.

ii) Specific objectives: This report has analysis on specific objectives as well, such as,

- Analysis on the current situation of the migration process
- Examine the overall impact of bringing digitalization in migration modality
- Recognize the contribution of the app to prevent the workers from fake agencies and worker's safety

3.1.3 Significance

i) Industry learning: This report worked on the effectiveness of bringing digitalization in migration modality to stop manpower scamming through the digital platform 'Ami Probashi'. This report will help to give a clear conception about the app, its modality, its significance to prevent human trafficking, its contribution to reducing migration costs, its development to make the journey from searching for a suitable job to going abroad.

ii) Academic Learning: Students will get the chance to use this report for further research as secondary data. I have planned to research extensively on this project to make an influential research paper for efficient use.

3.2 Literature review

Fair migration term indicates a condition whereby a migrants' values are protected, fundamental human rights are upheld, and authentic opportunities for quality work are supplied. Statistic revealed that, total more than 175 million people are living outside of their country till 2000, which equates to about 3% of the world's total population and together will be considered the world's 5th most populous country. International migration has turned into an intense global phenomenon in recent years (Carlos, ShikhaJha, and Guntur Sugiyarto. 2009).

Accordin to Islam, Nurul M. (2010), Bangladesh has a massive labor surplus and hence engages in the supply side of the global labor market. Huge labor supply to different countries reduces the pressure of the domestic labor market. Bangladesh is one of the world's largest labor supplier countries in the world. This largest group migrant workforce makes a substantial contribution to the country's economic progress, poverty eradication, and a balanced domestic economy. BMET revealed that overseas employment is the second largest income source of Bangladesh. Remittance

reduced poverty by more than 1.5% and contributed around 70% to the country's foreign currency reserve.

Siddiqui, Tasneem and Chowdhury R. Abrar. (2001) revealed that Bangladesh has different patterns of migration such as professional, skilled, unskilled, and semi-skilled. Records revealed that more than 1.2 million Bangladeshi laborers migrated for overseas employment purposes and the number is increasing day by day. Significant reasons behind this largest amount of people crossing the border are scarcity of work and lower pay scale. Now the Bangladesh government is also showing interest to migrate more workers as it is one of the best alternatives to maintain a sustainable country's development as well as a good livelihood strategy for Bangladeshi people.

As overseas employment acts as the second largest income source of Bangladesh, hence in 1976, the country had adopted a series of policies, regulations, and legislations referring to labor migration to host countries, such as the founding of BMET, the enactment of the Emigration Ordinance of 1982, MEWOE establishment in 2001, two legislations named the Overseas Employment Policy 2006 and the Overseas Employment and Migration Act 2013 (Khoda. E .M and Akram. M.S 2017). Furthermore, Bangladesh built rapport with multiple international organizations such as the UN Migrant Workers Convention, CEDAW, and ILO working for upholding and protecting the rights of migrant³ (IOM, 2002). The problem of migration has also been added to Agenda 10.7 of the Sustainable Development Goals (SDGs). Furthermore, Bangladesh has entered into several bilateral agreements and Memorandums of Understanding with host nations (MOUs).

It is unfortunate that despite the government's sincere efforts, the Bangladesh labor migration industry suffers from different challenges and negligence because of poor management systems and extensive fraudulent practices by intermediaries. Difficulties start from making a passport and continuing incessantly while working abroad. Most migrants are from urban and sub-urban areas belong to the lower-middle class; most are little educated or uneducated and little skilled or unskilled who hold the most considerable portion of all migrants (Carlos, ShikhaJha, and Guntur Sugiyarto. 2009).

Here, the reality shows up because of their limited literacy level, getting exploited every time by inappropriate information, poor consultancy service, fake agencies, visa approval, human traffickers syndicate, deception by recruiters, legal papers substitute by illegal documents easily,

sexual abuse, brutal rape, poor health care, substandard accommodation, no complimentary food, and lowest wages (Ray, Rupananda 2016). Due to the complexities of the host nations' legal systems, it takes years for families to get death compensation if an accident occurs. At times workers have been returned after becoming partially or completely crippled as a result of accidents, without proper treatment or compensation. Additionally, several social organizations and government officers have been accused of taking advantage of their inadequate knowledge (Khoda. E .M and Akram. M.S 2017).

Khawaja A. Mamun and Hiranya K Nath, (2010) stated that these issues have been observing for the longest time and for bringing improvement, these issues have been investigated. The Expatriate Ministry's minimal budget allocation indicates a significant gap that was studied for getting amendments. Additionally, an area also investigated is whether migrants are familiar with the concept of transparent migration and all the privileges they are eligible for. Their understanding of fair migration issues has estimated the extent to which they may be exploited if they choose unofficial migration channels.

Based on investigated significant initiatives, some important steps have been taken by the government. BMET revealed that Government institutions, along with private institutions, developed a website and digital platform for bringing digitization for hassle-free migration processing and this platform is a one-stop solution hub with a unified system where aspiring migrants will get every service regarding migration without facing difficulties and direct government approval which will ensure transparency and safety as well as help to get overseas employment before reaching abroad (Nurul M. 2010).

Bringing E-passport is also a part of initiatives for smooth migration without hassling while crossing borders. From registration to delivery of passport, E-passport's processing is done digitally so that none have to face middleman's deception and save money and time. The E-passport is much secured as every data is stored electronically in a government database and migrants are always safe while abroad. Bangladesh is leading towards digitalization day by day significantly and bringing digitization in the migration process in another achievement and example of digitalizing Bangladesh.

3.3 Methodology

This report contains both primary and secondary data. The primary data was collected from my colleagues, my line manager and also while working in the Ami Probashi support team from the users. The rest of the informations was collected from internet for which I relied on the secondary resources. In addition, secondary data was also gathered for preparing managerial and operational overview of Ami Probashi project and also for detailed information regarding different aspects of core benefits in general.

3.4 Project: 'Ami Probashi'

3.4.1 Project Analysis

- Determining the impact of changes in bringing digitalization in the labor migration process using digital platform and app
- Finding the influences of a new modality of 'Ami Probashi' app
- Analysis effectiveness of 'Ami Probashi' app for migrant workers and overseas employment

3.4.2 Overseas employment scenario of Bangladesh

3.4.2.1 Overview

The migration of labor plays a crucial role in Bangladesh's economic development and flow of foreign currency enrichment. Bangladesh is a well-known country for its significant migrant workforces in the world. Every year more than a million people move abroad for both short and long-term overseas employment to bring changes in their lives. The most extensive number of both men and women moving abroad voluntarily for overseas jobs for better livelihood. As a result, Bangladesh gets a good flow of remittances, which increases the GDP growth rate and the country's net income.

In this pandemic, the flow of remittances is expanding in a noticeable way which helped a lot in keeping the balance of the net income of the government. Still, significant migrant people face suffering abroad by depriving human rights and being treated so poorly. The government of Bangladesh sends more than 4 lacs laborers for overseas jobs per year.

A significant portion of labor complaint about unbearable suffering, lack of benefits, high charge for fulfilling tasks of migration, false commitment, lowest salary, fraudulent of agencies, low skilled jobs, lack of opportunities, lack of instant services from Bangladesh foreign ministry, discrimination, exploitation of women labor, visa scam, fake passport, human traffickers and getting abused badly. These are some significant issues that need to be solved as soon as possible as migrant workers are an asset to the country's economic development.

The Bangladesh government is taking several initiatives, implementing one after another and changing the traditional migration process by converting the entire process into digitalization.

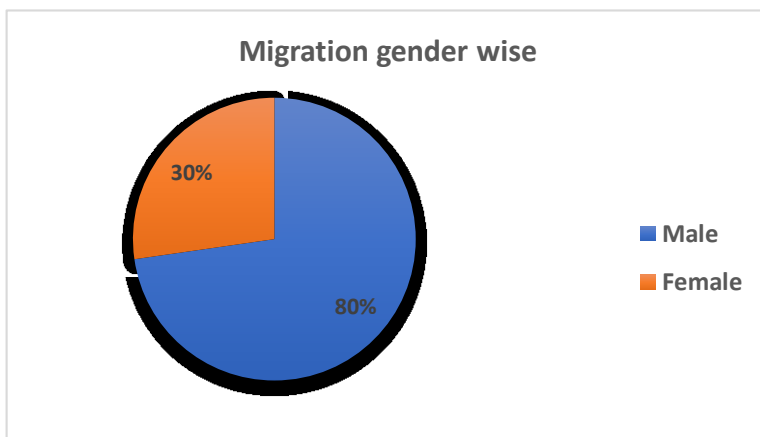


Figure 01: Migration gender wise

3.4.2.2 Flux of migration

According to the record of BMET, more than 12.9 crore Bangladeshi people migrated for overseas jobs from the year 1976 to 2019. Usually, Bangladeshi labor is employed for short-term contractual jobs and after completing the contract period, workers have to return to the country.

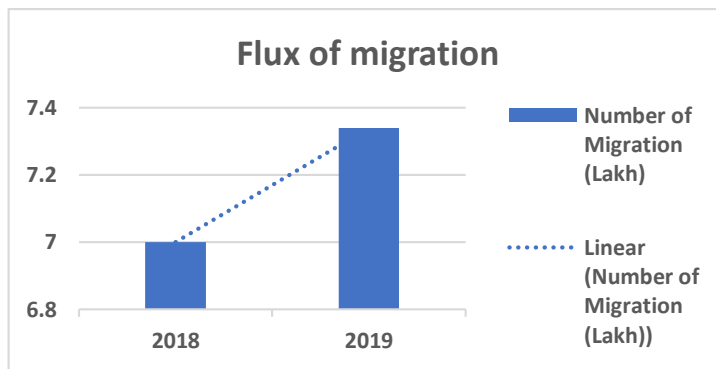


Figure 02: Flux of migration (2018-2019)

But there is no record of returning migrant workers; hence, it is impossible to calculate the exact migrant population staying abroad for doing jobs.

BMET has revealed that a total of more than 7 lacs workers are migrating to different countries in the year 2019. In 2018, the number was 7.34 lacs which decreased by around 5% in 2019 due to the sudden breakout of Covid-19.

It has been stated that economic, social, and demographic factors are behind increasing the migration rate flux. Migration flow is directly related to increasing GDP growth rate along with the acceleration of economic development. Long-term employment has a strong influence on a country's economic development, which reduces the poverty rate remarkably.

3.4.2.3 Female migration

Previously female migrant workers were treated poorly, but the migrant ratio from 2000 to 2012. Female workers were migrated around 37 thousand in 2012, but in the year 2014, the number rose double 76 thousand. At that time Jordan and Lebanon were the prime destinations of female migrants.

Nowadays the percentage of migrant women holds around 7% of the total migrant manpower. Several reasons are responsible for women's migration such as poverty, scarcity of employment opportunities, especially in rural areas, oppression by in-laws, domestic violence, divorce, husband's second marriage, and responsibility of looking after family and children after divorce. Migration gives a better opportunity to earn goods which helps to reduce poverty by making them financially independent. A considerable number of females migrate abroad annually; hence it is mandatory to take adequate steps to ensure safety during the migration process.

According to BMET, around 12 lacs females migrated in 2017, comprising around 12% of the overall total migrated workforce. Still, in 2018, numbers dropped 17%, around 10 lacs female workforce migrated because of increasing abuse incidents in Saudi Arabia. Later, MEWOE and BMET took strict steps to the recruitment of women migrants, hence, the flow of female migration was increased slightly in the year 2019 3.04% higher than in the year 2018.

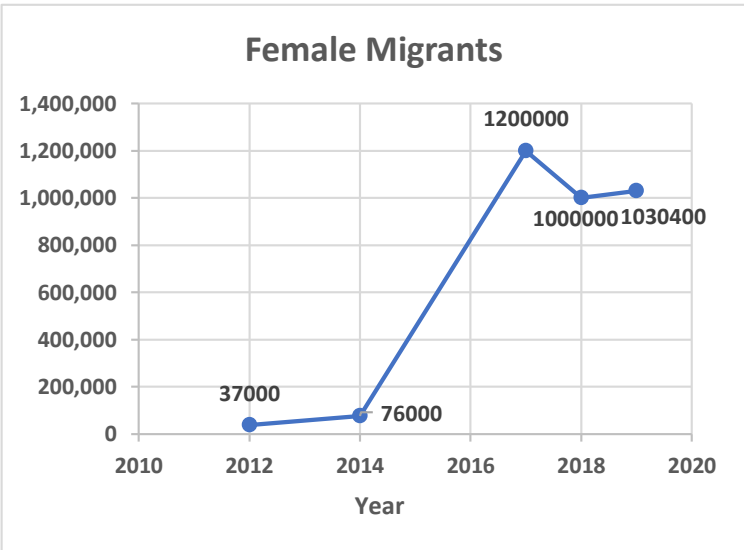


Figure 03: Female migrant (2012-2020)

According to RMMRU records, the average age of migrant females is 27 years; among them around 75% are married and 25% divorced and widowed. More than 60% are engaged in domestic work. The rest are involved with garments, factories, and other jobs.

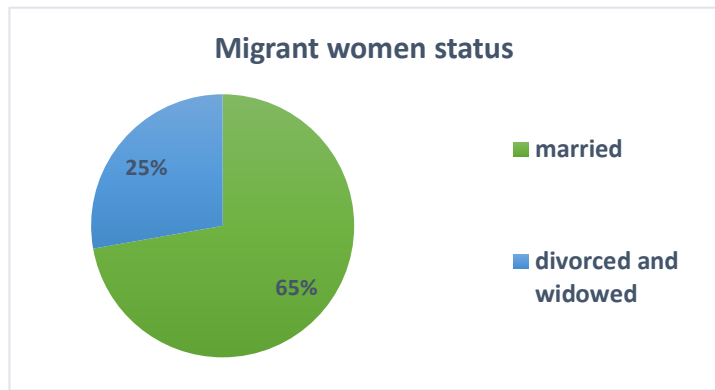


Figure 04: Migrant women status

3.4.2.4 Key destination countries

Eight key destination countries of migration are

- i. KSA
- ii. Oman
- iii. Qatar
- iv. Singapore
- v. Kuwait
- vi. Bahrain
- vii. Malaysia and
- viii. The UAE

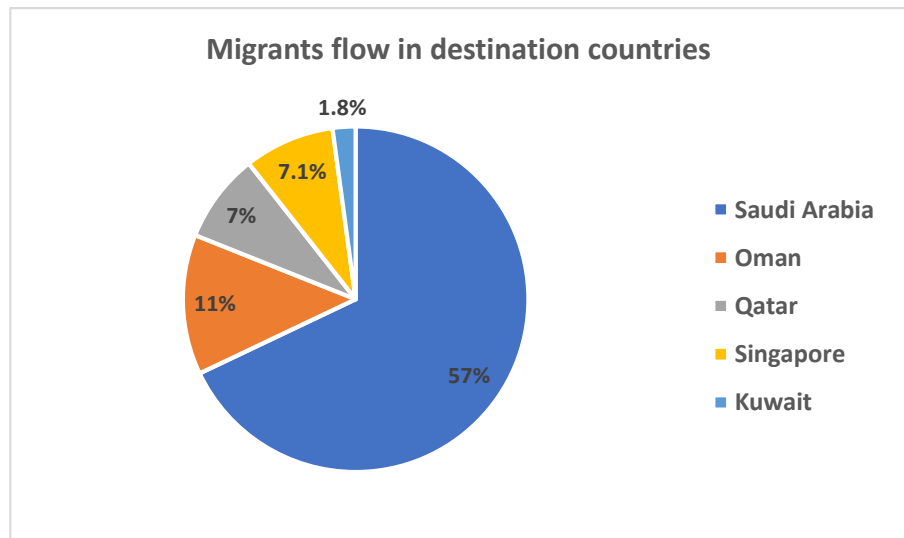


Figure 05: Migrants flow in destination countries (2018-2019)

Primarily, most short-term or contractual jobs holders migrate to the Gulf and other Arab states, and in the year 2019, approximately 82% of total migrant workers migrated to those countries. 18% of the rest of the manpower migrated to various South-East Asian countries. According to the BMET record, the highest numbers of workers migrated to Saudi Arabia. In the year 2019, more than 4 lacs were migrated, around 57% of total migrated workers. The second largest migration destination is Oman with around 11% migration of total migration. Qatar is the third-largest

destination, about 7% of total workers migrate there. Singapore, the 4th destination, holds 7.1% of the total and Kuwait has around 1.8% of the rest migrated workers. In the year 2019, only 545 workers got work permits to go to Malaysia because of the issue of G2G-plus agreement termination; Malaysia stopped taking workers for a long time from the year 2018.

The primary destination of female workers is Saudi Arabia. BMET data have shown that Saudi Arabia holds approx. 60% of total migrant women. Jordan, Oman, and Saudi Arabia have 90% of total female migrants.

3.4.2.5 Sources of migrant people

Position	Sources of Migrant People	Range of Migrant Flow (Approximately)	% Of total flow (Approximately)
1	Cumilla	60,000 - 66,400	9.50
2	Brahmanbaria	41,500 – 42,000	5.90
3	Chattogram	35,000 – 40,000	5.00
4	Tangail	30,000 - 34,000	4.90
5	Bandarban (Hilltracts)	400 - 450	0.05
6	Khagrachari	700 - 800	0.10
7	Rangamati	400 - 500	0.06

Table 01: Sources of migrant people

3.4.2.6 Categories of skills

Bangladesh has mostly supplied labor, domestic helpers, skilled workers, construction workers, drivers, cooks, tailors, and salespeople to countries like - Bahrain, Lebanon, Oman, and Singapore.

According to BMET, there are four categories of migrant workers based on skills. In Bangladesh, less-skilled workers (labor, domestic helping hand) are comparatively migrated more than other classes. Data revealed the least number of professional migrants are migrated abroad, only 1% of the total categories.

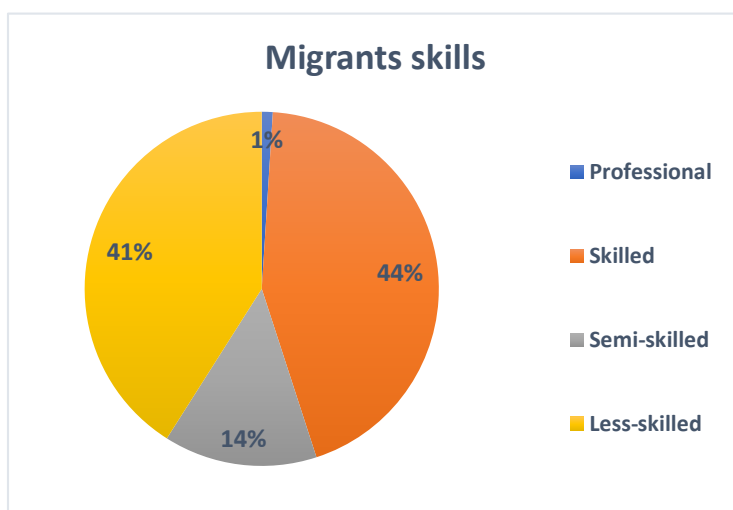


Figure 06: Migrants skills

Below the table, numbers of migrants during the fiscal year of 2019-2020 are shown:

Category	Number of migrants	Percentage
Professional	2,073	1
Skilled	252,862	44
Semi-skilled	377,102	14
Less-skilled	27,007	41

Table 02: Skills category

Sixty-four TTCs and six IMT have been developed for training purposes that are now modernizing to cope with the requirements of jobs. According to BMET, the government delivers training in 55 trades. Until 2005 there is no record of the numbers of skilled migrant women; after 2005 to 2014 record shows that unskilled women migrated around 68% of total migrant women.

3.4.2.7 Challenges

Though Bangladesh is well-known for its supply of a significant number of labor and workers to different countries, it is unfortunate that our country's laborers regularly face challenges, adverse environment, and negligence from concerned authorities. Some significant challenges face migrant workers are;

- Lowest wages
- Abuse and poor treatment by owners
- Frightful torture on female workers
- Lack of safety
- Deprive of benefits
- Higher migration cost
- Negligence of ministry and concerned authorities
- Delay in getting any kind of help from the Bangladeshi embassy and
- Human trafficking by fake agencies

3.4.3 Migration scamming scenario of Bangladesh

3.4.3.1 Female workers abused in Saudi Arabia

According to BMET data, more than 62 thousand female workers migrated to KSA in 2019, and at the same time, around three thousand female workers also returned as victims of brutal torture by owners, and some were died because of unbearable pain. They complained that owners tortured them mentally, physically, and sexually in barbarian ways. More than 1200 female migrants were sheltered by the Bangladesh Embassy in Riyadh. Among them, 93 to 95 were extremely sick, and 16 were pregnant while returning to Bangladesh.

The exact figure was not recorded of the returnees, but the Ministry of Foreign Affairs reported that from 2015, KSA shelter homes kept around nine thousand female workers till the end of 2019. The Bangladesh government promised that the women workforce would not migrate until they get respectable overseas employment opportunities.

3.4.3.2 Strictness of Saudi nationalization on various professions

According to BMET data, in 2018, the Saudi government has started to nationalize 12 different professions. The new policy has made it so that foreigners are not allowed to be employed in these 12 occupations; among them, 4 jobs were nationalized in November that year. According to the

government statement, at least 60% of workers have to go to Saudi in the fisheries industry, and the foreign country could sponsor only 40%. To encourage the Saudi nationals, the Saudi government decided to provide an incentive of half of their salary. The government allowed Saudi women to drive, which strongly impacted the migrated drivers of this country. These restrictions negatively impacted migrated workers measurably and sacked many workers before the expiring date.

3.4.3.3 Unexpected return

KSA is the key migration country for migrated workers. The cost of migration is much higher than the salary of Bangladeshi migrant workers. Their pay is lower than other countries' migrated workers. After the implementation of the declaration, many workers got terminated before the expiration date. Additionally, the Saudi government has imposed taxes that compelled migrant workers to take multiple jobs to afford migration costs and taxes. These things made a ponderous condition for the Bangladeshi migrated workforce. Those who will work outside of sponsor violations of requirements of iqama, border, and labor then the law enforcement agencies could detain them based on charge. Saudi Arabia can deport the migrated workers whenever they wish. According to Welfare Desk, more than twenty thousand workers were unexpectedly returning from KSA at the end of 2019.

3.4.3.4 Less scope of entering the old market

Seychelles, the island nation of East Africa, signed an agreement with Bangladesh by withdrawing the ban on migrating at the end of 2019. On the other side, the labor market of the UAE is supposed to be opened in 2018, but it is still closed, including a sudden pandemic outbreak. But it is only accepting domestic workers from Bangladesh; about 3,400 male and female workers have migrated so far to the UAE. Furthermore, at the Dubai AirShow 2019, an opportunity was created to alleviate the ban of male migrants from Bangladesh during a meeting between the PM of Bangladesh and the Emir of UAE.

3.4.3.5 Human trafficking by using irregular migration route

Only 500 workers migrated to Libya by maintaining strict rules and regulations in the last five years. The Bangladesh government has banned supplying workers to Libya because of that country's political instability. Latest in 2019, only 213 workers were migrated, and in November,

152 were returned among them. Libya considers an irregular route to Europe; by crossing the Mediterranean Sea to Libya, Bangladeshi migrants enter Italy or Greece. This crooked route is a kind of trap made by several well-organized, powerful human trafficking groups and networks. These groups and networks send poor Bangladeshi people primarily to Italy via India, Dubai, Turkey, and Libya using the Tunisian coast by offering false visas and false promises with high amounts.

3.4.3.6 Online overseas employment scam

The British High Commission reported that fraudulent overseas employment offers are being sent online by targeting Bangladeshi nationals. The cons are increasing in Dhaka in noticeable numbers. People got trapped by these scams by receiving these bogus offers of overseas employment in the UK from websites and Email addresses.

The cons delivered several forged documents where it claimed UK government departments issued the documents. Moreover, they asked to pay to secure their work permit and visa application which is another scam step. Fraud advertises various overseas job offers from different websites along with direct contact with the potential job candidates.

3.4.3.7 Free visa

A free visa is another scam for sending to Saudi Arabia. The record reveals that more than half of migrants are going Saudi on this visa, which brings severe problems for them as KSA does not provide any free visa for migrated workers. A free visa means migrants are entering Saudi illegally and have no guarantee of employment, food, and shelter. The Saudi government punished these workers severely for breaking the laws, but it has revealed that fake agencies are behind these scams, which trapped poor, illiterate people by offering free visas and fake promises of earning handsome amounts in KSA.

3.4.4 Project 'Ami Probashi' App Details Analysis

3.4.4.1 Overview

'Ami Probashi' app, a handy digital platform, operated by the Ministry of Expatriates' Welfare ministry offers a wide range of services digitally to aspiring migrants' people, from information to registration to verification to vaccine registration to overseas employment. It will save both money and time and minimize the high cost of the migration process. The platform enables the digitization

of the immigration process in a transparent way accompanied by legal procedures for aspiring migrants. It is tracking migrant's all information along with a government database and in this way, the government can keep track of every migrant worker's every necessary detail. It encourages more citizens to participate to boost the flow of remittance, which will enhance the country's financial development.

Ami Probashi app is a digital platform. The app provides various support services to Bangladeshi nationals seeking job opportunities abroad. The newly-launched digital platform enables users to use this get register to enroll in 64 TTcs along with 6 marine technology institutes in multiple skills training courses.

It is aiming to prevent fake agencies from doing human trafficking and scamming regarding overseas employment. They cannot present themselves in the app and website without the direct permission of the Ministry of Expatriates' Welfare and Overseas Employment. They cannot target potential migrants for trapping as they will have no government registered documents as proof. This platform's utmost priority is to keep safe sound and secure the largest groups of contributors to the country's economy.

To implement this aim effectively and efficiently, the government decided to change the traditional migration system by converting the whole system into digitalization. To fulfill the target of Vision-2021, the traditional migration process also got digital shape. Migrants got an authentic digital platform titled 'Ami Probashi'.

To show honor of birth centenary of Nation's Father Sheikh Mujibur Rahman and to aim giving one-stop solution to more than 15 million of migrants' workers, an official digital platform with lots of benefits has launched on 8th May 2021, via zoom by Imran Ahmed, Minister of Expatriates' Welfare and Overseas Employment, BMET, and Bangla Trac's Thane Systems. Bangla Trac Group is delivering technical support and BRAC NGO has been involved to reach out to the public widely.

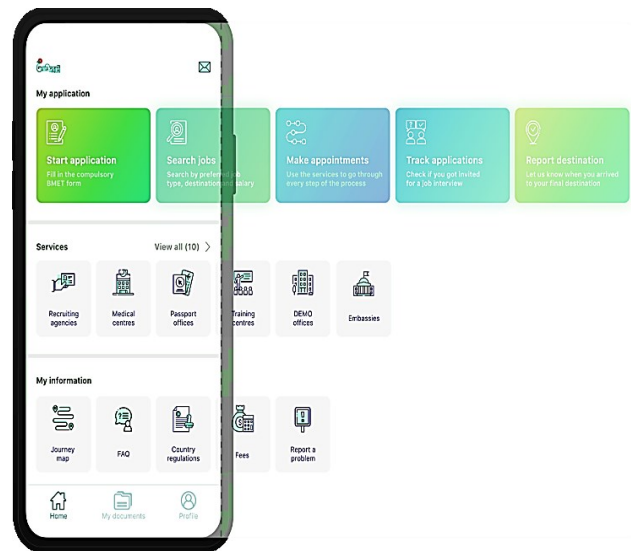


Figure 07: ‘Ami Probashi’ app at a glance

The concerned authorities declared that this app will lessen the challenges and complexities of going abroad by delivering every solution and assistance. It will decrease the high cost of the migration process, easy BMET registration process, ensure safety and transparency in the whole process, help to seek desired overseas jobs, track every necessary info of every migrant worker, provide direct government approval documents and safety in abroad, connect to government approved legal agencies and airport assistance services. These are key features with other services which migrant workers will avail from this platform without any hassle. Day by day this platform will include more necessary services for developing a strong helping platform of valuable migrants' benefits.

3.4.4.2 Context

Labor migration plays a vital role in the economic development of Bangladesh. BMET revealed that more than a half-million people migrate per year for overseas employment. Bangladesh is getting remarkable remittances every year, including the sudden breakout of the Covid-19 pandemic. The growth of foreign currency exchange and GDP is boosting because of these migrants, and the country is now leading towards the middle-income category. These things are helping to reduce poverty, enhancing the country's infrastructural development, and increasing the country's investing capability. Bangladesh is well-known for supplying labor energy for other countries' services and is always appreciated for making a remarkable contribution globally.

Though migrants are making noteworthy contributions to the country's overall development yet migrants are facing much trouble from migration to reaching abroad; even living abroad is also troublesome for them. Foreign countries mostly violate human rights towards Bangladeshi migrants such as lowest wage, poor benefit, brutality, worst accommodation services, negligence from concerned authorities, termination from jobs before expiring of contract, and unnecessary harassment are regular scenarios. In Bangladesh, migrants also face much sufferings for instances human trafficking by fake agencies, high cost of migration, fraud visa, fake passport, and full complexities during migration process. Both Bangladesh and out of Bangladesh migrants are incessantly facing trouble and harassment.

Condition of migrants' workers got worse during the sudden breakout of Covid-19 pandemic and workers were terminated from contract and compelled to return home. Returnees were not allowed to return to their jobs until the situation became stable and this time foreign countries demanded

government- registered original documents which made the situation worse as many workers had gone illegally and many of them had no record on government track list. By observing these adversities, the government took the decision to bring exceptional improvement to ensure transparency and become hassle free in the migration process. Bangla Trac group with governmental institutions took a decision to create a one-stop solution to reduce complexities and challenges of migrants' workers during migration processes by which facilities every single need in migration processes to bring security, efficiency, and effectivity in the entire process which will save both time and money. From registration to secured land to abroad everything will be done by this app.

By this way, Ami Probashi app has created a digital platform which brings digitalization in the migration process and reduces the unnecessary harassment of migrants.

3.4.4.3 Objective

The primary objective of that digital platform is to provide migrants with a secure and hassle-free journey to abroad. This is a national digital platform with one point solution where migrants will get every authentic information and service regarding the migration process. This platform is made to bring transparency to the migration system. This app will guide prospective migrants with reliable information that will facilitate the system of going overseas easily, transparently, and uncomplicated.

3.4.4.4 Ideation

Ami Probashi digital platform will help to fulfill the dream of aspiring Bangladeshi migrants to take jobs abroad before leaving the country without hassle. Through this app, they can get detailed information of all the overseas job offers, starting from registration in BMET in the official data repository which will help them to take the job abroad legally. In the app, they will also find information about the authorized agencies, the address of the nearest passport office, and all the necessary information. There is also the facility to track every step of the applicant's application process through this app, including job application directly, booking for interviews by contacting agencies, and booking for health check-ups with medical centers. The software is free to download from the Google Play store.

3.4.4.5 Slogan

'By your side for your employment abroad'

- It means that it will help reduce the obstacles and problems of the migration procedure to enable migrants to seek their desire of secure overseas occupation by finding a job.

3.4.4.6 Unified system

Ami Probashi app is offering a unified solution for all of its stakeholders.

Stakeholders	Unified solutions
Aspiring migrants	Micro-level stakeholders are aspiring migrants of its system making the information blocks.
Government agencies	Ami Probashi is the licensed portal of MoEW & OE; hence, the ministry and BMET have access to this database for their database system.
Foreign recruiters	Foreign recruiters will have access to the database with a wide range of candidates' profiles along with filtration capability based on criteria such as skillset, age, gender etc.
Recruiting agencies	Local recruiting agencies can get the benefits according to their requirement-based access, informative data statistics etc
Payment Gateways and Microservices	Ami Probashi is onboard with major payment gateways named bKash and Nagad, Micro services have access to the last mile reach of the two have full access with migrants.

Table 03: Unified system

3.4.4.7 Features

Before availing the core services, users have to finish the initial and core process successfully for security purposes as well as storing information in the database.**i. Initial Process** Users need to create an account by providing name, valid email or phone number and password with a verification code will be sent to the provided email or phone number. A thread will appear if login

information is wrong. After providing the verification code the app will confirm the registration completion and users will be able to get started with the core process.

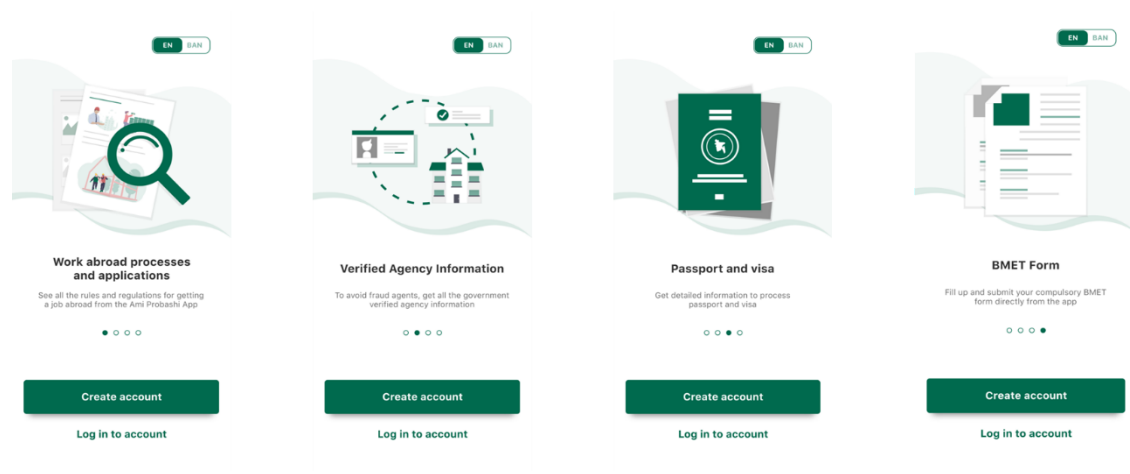


Figure 08: Features of app

ii. Core Process

Users have to select countries they desire to go. After choosing their country of desire, users need to select their field of expertise. Then, users need to provide their passport number, select their gender, previous work experience abroad and education qualification. After finishing the initial process users will be taken to the homepage where all the necessary information tabs are available.

iii. Core features

Features are divided into three categories;

- My application
- My services &
- My information

My application	My services	My information
All registration and other value-added services are showcased under this category.	Information regarding all services centers is listed here.	All information related to the migration process are stored here.
<ul style="list-style-type: none"> i. BMET registration ii. Jobs Search iii. Application Updates iv. Appointments Schedule v. Destination Report 	<ul style="list-style-type: none"> i. Vaccine Registration ii. Passport Offices iii. Recruiting Agencies iv. DEMO Offices v. Medical Centers vi. Training centers vii. Embassies (Near place) 	<ul style="list-style-type: none"> i. Journey Map - Guidance to overseas employment ii. FAQ – Questionnaires iii. Help Center iv. Country Regulations - country-wise rules and regulations, guidelines, and document checklist v. Necessary Fees

Table 04: Core features

3.4.4.8 Partnerships

'Ami Probashi' app shares four partnerships for getting four types of key benefits of this digital platform.

Partners	Benefits
BMET	Signed an agreement as a sole mobile operator for BMET online registration
Payment Gateways	Partnered with Bkash and Nagad for online payment via app
Remittance Gateways	Partnered to some international remittances' gateways for hassle-free sending
BAIRA	Developed a portal for recruiting agencies

Table 05: Key Partners

3.4.4.9 Modality

'Ami Probashi' is a user-friendly app, easy to operate from any device such as personal computer, laptop, smartphone. Migrants can avail all the services delivered by the app from anywhere without traveling and facing hassles, they just need a smartphone and stable internet connection to access those features. At first, users have to download the app available in the Google Playstore. The app requires only 25MB of space for installing. It should be kept in mind that it is mandatory to use the same mobile number for registration. Instructions have to be followed strictly given by the app or website and registered members will get every benefit of this app such BMET registration, passport verification, prompt vaccine registration based on importance, data record step by step, medical centers facilities, demo offices, and other services. The app ensures data safety efficiency, transparency, and complexity free in the whole process.

3.4.4.10 Challenges to users

- **Verification delay**

Though the app has claimed that it will take only 72 hours to verify users' information, it takes more time than it promised. Many users alleged that they have waited more than 7 days but got no verification status. B-trac expressed that they are working on these difficulties.

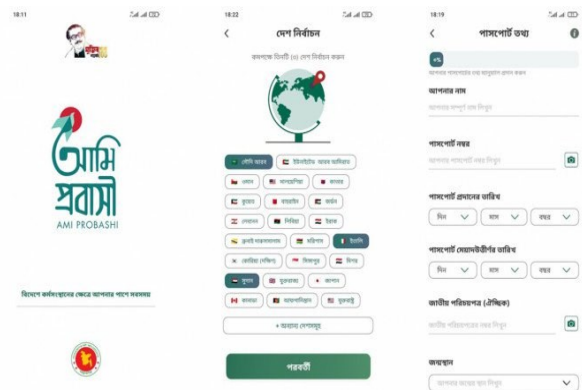


Figure 09: Steps to set up the app

- **Perplexity in naming**

The English translation of Ami Probashi is 'I am an expatriate'. So, many migrated workers installed this app from foreign countries but they found that this app is not fruitful for them. One of the workers from KSA stated that he installed the app but found it unusual for him so he uninstalled it again. Getting these complaints B-trac replied that this app is made for aspiring migrants living in Bangladesh who are seeking overseas employment not for expatriates who are

already abroad. It is clear that the app's name is creating confusion among migrants and non-migrants.



Figure 10: Layout of the app

- **Difficulties during scanning**

Many users faced complexities during scanning documents. A user complained on playstore that after scanning documents it showed blurry, small, and the database showed error by showing missing status. He also alleged that Ami Probashi support team only request to send them email instead of giving solutions. He expressed disappointment to see their response. However, b-trac stated that whenever any user is facing a problem regarding technical issues, they respond directly to solve the problem immediately if possible.

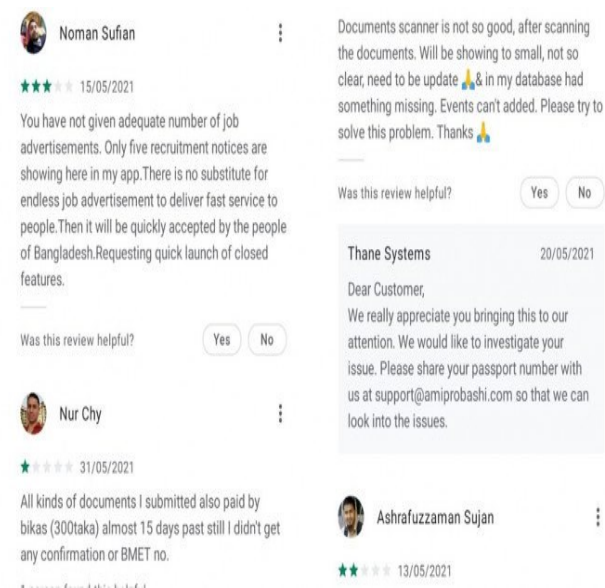


Figure 11: Feedbacks on shortcomings

- * **Mostly manual job offers**

Users claimed that whoever is looking for mid or high-end jobs, the app is not showing or leading them. It is showing only low-end jobs like the gardener, driver, domestic helper, labor, cleaner, construction worker, plumber etc. Though it has shown more than 150 live jobs but all of them were low-level jobs or manual labor jobs. Users were complaining about the number of jobs posted but the app developer did not respond.

* Difficulties in creating a profile

Many users found many difficulties while making a profile in the app. From registration to scanning documents, users faced multiple challenges and some were unsolvable. Their complaint fades the simplicity of the app. Some users found that the app is still full of complexities, which took a long time to fulfill every step, creating disappointment in them.



Figure 12: Facilities of app

3.4.4.11 Users' valuable opinions

Apart from challenges, many users gave their positive reviews, opinions, feedback regarding this app usage and services. This app gained a 3.5 rating out of 5. Most of the users gave 5 out of 5 ratings. They expressed that they got prompt services, passport verified in time, UI surface is good, got different services without hassle. Some users claimed that they got a solution from the app operator faster than previous experiences, it is a nice improvement they found. It means now this app is in a satisfactory position. Currently, users are giving much positive reviews regarding app experiences and more than 500,000 users installed this app and installation is increasing regularly in a remarkable way which is a good indication of this digital platform

3.4.3.12 Effectiveness of digitalization in the labor migration process

It is mandatory to remove hassles and challenges from the migration process and should provide a complexity free migration process to the people.

Yet, Bangladesh cannot provide secure, safe, transparent migration services for its migrants' workers and aspiring migrants. To remove these hassles, challenges, complexities, and difficulties and effectively handle the migration process, 'Ami Probashi' app is developed by government institutions with the help of Bangla Trac group.

It has been declared clearly that without BMET registration, it will not be possible to go abroad for any migrant. It makes it compulsory to have a BMET digital card and seal in the passport to migrant workers during travelling to the destination country. Without showing this digital card, no migrant will join the work or land abroad. The entire process from registration to getting the BMET

digital card to hassle-free land in abroad could be done with the help of Ami Probashi app very easily. This requirement is mandatory for keeping a record of the number of workers who are working abroad. It has been revealed by BMET that noticeable workers are registered for getting BMET cards and they carefully complete all processes accordingly. This is surely a huge step towards the digitalization of the migration process.

As, this app is trying to provide services effectively and efficiently for aspiring migrants. Impact of this app on migrant workers after launching is noticeable. It has been recorded that more than 1 million downloaded within a month and crossed the number 4million within two and a half months after introducing this digital platform.

It has been downloaded by more than 955k users till now. It is one of the most significant milestones for this app which proved it has gained a place of trust among users' minds. Migrated people also gradually trust this app for security purposes. This app tries to provide transparent and secured services for its users.

Another strong influence has been noticed after launching the online registration process for enrolling the 64 training institutes, aspiring migrants are starting to enroll in the courses based on their necessities or job requirements. It made the course registration process so that interested one can do the process online from anywhere by saving time and travel.

Another significant step is giving a platform to complete BMET registration through the Ami Probashi app before taking the Covid vaccine. This step has been taken to protect data for future purposes. Ami Probashi has a powerful team for protecting migrant workers' data which will be used only for migration purposes.

This app saves migrated workers from the undeniable condition of jobs regarding Covid jobs. It made it mandatory for migrated workers to receive Covid vaccines before returning to their overseas jobs. Ami Probashi app offers BMET registration before registering the 'Surrokha' app, another digital platform created for delivering exclusively vaccine services for the nation's safety. This app requested to deliver those vaccines to migrated workers which will be approved by destination countries. The government accepted the request by arranging to bring those required vaccines for jabbing. Migrated workers are safely registered without facing complexities and successfully overcoming this pandemic crisis and taking Covid vaccines smoothly before returning to their jobs' place.

Around 5 lacs migrated workers registered to get Covid-19 vaccine through Ami Probashi App. During the registration, they have to pay a little fee as app registration fee. From this registration fee, the government earned more than 10 crore as profit, another milestone of this platform.

This app is created exclusively for migrant workers so it aims to prevent fake agencies. BMET made it mandatory to register every recruiting agency in this app to get a recruitment license directly approved by the government, including organizing a fair once a year at TTC to recruit workers for overseas jobs. Without the government's issued license, no recruitment agency can interview or contact migrant workers, or else it will be considered illegal. For violating this rule, the government will take strict steps. This initiative lessens fake agencies' illegal activities and less educated people also will get careful from getting falling under the traps of human traffickers.

Women migrant workers got an authentic platform that ensured their safety and secured job places. For this reason, this platform is gaining popularity among female migrant workers. This app gives them the necessary training facilities and authentic information by which they are saving from brutal abuse and other human violating accidents.

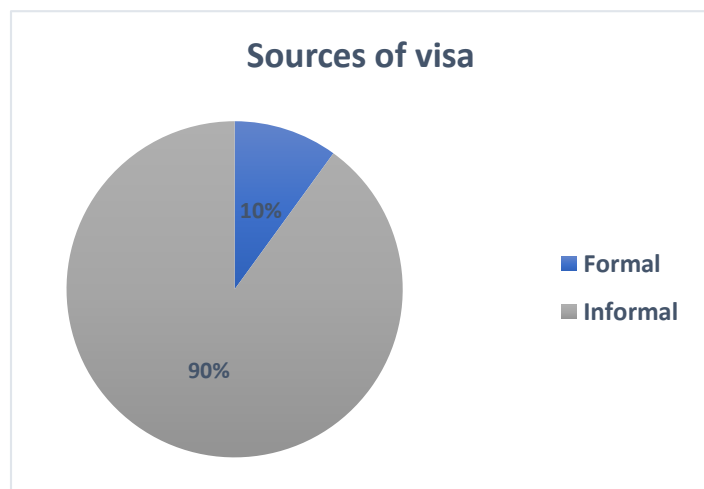


Figure 13: Sources of visa

This app is working to increase the flow of remittance in double than previous via legal channels by integrating border payment transfer features which will reduce migration cost in a significant way by ensuring access through Ami Probashi, my information option. This app included an automated API for verifying customer identity with a validated passport which will ensure user identity for value-added services like financial transactions and remittance.

Therefore, it can state that the influences and effectiveness of this app are remarkable. It is continuously working to bring development in this app by adding new benefits and services for potential aspiring migrants for offering effective and sustainable migration process within affordability and free of complexities. Its user-friendly surface brings a positive impact in the digitization process.

3.5 Findings and Analysis

3.5.1 Analysis

According to BB, in 1976, only US\$ 1 million remittance had been received from migrants. It is now accounted for in 2021 around US\$ 21.75 billion along with a 6.5% GDP contribution. This income has a strong impact on economic growth as well as the country's various developments. According to a BMET survey, Bangladesh obtained 8th and 6th positions in largest remittance recipient and emigrating country respectively across the world. Bangladesh Bank is in a satisfactory condition foreign exchange reserve due to heavy flow of remittance.

Hence, it is mandatory to serve this largest group of valuable people exclusively in an efficient way. To serve the purposes, 'Ami Probashi' app is the perfect platform. This digital platform is offering a one-stop solution for migrants. It guides and facilitates every service in a simple way. By analyzing the effectiveness of this platform, it is clear that the Ami Probashi app wants to give a fair migration process for migrants and even though the app is crossing its struggling phase, they are gradually successfully led towards its aims.

Bringing digitalization in the migration process is really a great step for a safe migration process as overseas employment is the second largest income source of Bangladesh. It can hope that this platform will bring stability and improvement in the migration labor industry. For achieving this target, many options will be included in future plans in the pipeline which will allow the process to be more digitized.

3.5.2 Findings

Some significant findings are given below:

- This app is providing a genuine and hassle-free platform which will free the migrants from abuse, brutality, harassment and fear and ensure overseas employment opportunities as well as prevent these ugly situations.
- User-friendly surface helps to get more popularity as migrants are mostly little educated or uneducated. For simple instruction and easy operation, boosting its acceptance rate among them.

- By strict implementation of declaration and data protection of migrant's personal information, it has achieved users' trust in their mind. This app has crossed over 429,160 successful 24/7 open BMET registrations from which 44% are the total of Ami Probashi registered users.
- Women migrants got a safe platform which will save them from brutal harassment and abuse of overseas employment. This app will secure their employment position as well as maintain safety in their destination country.
- Because of this app, migrated workers are overcoming this pandemic crisis by getting Covid-19 vaccine in time on a priority basis and getting the desired dose of vaccine which are approved by destination countries.
- BMET digital card ensures safe and hassle-free landing abroad as well as passing the border without difficulties.

3.6 Summary and Conclusion

Ami Probashi app is a big blessing for the government which gives a significant addition in digitization which allows access to data analytics which would help the government to facilitate better service and needs of migrants by increasing satisfaction and productivity across the industry. It is encouraging and inspiring for aspiring migrants that this app is continuously trying to bring improvement for converting the full of perilous abroad journey into ease, comfort, and secure journey. The app ensures that potential migrants are reaching the destination country with safety by making sure by giving suitable overseas employment so that they could bring betterment in their lives. These things reflect the potentiality of this app.

This app is a crucial step to revolutionize in the migration process along with the migration labor industry. After seeing its gradual success, it is proving that this app is truly the right decision to direct the right step of the migrants which provide a countless benefit to bring more flourish in economically for both nation and country as well as financially for the migrants.

This industry needs extra care to bring sustainability and challenges free and through the Ami Probashi app government ultimately heading towards this development.

3.7 Recommendations

It is only six months running, the app has launched. Within a short time, the app got a huge response as well as faced much criticism for its bindings. This platform is proving itself much user-friendly and day by day its development is much appreciated. After analyzing the scenario and user's feedback, some recommendations are suggested below here. If the developer team brings improvements and rectifies its problems then the app will be able to bring amazing results in this labor migration sector.

- A remarkable number of users claimed that this app took a very long-time for data verification. The app development team should take effective steps to solve this problem immediately. The verification process of passport and payment should be approved rapidly in a continuous process.
- Poor scanning of documents, pictures, and passports is another problematic issue. Without proper scanning, none can proceed for another step. Blurry, small size, poor scanning took a long time which increased difficulties while completing the process. App developer team should show promptness in this case.
- This app should clear the misconception about its goals and for whom it offers its services especially. Though the authority has declared that it is for aspiring migrants not for expatriates still confusion and misconception have been created because of its name. App authority should divide the user's category which makes it easier to use this app among users.
- This app should post more jobs and keep updated about the jobs regularly. It should post mid, high-end posts advertisements as well so that professional job seekers get benefits from this app.
- The app development team should work more for its UI surface. The bindings facing its users should be solved promptly as millions of workers go abroad per year. It will help to send more workers and migrants if the app solved the complaints instantly whenever the team received complaints. In this way, the app gets over the difficulties and offers more to its users.
- Value-added services should implement as soon as possible so that migrants can take benefits,

- Relevant government authority should establish a regular monitoring system to check the standard of the providing services to migrants.
- As it was revealed in this study that migrants were unaware of the facts about available government services (DEMO, TTC and RA). In that case, migrant awareness campaigns could be beneficial which should be implemented.
- It was essential to design practices to ensure that more aspirants or prospective migrants became conscious of the passport and visa collection process, and other formalities, at the DEMO and BMET offices.

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