

# Report On Usefulness of Ami Probashi App

By

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

Brac Business School  
Brac University  
February,2022

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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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**Md. Hasan Maksud Chowdhury**  
Assistant Professor  
Brac Business School  
Brac University

# Letter of Transmittal

5th February, 2022

Md Hasan Maksud Chowdhury

Assistant professor

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BRAC University 66 Mohakhali, Dhaka.

## **Subject: Submission of Internship Report**

I would like to offer my appreciation for considering this particular subject. The study has provided me with the opportunity to learn and gain critical insight into how to apply my theoretical understandings in practice. It gives me great pleasure to provide you with this report following the conclusion of my internship at Ami Probashi, a Bangla Trac Group project that ultimately became Ami Probashi Limited. I started my internship as an intern in the Business Development Department, where I collaborated closely with the Ami Probashi app's Content Development and Activation teams. I attempted to follow your directions and the instructions of my supervisor in order to adhere to business policy. The study examines several app development-related elements and terminology. I've presented some critical discoveries and analysis, as well as some potential answers. I will do everything possible to assist you and will gladly provide any clarifications necessary on this report.

Sincerely Yours,

Ridwanul Islam

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BRAC Business School

BRAC University

# 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.

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Ridwanul Islam

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Brac University

# Letter of Endorsement

The Internship report titled " Usefulness of Ami Probashi App" Has been sent to MD. Hasan Maksud Chowdhury, Assistant Professor, BRAC Business School at BRAC University, to fulfill the requirements for the degree of Bachelor of Business Administration (BBA). Ridwanul Islam, majoring in Marketing & operations management has submitted the study with ID-17104185. This report has been approved, and it will be evaluated by the Internship Defense Committee.

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**Md. Hasan Maksud Chowdhury**

Assistant Professor

Brac Business School

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# Acknowledgment

It was because of his mercy and compassion, in the name of Allah, who is the most merciful and compassionate. I was able to finish this report with the help of blessings and endorsements. The report was successfully submitted. Because of the help and inspiration of a few people, it was completed.

To begin, I'd like to express my heartfelt gratitude to my faculty supervisor, MD. Hasan Maksud Chowdhury, who patiently waited for me to complete this final internship report and provided me with appropriate criticism. He provided me with all of the necessary suggestions and feedback on a regular basis, which substantially aided me in refining and re-correcting this paper in some sections. Without his assistance, it may be tough for me to complete my report appropriately.

Finally, I'd want to express my gratitude to my organizational supervisor, Mr. Sharif Uddin Ahmed, Assistant Manager, Sales of Ami Probashi, for allowing me to join this varied team and learn new things. I'd also like to thank everyone in the department, as well as the rest of the staff, Ami Probashi, and everyone else who was directly or indirectly influenced by my internship and helped me by sharing their knowledge and experiences. I established a close relationship with them during my internship. Without them, this endeavor would have been extremely difficult.

Finally, I'd want to express my gratitude to BRAC University's Office of Career Services and Alumni Relations (OCSAR) for assisting me in learning about and connecting with the actual world of work.

# Executive Summary

Bangladeshi laborers employed abroad are a key source of employment and are expected to remain so for the foreseeable future. Bangladesh's labor migration market continues to be plagued by a slew of governance issues, including legal, institutional, and procedural constraints, as well as frequent intermediary corruption, wreaking havoc on millions of job seekers who have defied the odds in their quest for a better future abroad. With the bulk of employees situated in Dhaka, the procedure of labor migration in Bangladesh is still slow, difficult, and opaque, creating the likelihood of bribery and inefficiencies. In addition, the existing system is primarily reliant on casual and intimate connections. As a result, fraud and the exploitation of potential migrant workers are possible. Furthermore, if a worker is cheated, there is less organizational safety in obtaining recompense. It happens because the transactions are done on the fly, with no records or proof.

Bangla Trac Group is one of Bangladesh's most innovative and important private IGW firms. It has always provided clients with unrivaled and one-of-a-kind services that meet worldwide standards. For providing dependable database management services The Ministry of Expatriates' Welfare and Overseas Employment has entrusted B-Trac Solutions with the "Ami Probashi" initiative. This study shows a B-trac solution that is "Ami Probashi", later became Ami Probashi Ltd. Created a platform for integrating digitalization into the migration process and delivering one-stop services for potential migrants.

Ami Probashi, a web platform and mobile app for expatriates' welfare and overseas employment, was designed to provide Bangladeshis interested in working abroad with online registration and information services. People must first register with the Bureau of Manpower, Employment, and Training, or BMET, in order to go abroad. The Ami Probashi app allows you to register from the comfort of your own home. Users may also use the app to accurately fill out application forms and other documentation, hunt for work and contact the appropriate agency, validate airport latest information, and access a number of other services. According to the government, in order to be eligible for the scheme, migrant employees must first register with BMET and pay a charge. Registration for COVID-19 vaccine via the Surrokkha website/app. This research also demonstrates that The Ami Probashi team goes above and beyond to ensure that the procedure for aspiring migrants is as smooth as possible.

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## List of Acronyms

BAIRA: Bangladesh Association of International Recruiting Agencies

BMET: Bureau of Manpower Employment and Training

DEMO: District Empowerment and Manpower Office

TTCs: Technical Training Center

IMT: Institutes of Marine Technology

Iqama: Work Permission from Saudi Arabia Government

KSA: Kingdom of Saudi Arabia

BB: Bangladesh Bank

NGO: Non-governmental Organization

MEWOE: Ministry of Expatriates Welfare and Overseas Employment

SDGs: Sustainable Development Goals

MOUs: Memorandum of Understanding

GDP: Gross Domestic Products

UAE: United Arab Emirates

## Chapter 1: Overview of Internship

### 1.1 Student's Information

I'm Ridwanul Islam, ID:17104185, a student at BRAC University's BRAC Business School. I began my undergraduate studies in Spring 2017 and will graduate soon, concentrating on two specializations: Marketing and Operations Management.

### 1.2 Internship Information

#### 1.2.1 Period, Company, Department & Address

Under the Ami Probashi project, I have joined Bangla Trac Solutions Ltd. as a member of their business development team which later became a limited company. I worked there as a Business Development intern while I was there for my internship. Starting on October 18th, 2021, and ending on January 17th, 2022, I worked at the company for three months. Starting out, Bangla Trac Solution has been in a business that is focused on the customer. Once they started working

for businesses, telecom, and the government to make software for mobile and web apps. I worked at their Ami Probashi office building, which is at house 21, Road 15, Banani, Dhaka.

### 1.2.2 Company Supervisor's Information

Mr. Sharif Uddin Ahmed was my supervisor and I reported to him during my internship. He was assigned to the Ami Probashi project as an assistant manager of sales.

### 1.2.3 Job Scope

I interned at “Ami Probashi” as a Business Development intern. My responsibilities included being involved in the app portal's feature development and aiding the team. At first, my job was to verify our clients' relevant paperwork and assist them in registering for the BMET card, which is the key feature of the Ami Probashi. Due to the fact that the contact center needed a dedicated section for handling all inquiries at the time, our group of interns was appointed to assist the help desk. As a result, I was responsible for responding to each user's inquiry regarding an ongoing difficulty with their BMET registration. Due to the fact that all workers are required to register with the BMET, the volume of queries was rather large. My supervisor always instructs and briefs me before assigning any duty and would periodically question to ensure the work was completed to a high standard. From passport verification through BMET registration and payment, data rectification on BMET cards, and Surrokkha Vaccine registration, distinct sections were established to control and facilitate users. I used to verify that all information was correct with my supervisor before sending it to any clients.

During the final month of my internship, I was assigned to manage the Ami Probashi support center, which I co-managed with other interns. We used to listen to each user's complaint and route them to the appropriate departments. It was a particularly difficult step, as the entire verification procedure required appropriate time. At times, it took longer than the advertised period, which created significant stress among users. Throughout this procedure, we utilized to reassure and inform them on the status of the project in order to alleviate their anxiety. Ami Probashi values each user and their concerns. As a result, our objective was to push the envelope in terms of

ensuring the accuracy of all produced queries. Additionally, I was tasked with developing and preparing several additional features for Ami Probashi, including remittance, registration progress, and a travel map.

## 1.3 Internship Outcomes

### 1.3.1 My contribution to the company

From the outset of the internship, my goal was to become acquainted with the company and its workplace culture, as I had no prior experience working in an agency-based work environment. Apart from my professional responsibilities, I was ecstatic to assist the team in accomplishing goals and learning from the specialists. Throughout my internship at Ami Probashi, I was allocated to work in a variety of sectors sequentially within a short amount of time, which assisted me in learning about the project and its market. I began by being acquainted with the Ami Probashi app and its admirable mission of assisting aspirational migrants living overseas. My supervisor briefed me on the BMET registration procedure and its criteria. BMET is consistent with the country's overall manpower utilization strategy and execution procedures. I was responsible, along with other interns, for verifying our customers' pertinent documents and assisting them with enrolling for the BMET card, which is a critical component of the Ami Probashi. This demands undivided attention and effort to ensure the highest possible quality of data processing and help. On to the subsequent stage. As I progressed and gained knowledge about Ami Probashi, my boss and coworkers saw me as a responsible person to engage and assigned me to various tasks. We had a lengthy list of Ami Probashi customers experiencing difficulties with registration, authentication, information gathering, and a variety of other concerns. I joined the Ami Probashi support staff, where I previously worked in the help center for users, listening in depth to their continuous registration concerns with Ami Probashi. Our first objective was to educate the whole user base, while Ami Probashi and its features were still relatively new to consumers. Their support offerings also include social media and email help. Customers demand rapid responses, thus it is critical to address their concerns as soon as feasible. As a member of the Ami Probashi support staff, it was my job to guarantee that users received correct information and all essential help while establishing

an Ami Probashi account. I collaborated with all support channels to achieve a seamless trip for users.

### 1.3.2 Benefits to the student

The primary objective of an internship training is to familiarize students with the corporate world. During my internship, I learned what it's like to work in a professional atmosphere for an enterprise. I had the opportunity to observe and learn from each of my senior colleagues, as well as from other interns in the field. Ami Probashi has a really professional work atmosphere, and I was ecstatic to discover the ins and outs of how an App-based service provider functions. The crew was incredibly active and goal-oriented, and they were persistent in their efforts to work together while pushing their limitations to the maximum. Every single person I encountered was really helpful and gave me sound advice whenever I needed it. Working with such vivacious individuals has taught me how to keep a strong work ethic and professional demeanor.

### 1.3.3 Difficulties faced during internship

It goes without saying that dealing with the massive stress and having a cheerful attitude during this long-running epidemic was challenging at first. This, combined with the lockdowns, made life difficult for all, including myself. Because of health and safety concerns, many employees, including myself, are unable to work during the peak of daily Covid outbreaks. Bangla Trac management and Ami Probashi Limited were both worried about the health of their staff and took all necessary steps as the situation demanded. On the schedules, we were even allowed to work from home. It relieved my stress and helped me stay focused on my work. Overall, my time at Ami Probashi has provided me with a depth of information about the data management business and its prospects.

### 1.3.4 Recommendation

Ami Probashi does an excellent job of providing a platform for users and streamlining the entire process. Throughout my internship, I've noticed that as a result of getting Ami Probashi, customers experienced a delay in verifying the passport and approving the BMET fee payment. Previously, the users' help desk received a flood of inquiries from users. It increases the daily suffocating pressure of providing support to users via phone, email, and social media. The customer service department is handled by a small team of interns, which is insufficient to respond to such a large volume of data provided by migrants, such a delay could have a negative impact on users. For the vast majority of migrant workers, time is critical, and any delay could result in deportation. Their visa being revoked also means they will lose their job. Certain employees ensure that everything runs smoothly. Some sell their final asset in order to cover immigration fees. Prolongation of the becomes insecure and helpless as a result of the process. To improve the situation, my recommendation would be to hire a responsible individual to monitor the verification process as it progresses.

Process so that the user is not compelled to contact customer support on a daily basis. Additionally, to increase the size of the customer support team and, if possible, to hire some.

## Chapter 2 :Organization Part: Overview, Operations, and a Strategic Audit

## 2.1 Introduction

This section provides an overview of Ami Probashi, the company where I interned. Additionally, this chapter examined Ami Probashi's operational activities strategically, including management practices, marketing practices, financial performance, operational management, industry and competitive analysis, competitive advantages, technology development, and the products and services offered by the company.

### 2.1.1 Objectives

The purpose of this chapter is to provide an overview of Ami Probashi as a business, its business sectors, performance history, roles and significance in the industry, and the different operational processes they conduct in order to provide service and grow.

### 2.1.2 Methodology

This report is based on my knowledge and experience gained throughout my internship. For this chapter, I gathered data from two different types of sources.

#### **primary sources:**

- Discussions with coworkers and managers
- Interaction with clients
- Responsibilities at work

#### **Secondary sources:**

- the organization's website
- published articles about the group, and the internet.



### 2.1.3 Scope

Here this part of the report thoroughly analyzed each functional practice of the Ami Probashi. This report was compiled using verified data from Ami Probashi and each detail has been thoroughly scrutinized by the supervisors. It is a rapidly growing organization in Bangladesh that is working to automate the traditional manpower migration process in order to combat labor scamming. This paper will provide readers with an impactful overview of this ongoing service.

### 2.1.4 Limitations

This organization's primary shortcoming is that it reveals almost no information to others (including the internet). This business strictly adheres to confidentiality and shares only necessary information and company updates. As a group company, it is required to maintain secrecy when it comes to safeguarding the data of its clients and projects. There are no updates to the website and only a few published articles. Analyzing the organization's business practices is insufficient.

### 2.1.5 Significance

My internship was designed to provide hands-on knowledge and expertise in a real-world corporate environment. As it is a technology-based organization, I was fortunate to learn about the latest design and development techniques for mobile, web, and desktop software applications. They created an innovative app-based solution that is already proving to be extremely beneficial to them. They developed an app for migrant workers' safety in Ami Probashi, which stores a variety of pertinent information, services, and other resources. It is attempting to digitalize the migration process. I gained a great deal of knowledge personally by obtaining the opportunity to work on this fantastic project that will have a significant impact. It was quite remarkable. I had the opportunity to work with such a prestigious technology-based organization. I am hopeful that the knowledge I gained while working for this company will help me make informed decisions about my future work.

## 2.2 Overview of Ami Probashi

'Ami Probashi' app, which is operated by the Ministry of Expatriates' Welfare, is an easy-to-use digitized platform that gives a wide range of automated services to new migrants. These services include collecting information, enrollment and verify them, vaccine registration and other necessary tasks. It is saving both time and money for the new migrants, as well as cut down on the cost of the transportation traveling to respective offices. It's keeping track of all the information that temporary workers give to the government and putting it in an administration data frame, so the government can see everything that each traveler worker does. Migrants are being asked to help build the growth of settlements, which will help the country's growing GDP. Ami Probashi is a process created by Ami Probashi Ltd. The app provides Bangladeshi nationals who want to work abroad in a wide range of sectors. Potential migrant workers can use the 'Ami Probashi' app platform to sign up for different skills classes at 64 TTcs and 6 sea innovation organizations. It will eventually stop people from being scammed by scam businesses and people who are looking for work in other countries. In the app or on the website, they can't attend unless the Ministry of Expatriates' Welfare and Overseas Employment gives them the permission. Possible future workers might not be able to avoid traps if they do not use the Ami probashi app because there will not be any official proof. The main goal of this process is to keep the biggest groups of contributors to our GDP safe and sound. The government set out to modernize the old relocation system by switching literally the entire process over to automation. This way, the government could meet its goal of updating the system productively. To reach Vision2021, the traditional movement method was changed into a digitalized one. Our migrant workers now use a real virtual process called 'Ami Probashi.'

It was launched by Imran Ahmed, the Minister of Expatriates' Welfare and Overseas Employment, BMET, and Bangla Trac's Thane Systems on May 8, 2021, with the assistance of zoom. It was to celebrate the 100th anniversary of Sheik Mujibur Rahman and to give a one-stop solution for more

than 15 million migrant laborers, as well. Specialized help is being given by the Bangla Trac Group, while the BRAC NGO is helping to get in touch with everyone else in general.

According to the relevant specialists, by providing each response and backing, this application would alleviate the concerns and problems associated with international travel for new migrants. It will decrease the high cost of travel, assist with BMET enrollment, ensure safety and transparency throughout the cycle, assist with the pursuit for desired abroad positions, track all critical data for each migrant's specialist, provide direct government endorsement reports and security in unfamiliar countries, and collaborate with government-supported lawful organizations and airport assistance administrations. These are critical components, in addition to the several administrations that migratory laborers can use without difficulty at this level. Additional administrations will be introduced gradually to this app in order to create a robust assisting platform for the benefits of prestigious passengers.

## 2.3 Management Practices

The Ami Probashi project for B-trac solutions Limited was later converted into a limited company. It now has a dedicated and very talented software development staff in place for about a year. It boasts a team of around twenty engineers and an excellent development environment. The company's research and development unit is leading the charge in developing the Ami probashi app as a cutting-edge piece of software. The organization earned the trust of its clients during this process by providing them with the services they required.

## 2.4 Marketing Practices

Ami Probashi app does not have elaborate marketing strategies or promotional activities in place to advertise themselves. The corporation maintains a Facebook page on which they post business news on a routine basis.

## 2.5 Financial Performance & Accounting Practices

Ami Probashi transfers all funds received for registration purposes directly to BMET offices for monitoring. Due to the very sensitive and confidential nature of the company's financial and accounting operations, the company does not desire to reveal them.

## 2.6 Operations Management Practices

Ami Probashi Ltd. conducts frequent training sessions to keep its personnel informed of the latest advancements. With this perspective, staff are regularly trained, which enables their team to provide high-quality results.

## 2.7 Competitive SWOT Analysis

SWOT analysis (strengths, weaknesses, opportunities, and threats) is a strategic planning framework for evaluating a business's competitive position and establishing strategic strategies. The SWOT analysis takes into account both internal and external factors, as well as present and potential opportunities.

### **Strengths**

1. The migration methods are intimately connected to the Ami Probashi app, which ensures that it has a big client base from the start.
- 2...Priority in obtaining the COVID-19 vaccine for BMET registered users prompted users to sign up with Ami Probashi.
3. Government officials and the BMET center review all financial and managerial actions, granting them the legality to conduct business with clients.

### **Weaknesses**

- 1 Individuals are under increased workload strain because the team is smaller.

2. Ami Probashi customers are frustrated with using the app since documents are approved late.
3. Since it would deal with a significant proportion of customers on a regular basis, a small team of support employees is a huge risk.

### **Opportunities**

1. The objective is to add more features, such as integrating mobile financing services and insurances that will make life easier for migrants living overseas.

### **Threats**

1. Delayed authorization of BMET cards can have a significant impact on the lives of individual users.
2. Fraud companies and unscrupulous syndicates exploit rural residents with false promises of supporting them in their migration to other countries.

## **2.8 Summary and Conclusions**

Ami Probashi is a standout performer in its field. Their fantastic and happy customers revealed that the organization has a proactive crew that can execute any assignment given to them. Workers in this organization are the most apparent resource for efficiently implementing any plan to achieve unforeseen goals in any situation. This app-based firm is well-known for making important contributions to Bangladesh's economic development. Their impact on Bangladesh's labor migration industry is significant. Ami probashi eventually broadens its market by partnering with other industry leaders and well-known e-commerce enterprises to give superior digital solutions.

## **2.9 Recommendations**

Ami Probashi Limited is concerned about its reputation in the business and is working to improve its products and services. I'd like to provide the following suggestions for their tactics, services, and management:

- Ami probashi should post information on its website and social media platforms about its digital service features.

- The company should be aware of its promotional activities and marketing strategies.

Because they are uninformed of their contribution to the digital business, many people are unaware of it.

## Chapter 03

# Usefulness of Ami Probashi App.

### 3.1 Introduction

This report summarizes my experiences during my internship. I attempted to bring my theoretical concepts by completing practical activities in order to build experience and eventually become a specialist. I was given a chance to collaborate with the "Ami Probashi" app's content creation and activation teams. I learnt so much from this company because the entire department, supervisors, and loving team were all quite encouraging and assisted me in learning successfully so that I could apply what I learned to my career development. The "Ami Probashi" app has been the company's most successful product thus far, and I consider myself fortunate to have been a member of this team. This section summarized my experience and evaluated the initiative's success.

### 3.1.1 Background

Since 2015, overseas employment has been given the greatest priority due to the considerable contribution it makes to the growth of the economy and GDP growth through remittances. Work-related migration started in the 1970s, and the number of immigrants has risen significantly since 2005. Each year, more than half a million people in this country leave for work abroad. Nowadays, the number is increasing rapidly; migration for skilled professions is far more prevalent among lower-middle and low-income families seeking financial stability. It is one of the most successful ways to earn foreign currency, but it is harmed by fraudulent organizations, corrupt officials, and various fraudulent activities. As a result, a digital platform and mobile application are being developed to leverage technology to disrupt routine, manual operations and prevent these fraudulent actions.

### 3.1.2 Objectives

- i) **Broad objective:** Analyze the efficacy of modernization in the migration process using the 'Ami Probashi' app in order to prevent labor fraud in foreign employment.
- ii) **Specific objectives:** This report has analysis on specific objectives which are

- Acknowledge the app's assistance to protecting employees from bogus agencies and worker's compensation
- Analyses of the migration process's present state
- study the broader implications of incorporating digitalization into migratory modes of transport.

### 3.1.3 Significance

Here the research examined the efficacy of using a computerized migration model to combat manpower fraud via the internet portal 'Ami Probashi'. This the report will assist in developing a comprehensive understanding of the app, its mode of operation, and its relevance in avoiding human trafficking, decreasing migration expenses, and facilitating the transition from seeking for a skilled position to traveling overseas.

## 3.2 literature review

A fair migration condition is one in which a migrant's essential principles are respected. Human rights are protected, and genuine possibilities for high-quality labor are made available. According to statistics, about 175 million individuals lived outside their country in 2000, which equals to around 3% of the world's total population and, when combined, will be regarded the world's fifth most populated nation. International migration has accelerated in recent years to become a worldwide phenomenon (Carlos, ShikhaJha, and Guntur Sugiyarto, 2009).

Bangladesh has a large labor surplus, according to Islam, Nurul M. (2010), and hence participates in the global labor market on the supply side. The pressure on the domestic labor market is relieved by a large labor supply to various countries. Bangladesh is one of the most important labor suppliers in the world. This greatest group of migrant workers contributes significantly to the country's economic development, poverty alleviation, and a balanced domestic economy. Bangladesh's second greatest source of income, according to BMET, is foreign employment.



Remittances helped to alleviate poverty by more than 1.5 percent and generated around 70% of the country's foreign currency reserves.

As overseas employment is Bangladesh's second largest source of revenue, the country adopted a series of policies, regulations, and legislations pertaining to labor migration to host countries in 1976, including the establishment of BMET, enactment of the Emigration Ordinance of 1982, establishment of MEWOE in 2001, and two legislations titled the Overseas Employment Policy 2006 and the Overseas Employment and Migration Act 2013. (Khoda. E .M and Akram. M.S 2017). Additionally, Bangladesh developed relationships with a number of international organizations, including the United Nations Convention on Migrant Workers, the Commission on the Elimination of Discrimination Against Women, and the International Labor Organization, all of which work to uphold and protect migrant workers' rights.<sup>3</sup> (IOM, 2002). Additionally, the issue of migration has been included in Agenda 10.7 of the Sustainable Development Goals (SDGs). Additionally, Bangladesh has signed a number of bilateral agreements and Memorandums of Understanding with host countries (MOUs).

Regrettably, despite the government's honest efforts, the Bangladesh labor migration industry faces numerous obstacles and carelessness as a result of ineffective management mechanisms and widespread fraud by intermediaries. Difficulties begin with obtaining a passport and continue ceaselessly throughout the duration of employment abroad. The majority of migrants come from urban and sub-urban areas; the majority are low-educated or illiterate and low-skilled or unskilled, accounting for the lion's share of all migrants (Carlos, ShikhaJha, and Guntur Sugiyarto. 2009).

Due to their limited reading ability, they are constantly exploited by bad information, bad advice, fraudulent agencies, visa approval, human trafficker's syndicates, and recruiter deception, and illegitimate documents can readily be changed for legal documents.

Sexual assault, severe rape, insufficient health care, no complementary meals, and the lowest wages (Ray, Rupananda, 2016). Due to the complexity of the host countries' legal systems, it might take years for families to get death compensation in the event of an accident. At times, workers have been repatriated without receiving proper treatment or compensation after becoming partially

or completely disabled as a result of accidents. Furthermore, some social organizations and government officials have been accused of abusing their insufficient knowledge (Khoda, E.M., and Akram, M.S. 2017).

According to Khawaja A. Mamun and Hiranya K. Nath (2010), these concerns have been identified for a long period of time and have been explored in order to bring about improvement. The limited budget allocation for the Expatriate Ministry reveals a substantial shortfall that was examined for adjustments. Additionally, whether migrants are familiar with the concept of transparent migration and all of the rights to which they are entitled is being explored. Their knowledge of fair migration issues has allowed them to estimate the amount to which they would be exploited if they use unauthorized migration channels.

The government has made some substantial moves in response to investigated key initiatives. BMET revealed that government institutions, in collaboration with private sector partners, developed a website and digital platform to facilitate migration processing. This platform serves as a one-stop solution hub with a unified system where aspiring migrants can obtain all migration-related services without encountering obstacles and receiving direct government approval, ensuring transparency and safety, as well as assisting them in securing overseas employment prior to arrival (Nurul M. 2010).

The introduction of the E-passport is also part of the drive to facilitate migration without causing delays at border crossings. From registration to passport delivery, the E-passport procedure is conducted digitally, eliminating the need for middlemen and saving money and time. The E-passport is extremely secure because all data is kept electronically in a government database, ensuring that migrants remain safe while traveling. Bangladesh is making major strides toward digitalization on a daily basis, and digitizing the migration process is another accomplishment and evidence of Bangladesh's digitalization.

Bangladeshi migration patterns include professional, skilled, unskilled, and semi-skilled, according to Siddiqui, Tasneem, and Chowdhury R. Abrar (2001). Over 1.2 million Bangladeshi employees have traveled for abroad employment, and the number is growing daily. The primary causes for this enormous influx of individuals are a lack of work and a lower pay scale. Now, the

Bangladesh government is expressing interest in increasing labor migration, seeing it as one of the most viable options for ensuring the country's long-term growth and a viable livelihood strategy for the Bangladeshi people.

### 3.3 Methodology

The methodology of this research is quantitative. The research is wholly based on data regarding to this field. Primary and secondary data are included in this report. Primary data was gathered from my coworkers, my line manager, and also from users while I was working in the Ami Probashi support team. The remainder of the information was gathered through the internet, which I supplemented using secondary sources. Additionally, secondary data was obtained in order to create a management and operational overview of the Ami Probashi project, as well as thorough information about various elements of primary benefits in overall.

### 3.4 Project 'Ami Probashi limited'

#### 3.4.1 Project Analysis

- Analyzing the effects of changes in efforts to bring technological advancement in the labor migration process using digital platform and app
- Identifying the effects of a new 'Ami Probashi' app modality;
- evaluating the effectiveness of the 'Ami Probashi' app for labourers and overseas recruitment

#### 3.4.2 Overseas employment scenario of Bangladesh

### 3.4.2.1 Overview

Economic migration is significant to Bangladesh's economic progress and foreign exchange accumulation. Bangladesh is well-known throughout the globe for its sizable migrant labor. Each year, over a million people relocate worldwide including both short-term and long-term career in order to improve their lives. The majority of men and women relocate willingly in pursuit of suitable prospects. As a result, Bangladesh receives a steady flow of remittances, which boosts the country's GDP growth rate and net income.

The stream of remittances has grown substantially throughout this epidemic, which contributes significantly to the government's net income remaining balanced. Nonetheless, considerable migrant groups confront suffering overseas as a result of being denied fundamental rights and treated inhumanely. Bangladesh's government annually sends around 4 lakh migrants abroad to find work.

A sizable portion of labor complaints concern intolerable suffering, a limited benefits, excessive fee for performing migration processes, baseless commitments, poor salaries, fake agencies, low skilled jobs, a lack of opportunities, a lack of immediate services from Bangladesh's foreign ministry, discrimination, exploitation of women labor, visa scams, fake passports, human traffickers, and being subjected to severe abuse. These are critical challenges that really should be fixed quickly, as migrant workers contribute to the economic prosperity of the country.

Bangladesh's government is undertaking a series of initiatives, one after the other, with the goal of completely digitizing the old migration process.

### 3.4.2.2 Migration flow

Between 1976 and 2019, nearly 12.9 core Bangladeshis migrated for international jobs, as per BMET records. Typically, Bangladeshi labor is hired on a temporary contract and must return to the nation at the end of the contract time. However, because there is no track of returned laborers,

it is difficult to determine the accurate number of migrant employees working abroad. According to BMET, almost 70, 00, 00 lacs workers will migrate to foreign nations in 2019. The number was 7.34 lacs in 2018, but declined by around 5% in 2019 because to the unexpected outbreak of Covid-19.

Financial, societal, and sociocultural causes have been attributed to the increased migration rate flux. Migration flow is inversely proportional to the pace of GDP growth and the acceleration of economic and social development. Long-term employment has a significant impact on a country's economic development, significantly lowering the rate of poverty.

#### 3.4.2.3 Female worker's migration

Nowadays, the ratio of migrant women is approximately 7% of the entire migrant population. According to BMET, around 12 lakh females migrated in 2017, accounting for approximately 12% of the total migrated workforce. Women migrate for a variety of reasons, including poverty, a lack of employment possibilities, particularly in rural areas, in-law harassment, family abuse, divorce, and the obligation of care for family and children following divorce. Migration provides a better chance to earn products, which helps to alleviate hardship by enabling individuals to become financially self-sufficient. Due to the fact that a large number of women migrate overseas each year, it is critical to take necessary measures to protect their safety during the migration process. Nonetheless, numbers decreased by 17% in 2018, with roughly 10,000 female employees departing due to an increase in domestic violence incidents in Saudi Arabia. Later, MEWOE and BMET implemented severe measures to prevent women migrants from being recruited; as a result, female migration grew somewhat in the year 2019, increasing by 3.04 percent over the previous year.

#### 3.4.2.4 Key destination countries

The majority of temporary or contract workers travel to the Mideast and other Muslim states, accounting for roughly 82 percent of total labourers in 2019. The remainder of the workforce relocated to various South-East Asian nations, accounting for 18% of total migration. The biggest

numbers of workers relocated to Saudi Arabia, as per the BMET records. Over 4 million people traveled in 2019, making up roughly 57% of all migrant employees. With around 11% of total migration, Oman is the second largest migration attraction. Qatar is the third most popular destination, accounting for almost 7% of total migration. Singapore, the fourth destination, accounts for 7.1 percent of all migrant employees, while Kuwait accounts for approximately 1.8 percent. Only 545 people were granted work visas to enter Malaysia in 2019 due to the expiry of the G2G-plus agreement; Malaysia ceased accepting workers for an extended period beginning in 2018. Saudi Arabia is by far the most popular destination for female laborers. Saudi Arabia is home to over 60% of all migrant women, according to BMET data. Jordan, Oman, and Saudi Arabia account for 90% of all female migrant workers.

### 3.4.3 Migration scamming scenario of Bangladesh

#### 3.4.3.1 Saudi Arabia's strict adherence to nationalization in many professions

According to BMET statistics, the Saudi government began nationalizing 12 distinct professions in 2018. Foreigners are not permitted to work in these 12 vocations; four of them were nationalized in November of that year. According to the 37-government statement, at least 60% of employees in the fishing sector must go to Saudi Arabia, with other countries sponsoring just 40%. To entice Saudi citizens, the Saudi government decided to provide them a half-salary incentive. The government permitted Saudi women to drive, which had a significant influence on the country's migrant drivers. These limitations had a significant detrimental effect on migrating employees and resulted in the dismissal of many workers before to the expiration period.

#### 3.4.3.2 Sudden returns

Saudi Arabia is a major destination for migrant labor. The cost of moving is substantially more than the migrant worker's income in Bangladesh. Their compensation is lower than that of migrant workers from other nations. Many employees were fired before their contracts expired as a result

of the declaration's adoption. Furthermore, the Saudi government has introduced tariffs that force migrant laborers to perform numerous jobs in order to cover the expenses of migration and taxes. The Bangladeshi migrant worker was put in a difficult situation as a result of these factors. Those who will work outside of sponsoring breaches of the iqama, border, and labor restrictions may be detained by law enforcement officials. Saudi Arabia has the authority to deport migrant workers at any time. According to Welfare Desk, around 20,000 employees unexpectedly returned from Saudi Arabia at the end of 2019.

#### 3.4.3.3 Trafficking via unauthorized migrant routes

In the previous five years, just 500 employees from the United Kingdom have gone to Libya due to rigorous norms and regulations. Bangladesh's government has prohibited the export of employees to Libya due to the country's political turmoil. Only 213 employees moved late in 2019, while 152 returned in November. Bangladeshi migrants reach Italy or Greece through Libya, where they cross the Mediterranean Sea. This deceptive approach is a trap set by multiple well-organized and strong human trafficking organizations and networks. These gangs and networks typically transport impoverished Bangladeshis to Italy through India, Dubai, Turkey, and Libya via the Tunisian coast, giving phony visas and false promises of large sums.

#### 3.4.3.4 Female employees in Saudi Arabia are abused.

Around 62 thousand women worked in Saudi Arabia in 2019, according to BMET data, while around three thousand women came home as victims of severe torture by their owners, some dying because of the unbearable suffering they experienced. They stated that their owners subjected them to barbarian-style mental, physical, and sexual torment. The Bangladesh Embassy in Riyadh provided sanctuary to about 1200 migrant women. 93 to 95 of them were critically ill, and 16 were pregnant upon their return to Bangladesh. Although the exact number of returnees was not disclosed, the Ministry of Foreign Affairs said that from 2015 to the end of 2019, KSA shelter

residences housed around 9,000 female workers. Bangladesh's government pledged that female worker would remain in the country until they could secure respectable overseas jobs.

#### 3.4.3.5 On-arrival visa or free visa

Free visa is another ruse used to defraud those sending money to Saudi Arabia. According to the records, more than half of migrants traveling to Saudi Arabia are on this visa, which creates significant difficulties for them because the KSA does not give free visas for migrant workers. A no-fee visa implies that migrants enter Saudi Arabia illegally and are not guaranteed employment, food, or shelter. The Saudi government has harshly punished these workers for violating the law, but it has been found that bogus agencies are behind these scams, which lure impoverished, illiterate people into the Kingdom of Saudi Arabia by giving free visas and false promises of rich earnings.

### 3.4.4 Analyses of the 'Ami Probashi' App Project

#### 3.4.4.1 Introduction

The 'Ami Probashi' app, a convenient mobile application administered by the Ministry of Expatriates' Welfare, provides a variety of digital services to prospective migrants, ranging from information to registration to verification to vaccination registration to overseas work. It will save both money and time, as well as alleviate some of the high costs associated with the transfer process. The platform facilitates the transparent digitization of the immigration process, including legal procedures for seeking migrants. It is tracking all migrant workers' information in conjunction with a government database, allowing the government to keep track of all necessary detail about each migrant worker. It encourages greater citizen participation in order to increase remittances, which benefits the country's financial prosperity.

The Ami Probashi mobile application is a digital platform. The app offers a variety of assistance to Bangladeshi nationals looking for work possibilities overseas. The newly developed digital



portal enables customers to enroll in different skills training courses offered by 64 TTcs and six marine technology colleges.

Its purpose is to deter fraudulent agencies from engaging in human trafficking and foreign job scams. They are not permitted to appear on the app or website without the Ministry of Expatriates' Welfare and Overseas Employment's express consent. They are unable to target potential migrants for trapping since they will lack government-issued identification. The platform's primary objective is to safeguard and secure the country's major contributions to the economy.

To accomplish this objective effectively and efficiently, the government sought to transform the existing migration system by completely digitizing it. To achieve Vision2021, the traditional migration procedure was also transformed into a digital one. Migrants now have access to a legitimate digital portal called 'Ami Probashi'.

To commemorate the centennial of the birth of the Nation's Father Sheikh Mujibur Rahman and to provide a one-stop solution to more than 15 million migrant workers, an official digital platform with numerous benefits was launched via zoom on 8th May 2021 by Imran Ahmed, Minister of Expatriates' Welfare and Overseas Employment, BMET, and Bangla Trac's Thane Systems. The Bangla Trac Group is providing technical assistance, while the BRAC NGO is assisting in broadening public outreach.

The responsible authorities stated that this app will alleviate the difficulties and complications associated with traveling overseas by providing the necessary solutions and help. It will reduce the high cost of migration, facilitate BMET registration, ensure safety and transparency throughout the process, assist in locating desired overseas jobs, track all necessary information about each migrant worker, provide direct government approval documents and safety in foreign countries, and communicate to government-approved legitimate agencies and airport assistance services. These are critical elements in addition to the other services that migrant employees can easily access through this platform. This platform will gradually expand to include more services necessary for the development of a robust assisting platform for valued migrants' advantages.

#### 3.4.4.2 Circumstance behind the creation of “Ami Probashi”

Bangladesh's economic prosperity is inextricably linked to labor migration. According to BMET, more than 500,000 people travel each year in search of work abroad. Bangladesh receives extraordinary remittances each year, despite the abrupt outbreak of the Covid-19 pandemic. Foreign currency exchange and GDP growth are accelerating as a result of these migrants, and the country is currently edging closer to the middle-income group. These factors contribute to poverty reduction, infrastructure development, and the country's investment capacity. Bangladesh is well-known for providing labor energy for other countries' services and is consistently commended for making a significant global contribution.

Though migrants contribute significantly to the country's overall development, migrants face numerous difficulties during the migration process and even while living abroad. Foreign countries routinely violate Bangladeshi migrants' human rights, including low wages, inadequate benefits, cruelty, substandard housing services, carelessness on the part of concerned authorities, work termination prior to contract expiration, and unwanted harassment. Migrants in Bangladesh also confront other hardships, including human trafficking by bogus agencies, high migration costs, visa fraud, fraudulent passports, and the complexity inherent in the migration process. Both Bangladeshi and non-Bangladeshi migrants face persistent harassment and hostility.

The working conditions of migrant laborers deteriorated during the outbreak of the Covid-19 pandemic, and workers were terminated from their contracts and forced to return home. Returnees were not permitted to return to their jobs until the situation stabilized, and at that point, foreign countries demanded original government-registered documents, which exacerbated the situation further, as many workers had gone illegally and many lacked a record on the government's track list. Observing these challenges, the government decided to make significant improvements to enhance transparency and make the migration process more hassle-free. The Bangla Trac group, in collaboration with governmental institutions, decided to create a one-stop solution to alleviate the complexities and challenges faced by migrants' workers during migration processes. This solution will meet all of their needs during migration processes, ensuring security, efficiency, and effectiveness throughout the process, thereby saving both time and money. This software will handle everything from registration to secured land to international travel.

Ami Probashi software has therefore built a digital platform that digitalizes the migration process and prevents unwarranted harassment of migrants.

#### 3.4.4.3 Objective of “Ami Probashi”

The Ami Probashi web stage would assist interested Bangladeshi visitors in articulating their desire to work in another country prior to departing. They can obtain comprehensive information on all overseas employment opportunities through this application, beginning with membership in BMET, the government's information archive, which will enable them to lawfully work abroad. Additionally, they'll gather information regarding permitted organizations, the location of their nearest identification office, and other critical details about the application. Additionally, this solution enables clients to track each stage of their application engagement, including job inquiries, interview scheduling with enterprises, and health check-up scheduling with clinical foundations. The product is available for free download from the website. That online stage's major objective is to aid migrants. Journey to another country it is really a free advanced stage that gives travelers a solitary source for precise movement info and administrations. This level was created to simplify the movement structure. This application will provide useful information to upcoming passengers. Reliable data that simplifies the most prevalent mode of international travel.

#### 3.4.4.4 Features

Ami Probashi is a simplistic application that works on any platform, including a computer, laptop, or smartphone. Migrants can access all of the app's features without traveling or encountering any difficulties; all they need is a smartphone and a stable internet connection. To get started, users must first download the app from Google Play. The software installation process consumes less than 25MB of disk space. It should be noted that registration requires the use of the same mobile phone number. The instructions in the app or on the website must be strictly followed, and enrolled members will obtain all of the app's benefits, including BMET registration, passport verification,

timely vaccination registration based on priority, and step-by-step data recording. Three distinct features are here in this app which are:

### **My application, my services and my information**

**1. My application:** This is where you'll find all of the registration and other value-added services. Additional services the app ensures information security, effectiveness, accountability, and convenience throughout the process. Here Sub-features are

1. BMET registration
2. Jobs Search
3. Jobs Search
4. Appointments Schedule
- I. 5. Destination Report

**2. My Service:** it gives all the information about every service center which are, for instance Vaccine Registration, Passport Offices, Recruiting Agencies.

**3. My information:** here a consumer can find all of the information about the migrating process which are

1. Journey Map - Guidance to overseas employment
2. FAQ – Questionnaires
3. Help Center
4. Country Regulations - country-wise rules and regulations, guidelines, and document checklist
5. Necessary Fees

#### 3.4.4.5 Collaborations

The 'Ami Probashi' app leverages four relationships to provide four distinct types of essential benefits associated with this digital platform.

**Benefits to Partners** BMET Signed an arrangement with the BMET as the exclusive mobile operator for online registration. **Payment Gateways** Bkash and Nagad have partnered to provide online payment via the app. **Gateways for Remittances** We've partnered with a few international remittances gateways to ensure a hassle-free sending experience. **BAIRA** Created a gateway for hiring firms.

#### 3.4.4.6 Recruiting Agency Panel with Ami Probashi

The Ami Probashi Recruiting Agency Panel is a digital platform for recruiting agencies to search for and choose individuals. The computerized representation of the process of searching for any migrant worker speeds up, improves accuracy, and saves time. The entire process of relocating as a migrant worker is difficult for both migrant workers and agencies. Workers are classified according to their abilities, education, work experience, and more. The ideal candidate for the ideal job. The government must legalize it, and they must do so immediately. require approval from the government to put people via their system. The most critical aspect for migrant employees is to possess a BMET permit. A BMET permission is a legal document referred to as a "BMET Smart Card/ BMET Card" that is generated using certain identifying information about individuals. For instance, a passport number, language capabilities, and a National Identification Number (NID) card number, among other pieces of fundamental information. "Ami Probashi" began its adventure with the debut of the Ami Probashi mobile application system, a novel and digitalized method of creating BMET numbers. This is the only application that has been granted permission by the government to manage the BMET and passport databases for migrant workers and anyone else who wishes to use the program. The recruitment agency panel primarily assists recruiting agencies in managing employees more efficiently through a system of sifting out applicants, offering specific opportunities for them, and engaging directly with them. It aided agencies in becoming members of the "Ami probashi" and granting them the authority to increase the authorization of their processes in response to specific needs. **Recruiting Agencies and Their Accomplishments:** Numerous businesses have begun to reach out to a large number of people with their digitized solutions. Some legacy agencies are also willing to maintain their partnership with the new

software systems, as it saves them time and reduces administrative burdens. The system is reaching an increasing number of individuals, and the administration of "Ami probashi" is working hard to make it more efficient and beneficial for both recruiting agencies and consumers. Thanex International is one of the Bangla Trac group's finest triumphs. It is wholly owned by the Bangla Trac group. "Ami Probashi" and Thanex International are collaborating to improve the accuracy, authorization, and structure of the human resource procurement process.

#### 3.4.4.7 Difficulties faced by users

##### **Delay in verification**

Though the app claims that it will only take 72 hours to validate users' information, it takes significantly longer than that. Numerous consumers asserted that they waited more than seven days without receiving a verification status. B-trac stated that they are addressing these issues.

##### **Difficulties encountered while scanning**

Numerous users encountered complications while scanning documents. On the Play store, a user stated that after scanning documents, they were blurred and undersized, and the database displayed an error by displaying a missing status. Additionally, he claimed that the Ami Probashi support team suggested that he write them an email rather than providing remedies. He expressed dissatisfaction with their response. However, b-trac noted that whenever a user encounters a technical issue, they will reply immediately to resolve the issue if possible.

##### **Difficulties with profile creation**

A lot of users had great difficulties while creating an account with the program. From registration to document scanning, consumers encountered numerous obstacles, some of which were insurmountable. Their complaint detracts from the app's simplicity. According to some users, the software is still complicated and takes a long time to complete each stage, which causes them disappointment.

## 3.5 Findings and Analysis

### 3.5.1 Findings

- 1.. Ami Probashi app is giving migrants a real and risk-free way to find jobs abroad and keep them safe from abuse, violence, harassment, and fear. More than **1 million** users have put their trust on the **Ami probashi** App by installing and using it on a regular basis.
2. A survey done by the company where **96.6 percent** of consumers reported that using the “Ami Probashi” App for BMET registration is easier than doing so manually. Registration with this app has greatly saved them time and money. As migrants are usually not very well-educated or not very well-educated, a surface that is easy to use helps it become more popular. Those who use it are more likely to accept it because it's easy to learn and use.
3. By enforcing the declaration and preservation of migrant's personal information, it has earned the trust of users. This software has surpassed **429,160** successful 24/7 open BMET registrations, with **44 percent** of registered users being Ami Probashi.
4. According to the survey, **80.5 percent** of consumers stated that the Ami Probashi app has made it easier to obtain work and migrate to foreign nations. They felt secure as a result of the app's support, as it is a government-approved organization.
5. In the same survey report, **78 percent** of clients indicated that they profited from the app's skill development assistance, which aided them in obtaining decent employment abroad.
6. Through the use of this app, migratory employees are conquering the pandemic crisis by receiving the COVID-19 vaccine on a priority basis and at the required dose approved by destination nations.
7. According to the same poll data, **92.7 percent** of respondents expressed a desire to migrate legally and safely to foreign nations via the app so that they do not become victim of any scam. This demonstrates that the Ami Probashi app has developed into a name synonymous with scam-free, secure migration.

### 3.5.2 Analysis

Bangladesh ranked eighth and sixth among the world's largest remittance recipient and emigrating countries, respectively, according to a BMET poll. As per the BB, just US \$1 million in remittances from migrants were received in 1976. It is now estimated to be worth approximately US \$21.75 billion in 2021, contributing 6.5 percent to GDP. This money has a significant impact on economic growth and other aspects of the nation's progress. Due to the high volume of remittances, the Bangladesh Bank's foreign exchange reserves are satisfactory.

As a result, it is critical to serve this largest group of valuable people efficiently. The "Ami Probashi" app is the ideal platform for these reasons. This online site serves as a one-stop shop for migrants. It advises and supports each service in a straightforward manner. By examining the effectiveness and statements from the consumers of this platform, it is apparent that the Ami Probashi app aspires to provide a fair migration process for migrants, and while the app is still in its infancy, it is progressively progressing toward that goal. The satisfied users of the app have stated that Ami Probashi app is making the entire process of migration efficient, safe and hassle-free. Their migration with secure employment and other benefits demonstrates that this software has successfully ensured easy job searching for labor migrants and contributed to the prevention of manpower fraud in foreign employment via technological innovation.

Automation of the migration process is a significant step in ensuring a safe relocation procedure, as foreign employment is Bangladesh's second major source of income. The migrant labor industry, it is believed, will benefit from this platform's stability and improvement. To accomplish this goal, numerous options will be incorporated in future designs, allowing the process to be more computerized.



### 3.6 Summary and conclusion

The Ami Probashi application is a huge boon to the government, significantly increasing efficiency. Digitization of data enables access to data analytics, which assists the government in facilitating Migrants will be better served and their needs met as industry satisfaction and productivity increase. It's encouraging and inspiring for aspiring migrants that this app is constantly striving to improve in order to transform a perilous international journey into an easy, comfortable, and secure journey. The app ensures that prospective migrants arrive safely in their destination country. By ensuring that they have access to suitable overseas employment that allows them to contribute to the improvement of their lives. These features demonstrate the app's potential. This app represents a significant step toward revolutionizing both the migration process and the migration labor industry. After observing its gradual success, it is clear that this app is the best choice for guiding the right steps of migrants, who provide numerous benefits that contribute to the world's flourishing. It benefits both the nation and the country economically, as well as the migrants. This industry requires additional care to ensure sustainability and overcome obstacles free and through the Ami. The Probashi government is inevitably heading in this direction.

### 3.7 recommendation

The app has been available for only 6 months. Within a short period of time, the software garnered widespread attention and criticism for its limitations. This platform is proven to be extremely user-friendly, and its continued improvement is really appreciated. Following an analysis of the scenario and user feedback, the following recommendations are made. If the development team develops changes and fixes the app's flaws, the app will be able to achieve incredible outcomes in the labor migration industry.

-A sizable number of customers complained that this app took an abnormally lengthy time to verify their data. The app development team should immediately take effective actions to resolve this issue. Passports and payment should be verified quickly and in a continuous procedure.

-Another concern is inadequate scanning of papers, photographs, and passports. Without doing a proper scan, none of them can progress to the next step. Blurry, small size, and inadequate scanning required a long time, adding to the difficulty of finishing the process. In this instance, the app developer team should demonstrate promptness.

-The application should dispel misconceptions about its purpose and intended audience. Though the authorities have said that it is for aspiring migrants and not expatriates, the name has produced misunderstanding and misconceptions. The program's administrators should categorize users, which will make it easier for users to use the app.

-Ami Probashi app should list more jobs and keep users informed of new job opportunities on a consistent basis. It should also publicize mid- and high-level job openings, so that professional job seekers may take advantage of this software.

-The app's development team should focus more attention on the app's user interface. The constraints that its users face should be resolved expeditiously, as millions of workers relocate each year. It would be beneficial to send additional staff and migratory workers if the app resolved issues immediately upon receipt by the team. This way, the program overcomes obstacles and provides greater value to its users.

-Value-added services should be established immediately to ensure that migrants may benefit from them.

-Relevant government authorities should establish a system for monitoring the quality of services offered to migrants on a regular basis.

-As this study indicated, migrants were uninformed of accessible government services (DEMO, TTC, and RA). In this instance, awareness efforts about migrants may be good and should be done.

-It was critical to develop practices that increased awareness of the passport and visa collection process, as well as other formalities, at the DEMO and BMET offices.

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