Report On

A Study on Ami Probashi, a project of the Bangla Trac Group, to Curb Manpower Fraud in Foreign Employment: Digitalization in Bangladesh's labor migration process with more satisfaction.

By

Shubhojit Das
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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

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.

Student's Full Name & Signature:

_____
Shubhojit Das
16204062

Supervisor's Full Name & Signature:

_____
Ms. Tanzin Khan
Lecturer, Brac Business School
Brac University

Letter of Transmittal

Ms. Tanzin Khan

Lecturer,

Brac Business School

BRAC University

66 Mohakhali, Dhaka-1212

Subject: Internship Report Submission.

Dear Madam,

I'd want to show my thanks to you for agreeing to discuss this specific subject. The research has provided me with the opportunity to learn and get valuable insight into how to put my theoretical understandings into practice. It gives me great pleasure to offer this report after completing my internship at Ami Probashi, a project of the Bangla Trac Group, and completing it successfully. As an intern, I was placed in the Business Development department, where I collaborated closely with the team responsible for the development and activation of the Ami Probashi app's content. I made every effort to adhere to your rules as well as those of my supervisor in order to uphold corporate policy. The research contains a number of various app development elements and phrases that are significant. I've discussed several significant discoveries and analyses, as well as some potential remedies, in this paper.

I will do all in my power to meet your needs, and I will be happy to answer any questions you may have about this report. Thank you very much.

Sincerely yours,

_____

Shubhojit Das

16204062

BRAC Business School

BRAC University

Date: February 05, 2022

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.

_____

Shubhojit Das

16204062

BRAC Business School

Letter of Endorsement

The Internship report titled "A Study on Ami Probashi, a project of the Bangla Trac Group, to Curb Manpower Fraud in Foreign Employment: Digitalization in Bangladesh's labor migration process with more satisfaction." has been sent to Ms. Tanzina Khan, Lecturer at BRAC University, to fulfill the requirements for the degree of Bachelor of Business Administration (BBA). Shubhojit Das, majoring in Marketing & Human Resource Management, has submitted the study with ID 16204062. This report has been approved, and it will be evaluated by the Internship Defense Committee.

_____

Tanzina Khan

Lecturer, Brac Business School

Internship Supervisor

BRAC University

Acknowledgement

In the almighty, who is the Most Merciful and Compassionate, I offer my prayer. It was only due of his blessings and endorsements that I was able to finish my report on schedule. Because of the assistance and inspiration provided by a few individuals, the report was successfully finished.

At the outset, I'd want to express my deepest thanks to my faculty supervisor, Mrs. Tanzin Khan Ma'am, who was gracious enough to be patient with me and provide me with appropriate feedback in order for me to complete my final internship report. The suggestions and feedback he provided were invaluable in helping me to improve and re-correct key sections of this work. He was a continual source of inspiration and guidance throughout the process. It is possible that I will have difficulty completing my report appropriately without his assistance. And I'd want to express my gratitude to Mr. Sharif Uddin Ahmed, Key Account Manager, and Market Strategy & Planning at Ami Probashi, who has given me the opportunity to work with such a diversified team and learn a lot. I would also like to express my gratitude to all members of the department, as well as other members of the team, Ami Probashi, and everyone else who was directly or indirectly affected by and supported me during my internship, as well as everyone who shared their insights and experiences with me during my internship. While I was doing my internship, I developed a strong friendship with them. Without them, this project would have been very difficult to complete.

I would like to convey my appreciation to the Office of Career Services and Alumni Relations (OCSAR) at BRAC University for supporting me in learning and reaching out to the actual world of business.

Executive Summary

Bangladeshi workers working abroad are an important source of employment in the country, and it is expected to continue to be so in the foreseeable future. A number of governance issues continue to plague Bangladesh's labor migration market, including legal, institutional, and procedural constraints, as well as frequent corrupt malpractices by intermediaries. As a result, millions of job seekers who have defied all odds in pursuit of a better future abroad continue to suffer enormous hardships. It is still a long, difficult, and ambiguous procedure in Bangladesh. The bulk of employees are concentrated in Dhaka, creating the likelihood of corruption and inconsistency. A further disadvantage of the existing system is that it is primarily relied on informal and personal connections. A consequence of this is that deception and deprivation of prospective migrant labor are made possible. Furthermore, there is less organizational safety in terms of obtaining compensation in the event that a worker is scammed. When transactions are handled informally, there are no records or documentation to back up the claims made. Bangla Trac Group is one of Bangladesh's first and most significant private IGW businesses, having been established in 1982.

It has consistently provided its customers with unmatched and one-of-a-kind services that meet or exceed worldwide standards in the delivery of robust database management solutions. The Ministry of Expatriates' Welfare and Overseas Employment has awarded the contract to B-Trac Solutions for the implementation of the 'Ami Probashi' project. As a quick illustration, this study describes how B-trac Solutions Ltd. established a digital platform for introducing digitalization to the migration process, which is now providing one-stop solutions for prospective migrants. An online registration system and mobile application for expatriates' welfare and overseas employment has been developed to assist Bangladeshis who are interested in working abroad in the process of registration and information gathering. People who want to go abroad must first register with the Bureau of Manpower, Employment, and Training, also known as the BMET.

The Ami Probashi app allows you to register from the comfort of your own home. Furthermore, the app enables users to accurately fill out application forms and other documentation, search for jobs and contact the appropriate agency, validate airport updates and information, and access to a number of extra services, among others. The Surokkha website/app is only available

to migrant employees who have registered with BMET and paid the required price. Otherwise, migrant workers will not be eligible for Covid-19 vaccine registration on the Surokkha website/app. This report also demonstrates that, in terms of registration process management and verification, the Ami Probashi team goes above and beyond to ensure that the aspiring migrants get a perfect procedure as a result of their efforts.

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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 the Internship

1.1 Information for the Students

I am Shubhojit Das ID: 16204062, a student at BRAC Business School, BRAC University, and I would like to introduce myself. I began my undergraduate degree in the fall of 2016 and will be graduating in the near future, with an emphasis on two specializations: Marketing and Human Resource Management.

1.2 Information on Internships

1.2.1 The time period, the company, the department, and the address

I have joined Bangla Trac Solutions Ltd. as a business development manager for the Ami Probashi project, which is part of their business development department. During my internship, I was employed as a Business Development intern at the company in question. In all, my internship lasted three months, beginning on the 17th of May and finishing on the 17th of August. Bangla Trac Solution has begun its journey by focusing on the needs of its customers. Later on, they expanded their services to include enterprise, telecommunications, and government clients, where they were responsible for the design and development of mobile, online, and desktop software applications. They first focused on user-centered solutions, but as time passed, they began to emphasize the Cloud, Big Data, and the Internet of Things (IoT) in order to give a more contextually aware and compatible experience to their customers. In their financial division building, which is located at Plot No. 08, Block-E, Road 19/A, Banani in Dhaka, I was assigned to work there.

1.2.2 Information about the company's supervisor

Working under Mr. Sharif Uddin Ahmed, who is now employed as Key Account Manager, Market Strategy & Planning at Bangla Trac Communications Ltd., was a highlight of my internship experience.

1.2.3 The Purpose of the Position

I was an intern in the Business Development department for the Ami Probashi project. As part of the app portal's content creation team, I was responsible for aiding the team and ensuring that the material was

accurate. Beginning with the Ami Probashi 15 features, my job will be to manage and upload the material of those features. We used to adhere to a master content datasheet in order to keep all of the work in sync. Because the contact center did not have a dedicated channel to handle all of the inquiries at the time, our group of interns was tasked with providing help to the contact center at the time. As a result, I had to contact each user individually to find out whether they were experiencing any problems with their BMET registration. Because registration with the BMET is required for every expatriate, the number of queries received was quite high. My supervisor used to train and brief me before allocating any tasks to me, and he also used to check in on me periodically to ensure that the quality of the work remained high. Apart from that, because of my passion in the design industry, I used to assist the team with the design of their pitch decks and other journalistic material. To guarantee that users' needs are met, separate departments were established for everything from passport verification to BMET registration and payments, data rectification of BMET cards, Surrokkha Vaccine registration, and so on. This allowed for more control and convenience for users. I used to make certain that all of the information was sent to my supervisor before distributing it to any consumers. The final month of my internship, I was assigned to manage the Ami Probashi support mail care, where I, together with other interns, used to interact with the users. I completed this assignment successfully. Previously, we used to produce a query ticket for each user's issue and then move it on to the appropriate departments. It was a particularly difficult step since the whole verification procedure necessitates a significant amount of time to complete. It used to take longer than the time frame that had been given, which caused a great deal of frustration among the customers. We used to reassure them and keep them informed about the progress of the procedure in order to alleviate their anxiety. There were around 500 emails received on a daily basis on average, which was more than the daily average of 300 emails. Every user, as well as their worries, are vital to Ami Probashi in this setting.

As a result, our goal was to push ourselves to the maximum in terms of ensuring that all of the produced requests were answered. Furthermore, I was tasked with designing and preparing a tree mapping for a Chabot for Ami Probashi, which I completed successfully.

1.3 The Results of the Internship

1.3.1 My contribution to the firm is as follows:

My goal from the beginning of the internship was to get acclimated to the corporate environment and its workplace culture, since I had previously worked in an agency environment with a different work culture

than this one. Aside from my professional responsibilities, I was ecstatic to be able to assist the team in meeting their objectives and learning from the specialists. During my internship with Ami Probashi, I was given the opportunity to work in a variety of sectors, each one allotted to me in a short period of time, which allowed me to get a better understanding of the project and its market. I began by learning about the Ami Probashi initiative and the excellent purpose it serves in assisting aspiring migrants who are now residing overseas. My supervisor provided me with a thorough explanation of how the whole BMET registration 16 process works, as well as the prerequisites. The BMET is aligned with the overall planning and execution of the country's manpower use goals, according to the organization. I was responsible, along with other interns, for organizing the contents, features, and language translations (Bengali and English data) – in a Master Content datasheet that would be uploaded to the app site by the developers. Maintaining the datasheet on a regular basis requires entire concentration and effort. After that, I was appointed and given access to the Ami Probashi site, where I was tasked with uploading the employment circulars that had been prepared by the agencies. This collection of employment circulars was compiled on a regular basis from the Probashi welfare government's website. In addition to ensuring accurate data inputs and making the circular for the users, it was my obligation to be vigilant in order to prevent any form of errors. Given my design background, I was able to assist them in the preparation of pitch decks, user manuals, and analytics reports that included eye-catching images to attract customers. I learnt more about Ami Probashi as I progressed and learned more about myself. My boss and co-workers saw me as a capable employee and assigned me to a variety of tasks. The number of Ami Probashi users who were experiencing difficulties with their registration, authentication, information searching, and a variety of other challenges was substantial. I joined the Ami Probashi support staff, where I used to make phone calls to people and listen intently to their recurring problems registering with Ami Probashi. I learned a lot during my time there. Educating the whole user base was our main objective since Ami Probashi and its features were still relatively new to the majority of users. They also provide help through social media and email, which are included in their support services. Customers demand rapid responses, therefore it's critical to address their concerns as soon as possible when they arise. As a member of the Ami Probashi support staff, it was my obligation to guarantee that users received correct information as well as all of the essential help while establishing an account in Ami Probashi, which I accomplished. I collaborated with all of the medium-sized support centers at the same time to ensure that the users' trip was as seamless as possible.

1.3.2 The advantages to the learner

It is the primary purpose of an internship program to expose a student to the working world of business. During my internship, I was able to get firsthand experience of what it's like to work for a company in a formal atmosphere. I had the opportunity to observe and learn from all of my senior colleagues in the field. In Ami Probashi, the work culture is quite professional, and I was really anxious to learn everything I could about how an Application Service Provider (ASP) functions. The team was high-spirited and goal-oriented, and they were unyielding in their efforts to work together while pushing themselves to their limitations to the extreme. Everyone I encountered was really helpful and provided me with sound advice whenever I needed it. Having the opportunity to work with such dynamic individuals has taught me how to maintain a strong work ethic and professionalism. Furthermore, I was overjoyed to meet Mr. Namir Ahmad, the director of Ami Probashi, with whom I discussed my 17 years of expertise and was commended for the skills I have. With him, we were holding a team conversation in which he shared his unique views into a wide range of businesses in our nation, with a focus on the predicted expansion of the information technology industry. He maintains the team's morale high, their spirits positive, and their attention focused on their goals.

1.3.3 Difficulties encountered while on internship

It goes without saying that dealing with the great stress and having a cheerful attitude throughout this long-lasting pandemic was quite tough at first. This, along with the lockdowns, made it difficult for everyone, not just me, to get through. Health and safety concerns prevent many employees, including myself, from reporting to work at the height of daily Covid outbreaks. I am one of those employees. Bangla Trac's management was worried about the safety of its personnel and took all necessary steps when the situation called for them to do so. On the rosters, we were even allowed to work from home if we wanted to. It really helped to relieve tension and kept me focused on my job at hand. Overall, my time at Bangla Trac has given me with a plethora of knowledge and experience in dealing with and understanding the big data industry and its potential.

1.3.4 Suggestions for Improvement

Ami Probashi does a fantastic job of providing consumers with a platform and making the whole BMET registration procedure quick and straightforward. During my internship program, I saw that, as a result of the delays in the verification of passports and the clearance of BMET fee payments, the Ami Probashi customer service staff received a large amount of inquiries from customers. It increases the everyday

burden of dealing with people who contact you by telephone, email, or social media assistance. When dealing with a large number of migrants, the customer service staff is managed by a small group of interns, which is insufficient to cope with the workload. Due to the fact that Ami Probashi is focused to dealing with this national problem, any delays may have an impact on the customers. For the majority of migrant workers, time is of the essence; any delay in the procedure may result in their visa being revoked, as well as the loss of their employment. In order to pay the immigration costs, some of the employees keep everything on the line for immigration, while others sell their last resort in order to pay the expenses. Because of the delay in the process, they get uneasy, and they become powerless. In order to improve the current situation, I would urge that a responsible someone be hired to oversee the continuing verification process so that the user does not have to hurry to the customer service department every other day.

Additionally, it is necessary to raise the number of customer support team members and, if possible, to engage some professionals from the industry, since at present capacity, it may be difficult to service all consumers at peak periods.

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

2.1 Introduction

This chapter provides a summary of the organization of B-trac Solutions, where I completed my internship. A strategic analysis of B-trac Solution's operational activities was also conducted in this chapter. These activities included management practices and marketing practices as well as financial results and operational management. Other topics covered in this chapter included industry analysis and competitive advantages, research and development, and the products and services offered by the company.

2.1.1 Objectives

With this chapter, you will learn about Bangla Trac Solutions Ltd as a company, their business sectors, past performance and relevance in the industry as well as how they carry out numerous activities to provide service to their customers and ensure their long-term viability.

2.1.2 Methodology

This report has been written based on my knowledge and experience gained throughout my internship timeframe. For the purpose of writing this chapter, I gathered information from two different sorts of sources. There are primary sources provided. Involvement in group discussions with peers and supervisors

- Interaction with customers

- Work duties

- Study of papers and files that have been given

Websites of organizations, publications about organizations, and the Internet are examples of secondary sources.

2.1.3 Scope

This chapter presents a thorough examination of each functional practice of the B-trac solution via careful examination. This report was prepared using verified information provided by B-Trac Solutions Limited, and every detail has been thoroughly reviewed and approved by the company's management. It is a developing organization in Bangladesh that is doing good job. With the purpose of converting the old manpower migration procedure into a digitalization process in order to avoid manpower fraud. Readers will have a clear understanding of the ongoing initiative being developed by this organization as a result of this article. The crew is tiny and lacking in expertise in a variety of fields, but they are dedicated to making improvements. As a result, there is room to grow in terms of competence in those specific fields

2.1.4 Limitations

The most significant shortcoming of this organization is that it shares very little information with others and with the internet as a result of this. This firm carefully adheres to the confidentiality of its clients and only shares common information and company updates with them. As a collection of companies, it is required to preserve confidentiality in order to secure the data of its customers and projects. Only website updates and a few published articles are insufficient for conducting an in-depth analysis of a company's overall procedures.

2.1.5 Significance

With this internship, I hoped to get first-hand information and experience working in a real-world business environment. Because it is a technology-based firm, I was fortunate to get familiar with and knowledgeable about the most up-to-date design and development techniques for mobile, online, and desktop software applications. They created a one-of-a-kind app-based solution that is already proving to be quite beneficial. With the help of Ami Probashi, they created an app for migrant workers' safety that included all types of pertinent information, services, and other resources. It is attempting to digitalize the migration process as much as possible. I personally learned a tremendous deal of knowledge as a result of being given the opportunity to work on this fantastic project, which will have a significant influence on many others. It was a fantastic experience to collaborate with a well-known technology-based firm of this kind. I am optimistic that the knowledge and experience I have gained throughout my time with this firm will play a significant role in the development of my forthcoming corporate performances.

2.2 Overview of the Company

2.2.1 The nature of the enterprise

B-Trac Solutions Limited is a well-established and rapidly expanding software firm. Consumer to corporate, telecom, and government software applications are all designed and developed by this firm in collaboration with its customers for use on mobile and online devices as well as desktop computers. Using user-centered design, it emphasizes the client while combining Cloud, Big Data, and intelligent technologies to give context-aware and adaptable solutions to the problem at hand. They also have its own research and development department, with the purpose of providing their customers with unrivaled quality and cost-effectiveness at a reasonable price.

2.2.2 Information about the Organization

The Bangla Trac group is one of the most well-known licensed IGW firms in Bangladesh, and it is one of the first three licensed private enterprises in the country. It began its adventure in the year 2008, when it began commercial operations for its IGW business. With vertical and horizontal diversification to broaden the company's business portfolio during the previous ten years, the company has made significant strides forward. It structured its business portfolio into two primary categories: information and communications technology (ICT) and energy. B-trac Solutions Limited is dedicated to the development of mobile, online, and desktop software that is on par with or better than any worldwide software or app. All of the company's

solutions are completely tailored to the wishes and requirements of its clients. As a result, it establishes a distinguished presence in the national and worldwide ICT industries, particularly in the areas of voice and data communication, IoT, cloud computing, big data, and business process outsourcing.

2.2.3 Products & Services

i) Products: There are five products available from the firm. For example,

a) Voice and data transmission;

b) Internet of Things;

c) Cloud computing;

d) Big data; and

e) Business process outsourcing

ii) Services B-Trac Solutions develops and creates integrated digital, mobile, and desktop solutions that are tailored to meet the demands of its customers.

- **Development**

Software development and design ideas are the focus of this company's work. It provides complete mobile, desktop, and web development solutions that range from open source to commercial as well as bespoke services.

- **Database**

A secure and unified database administration system with user-friendly online solutions is provided by B-trac Solution to clients so that they may administer their databases remotely on a regular basis. Through the development of organizational database systems, it ensures the efficiency and effectiveness of users.

- **Integration**

B-trac solutions is a well-known system developer that provides worldwide technological solutions that are tailored to the needs of its customers. Its strategy closes security vulnerabilities and improves oversight, enabling customers' systems to be more flexible as a result of their efforts. The organization's professionals make every effort to design solutions that increase efficiency and effectiveness.

2.3 Management Methods and Techniques

B-trac solutions Limited are home to a devoted and highly skilled software development team that has been in operation for more than four years now. Currently, the company has a staff of more than 50 engineers and a fantastic development environment. In conjunction with the firm's art research and development section, the company is positioned at the forefront of the production of leading-edge software. While going through this procedure, the organization earned customers' confidence by providing them with the services they needed.

2.4 Marketing Strategies and Techniques

They do not have any elaborate marketing strategy or promotional activities in place to help them advertise their company. The corporation has a Facebook page, where they provide information about the organization on a regular basis. Organizations, on the other hand, disseminate news about their accomplishments in newspapers and on digital platforms to inform the public. For example, news about the project dubbed "Ami Probashi" was published on practically every digital platform in addition to the newspaper.

2.5 Financial Performance and Accounting Practices

In light of the fact that financial and accounting processes are very sensitive and secret, the firm does not desire to provide information about them. All monies collected by Ami Probashi for the purpose of registration are transferred to BMET offices and are subject to strict monitoring.

2.6 Operations Management and Information Systems Practices

i) Practices in Operations Management

B-trac solutions provides ongoing training to its workers in order to keep them up to speed on the newest developments. Employees are continually being taught in this manner, which allows the company's personnel to provide results of the highest possible quality.

ii. Information System Procedures and Policies

B-trac solutions is a software firm that is continually involved in initiatives that are linked to information technology. Its operating activities are primarily focused on providing technology-based solutions to the sector.

Cloud computing, e-commerce, the web, software, desktop computers, hardware, and mobile devices are all essential components of an organization's information technology system practices. Since its founding in 1997, its developers have partnered with customers to offer every service inside the development process or to serve as a comprehensive all-in-one service provider for users' software requirements. Java, HTML, IOS, MySQL, and other technologies are among the most essential components of this company's information technology strategies.

2.7 Analysis of the Industry and Competitors

i. Dedicated trained and certified solution development team

B-trac Solutions Ltd. offers a strong, highly efficient, and devoted database management solution staff that is dedicated to providing its customers with all of the services they need on a continuous basis. Quality is always important to the business, and its commitment to providing excellent service has allowed it to provide the greatest level of service to all of its current clientele.

ii. Core Competencies

B-trac Solutions adheres to a policy of staying up to speed on the newest technologies in software development; as a result, the team is aware of where it has been and where it is heading. The scrum technique is being used by the team to design solutions that will move clients from their current condition to a more secure future. B-Trac Solutions Ltd. is focused on developing the following core competencies in order to keep up with the rapidly changing market environment: in-depth process mapping, entire system architecture, effective implementation, customizations, automated quality inspection, proactive after-sales service, and superior customer responsiveness.

2.7.1: SWOT Analysis of the Competitors

SWOT analysis may be used to determine the major strengths, weaknesses, opportunities, and threats of a firm or organization. Consider the following SWOT analysis of Ami Probashi:

Strength:

- In addition to top-level management, Ami Probashi has mid-level and front-tier teams.

- The migration processes are intimately linked with the Ami Probashi app, which ensures that the company has a huge user base from the beginning of its operations.
- All financial and management choices are scrutinized by the government authority and the BMET center, which provides them with the legitimacy to continue their acts while dealing with the public.
- Prioritization of BMET registered users in receiving the Covid 19 vaccination prompted consumers to register with Ami Probashi in a timely manner.

Weakness:

- Users of Ami Probashi are discouraged from using the app because of late acceptance of papers.
- The team is tiny in size, which increases the amount of work that each member must do on a daily basis.
- Small support teams are a significant risk since they are responsible for dealing with large numbers of customers on a daily basis.

Opportunity:

- The objective is to add additional features such as integrating mobile financial services, insurances, and other services that will make the lives of migrants in other countries easier.

Threats

- The late acceptance of BMET cards may have a significant impact on the lives of individual users.
- Individual opportunists posing as representatives of Ami Probashi administration are attempting to take advantage of users' trust by monitoring their activities.
- The customers from rural regions are targeted by fictitious agencies and fraudulent syndicates who make false claims of supporting them in their relocation procedure to a foreign country.

2.8 Conclusions and summary

B-trac solutions are achieving outstanding results in their field of expertise. Excellent projects and delighted customers indicated that the organization has a proactive workforce that enables them to fulfill any tasks assigned to them. The employees of this firm are the most visible resource, and they are the ones that effectively execute any strategy in order to achieve unforeseeable objectives under all conditions. Known for providing important contributions to the growth of Bangladesh, this technology-based firm is well-known in the country. Their influence on the Bangladesh information technology sector is significant.

A better user EXPERIENCE is the company's slogan, which stands for 'Enrich Lives through Better User EXPERIENCE'. Collaborations with industry leaders and well-known e-commerce organizations to deliver a superior digital solution are the means by which B-trac solutions will ultimately grow its market share and increase its reach.

2.9 Recommendations

B-Trac Solutions Limited is very concerned with maintaining and increasing its industry reputation, as well as with continually upgrading its goods and services. A few comments I'd like to make concerning the organization's strategy, services, and management are as follows:

- The organization should make more information available on its websites, and it should publish yearly reports on its contribution to the IT sector.
- It should make information about its digital initiatives available on its website and social media channels.
- The organization should be aware of its promotional operations and marketing strategies in detail, since many individuals are unaware of their contribution to the digital business.
- It is necessary to expand the company's personnel in order to deal with the increased workload in a more coordinated manner.

Chapter 3

A Study on Ami Probashi, a project of the Bangla Trac Group, to Curb Manpower Fraud in Foreign Employment: Digitalization in Bangladesh's labor migration process with more satisfaction."

3.1 Introduction

This report summarized my learning experiences throughout my internship experience. I attempted to put my theoretical knowledge into practice by completing practical work in order to gain more experience and become more knowledgeable in the coming days. Bangla Trac Group is the largest IGW service provider in Bangladesh; in this particular instance, I was given the opportunity to collaborate with the content development and activation team of the 'Ami Probashi' app, which is available in both English and Bengali. I learnt a great deal from this organization because the entire department, supervisors, and the adored team were all quite encouraging, and they assisted me in learning effectively so that I could use what I had learned to my career establishment as rapidly as possible. So far, the 'Ami Probashi' app has been the most

successful product for the company, and I consider myself fortunate to have been a part of it. This section included a presentation of my learnings as well as an evaluation of the project's effectiveness.

3.1.1 Background

Migration for work began in the 1970s, and the number of people migrating has increased dramatically in recent years. From 2012 to 2014, more than half a million people in this country are expected to travel abroad for work each year. Nowadays, the number of migrants for skilled professions is increasing dramatically; the flow of migrants for skilled positions is much larger among lower-middle and lower-income families in order to provide them with financial security. Foreign employment is given the greatest priority starting in 2015 because of the considerable contribution it makes to the country's economic development and GDP growth through the transfer of remittances. It is one of the most effective foreign exchange earning sources, but it has been harmed by phony agencies, well-known individuals, compromised officials, and a variety of other scams. A digital platform and app are being developed in order to introduce digitization approaches that will cease mundane traditional operations and prevent these fraudulent acts from occurring.

3.1.2 Objectives

Broad objective: Evaluate the effectiveness of digitalization in the migration process, as demonstrated by the 'Ami Probashi' app, with the goal of preventing manpower scamming in overseas employment.

Specific objectives: This report includes an examination of specific objectives such as, for example,

-The current state of the migration process is examined in detail.

- Examine the overall impact of introducing digitalization into the migration mode of transportation

- Recognize the contribution of the app in protecting workers from bogus agencies and ensuring their safety while on the road

3.1.3 Significance

i) Industry learning: This report investigated the effectiveness of incorporating digitalization into the migration process in order to combat manpower scamming through the use of the digital platform 'Ami Probashi.' A clear understanding of the app, its functionality, its significance in preventing human

trafficking and migration costs, as well as its development to make the journey from searching for an appropriate job to traveling abroad, will be provided by this report.

ii) Academic Learning: Students will have the opportunity to use this report as secondary data for further research in their academic careers. I had intended to conduct extensive research on this project in order to produce an influential research paper that could be put to good use.

3.2 Literature review

Fair migration means protecting migrants' values, upholding their fundamental human rights, and providing genuine opportunity for excellent work. Until 2000, almost 175 million people lived outside their nation, which translates to nearly 3% of the world's population, making them the world's 5th most populous country. In recent years, worldwide migration has intensified (Carlos, ShikhaJha, and Guntur Sugiyarto. 2009).

In 2001, the researchers found that Bangladesh had a variety of migration patterns, including professional, skilled, unskilled, and semi-skilled migration. They also found that Bangladesh has a variety of migration patterns. The Bangladeshi government has reported that more than 1.2 million Bangladeshi laborers have traveled for international employment, with the figure increasing on a daily basis. The paucity of labor and the lower pay scale are two significant factors contributing to the enormous number of persons crossing the border. Now, the Bangladesh government is showing an interest in increasing the number of workers migrating to the country because it is one of the most effective alternatives for maintaining a sustainable country's development while also providing a good livelihood strategy for the Bangladeshi people.

As stated by Islam, Nurul M. (2010), Bangladesh enjoys a significant labor surplus and as a result participates on the supply side of the global labor market. The large amount of workers available in many nations relieves the burden on the home labor market. Bangladesh is one of the world's greatest suppliers of labor, ranking third among the countries in the globe. These migrant workers, who constitute the country's largest population, make significant contributions to economic development, poverty reduction, and maintaining a stable home economy. According to the Bangladesh Meteorological Department, abroad work is the country's second greatest source of income. The inflow of remittances has helped to reduce poverty by more than 1.5 percent while also contributing around 70 percent to the country's foreign currency reserve.

As overseas employment is Bangladesh's second largest source of income, the country began implementing a series of policies, regulations, and legislations pertaining to labor migration to host countries in 1976, including the establishment of the Bangladesh Migration and Emigration Department (BMET), the enactment of the Emigration Ordinance in 1982, the establishment of the Ministry of Employment and Workforce Development (MEWOE) in 2001, and two legislations, the Overseas Employment Policy 2006 and the Overseas Employment and (Khoda. E .M and Akram. M.S 2017). Furthermore, Bangladesh established relationships with a number of international organizations, including the United Nations Migrant Workers Convention, the Commission on the Elimination of Discrimination Against Women, and the International Labor Organization, all of which are dedicated to upholding and protecting the rights of migrant workers3 (IOM, 2002). The issue of migration has been included in Agenda 10.7 of the Sustainable Development Goals, which is a new addition (SDGs). In addition, Bangladesh has signed into a number of bilateral agreements and Memorandums of Understanding with host countries, which are listed below (MOUs).

Because of weak management systems and widespread fraudulent tactics by intermediaries, the Bangladesh labor migration business continues to suffer despite the government's best efforts. This is particularly sad given the government's real commitment to improving conditions for workers. Difficulties begin with obtaining a passport and continue endlessly when working in a foreign country. According to Carlos, ShikhaJha, and Guntur Sugiyarto (2009), the majority of migrants come from urban and sub-urban areas and belong to the lower-middle class; the majority are little educated or uneducated, as well as little skilled or unskilled, and they constitute the largest proportion of all migrants.

Because of their limited literacy level, they are constantly exploited by inappropriate information, poor consultancy service, bogus agencies, visa approval, human traffickers syndicate, deception by recruiters, legal papers easily substituted by illegal documents, sexual abuse, brutal rape, poor health care, substandard housing, no complimentary food, and the lowest wages in the world are all commonplace (Ray, Rupananda 2016). Because of the intricacies of the legal systems in the host countries, it might take years for families to get death compensation once an accident happens. Workers have been returned to work after being partly or fully paralyzed as a consequence of accidents, without receiving necessary care or receiving compensation for their injuries. In addition, numerous social groups and government officials have been accused of taking advantage of their lack of understanding by using their position (Khoda. E .M and Akram. M.S 2017).

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 study includes primary and secondary data. The core data was acquired from my coworkers, my boss, and the users of Ami Probashi. The remainder of the data was gathered from the internet via secondary sources. Secondary data was also collected to provide a management and operational overview of the Ami Probashi project, as well as thorough information on key benefits in general.

3.4 Project: 'Ami Probashi'

3.4.1 Project Analysis

- Determining the effect of changes in introducing digitalization to the labor migration process via the use of a digital platform and an app
- Investigating the effects of a new 'Ami Probashi' app modality
- Assessing the usefulness of 'Ami Probashi' app for migrant workers and international employment

3.4.2 Overseas employment scenario of Bangladesh

3.4.2.1 Overview

Bangladesh's economic progress and the flow of foreign currency enrichment are both aided by labor migration, which is of critical importance. Bangladesh is well-known around the globe for having one of the largest migrant workforces in the world. Year after year, more than a million individuals go abroad seeking both short-term and long-term career opportunities in order to make positive changes in their life. Male and female migrants to other countries willingly in search of better opportunities for their financial well-being are in the majority. Consequently, Bangladesh receives a steady stream of remittances, which helps to boost the country's GDP growth rate and net income.

During this pandemic, the flow of remittances has increased significantly, which has contributed significantly to the government's ability to maintain a positive balance in its net revenue. The denial of human rights and the bad treatment of migrants continue to cause enormous misery for migrant workers overseas. Every year, the government of Bangladesh dispatches more than 4 lac migrants to work in other countries.

Workers have expressed their dissatisfaction with their working conditions by complaining about unbearable suffering and lack of benefits, as well as high fees for performing migration-related tasks. They have also expressed their dissatisfaction with fraudulent agencies that offer low skilled jobs, as well as discrimination and exploitation of women workers, visa scams and fake passports, as well as being abused severely. Migrant workers are a valuable asset to the country's economic growth, and these are some key difficulties that must be addressed as quickly as feasible.

There are a number of efforts being implemented by the Bangladesh government, each one aimed at transforming the old migration process by turning the whole process into digitalization.

3.4.2.2 Flux of Migration

From 1976 to 2019, more than 12.9 core Bangladeshi individuals moved for work in other countries, according to the Bangladesh Migration and Employment Statistics (BMET). The majority of the time, Bangladeshi labor is hired for short-term contractual positions, and after finishing the contract period, employees are required to return to Bangladesh. However, since there is no record of returning migrant workers, it is hard to estimate the actual number of people who are working in other countries while in the United States. According to the Bureau of Labor Statistics, a total of more than 7 lac employees would migrate to other nations in the year 2019. Due to the quick outbreak of Covid-19, the number of people who died in 2018 fell to 7.34 lacs, a figure that fell by about 5% in 2019.

Increasing migration rates are attributed to a combination of economic, social, and demographic causes, according to some reports. The increase in the rate of GDP growth, as well as the pace of economic development, is closely tied to the increase in migration flow. Long-term work has a significant impact on a country's economic growth, and it has been shown to significantly lower the poverty rate.

3.4.2.3 Female migration

Previously, female migrant workers were mistreated, but the migrant ratio has decreased significantly between 2000 and 2012. In 2012, around 37 thousand female employees left the country; however, by

2014, the figure had more than doubled to 76 thousand. At the time, Jordan and Lebanon were the most popular destinations for female emigrants from other countries.

In today's world, migrant women account for around 7 percent of the entire migrant population. Several factors contribute to women's migration, including poverty, a lack of work prospects, particularly in rural regions, oppression by in-laws, domestic violence, divorce, a husband's second marriage, and the burden of caring for one's family and children after a divorce. Migration provides people with a greater chance to earn products, which helps to alleviate poverty by enabling them to become financially self-sufficient. Every year, a large number of females travel overseas, making it imperative to take necessary precautions to protect their safety throughout the migration process.

According to the Bureau of Migration and Emigration, around 12 lac ladies relocated in 2017, accounting for approximately 12 percent of the total migrant workforce. Although the numbers decreased by 17 percent in 2018, around 10 lacs female workers left Saudi Arabia as a result of an increase in domestic violence cases. Later, MEWOE and BMET established strong measures to prevent the recruitment of female migrants, resulting in a modest rise in the flow of female migration in the year 2019, which was 3.04 percent higher than the previous year.

3.4.2.4 Key destination countries

The eight major migratory destinations are as follows:

1. KSA
2. Oman
3. Qatar
4. Singapore
5. Kuwait
6. Bahrain
7. Malaysia
8. The United Arab Emirates

The majority of people with temporary or contractual employment go to the Gulf and other Arab nations, accounting for around 82 percent of all migrant workers in 2019. The remaining 18% of the workforce went to other South-East Asian nations. According to BMET data, the most employees went to Saudi Arabia. In 2019, about 4 lacs employees were relocated, accounting for around 57% of all migrated

workers. Oman is the second biggest migration destination, accounting for around 11% of overall migration. Qatar is the third greatest destination, accounting for around 7% of overall migration. Singapore, the fourth destination, accounts for 7.1 percent of the total, while Kuwait accounts for around 1.8 percent of the remaining transferred employees. In 2019, only 545 employees were granted work visas to enter Malaysia due to the expiry of the G2G-plus agreement; Malaysia ceased accepting workers for an extended period of time in 2018.

Saudi Arabia is the top destination for female laborers. According to BMET statistics, Saudi Arabia is home to almost 60% of all migrant women. Jordan, Oman, and Saudi Arabia account for 90% of all female migrant workers.

3.4.2.5 Sources of migrant people

Position	Sources of Migrant People	Range of Migrant Flow (Approximately)	% Of total flow (Approximately)
1	Cumilla	65,000 - 69,400	9.50
2	Brahmanbaria	42250 – 43500	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 Skills classifications

Most Bangladeshi laborers went to Bahrain, Oman and Singapore as domestic helpers or skilled employees. The BMET divides migrant workers into four skill categories. Low-skilled workers (labor, domestic help) relocate more often in Bangladesh. Professional migrants make up only 1% of all migrants.

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-fourTTCsandsixIMThavebeendevelopedfortrainingpurposesthatarenow 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 Obstacles

Though Bangladesh is well-known for exporting a large number of laborers and employees to many nations, it is regrettable that our country's laborers often confront difficulties, an unpleasant working environment, and government indifference. Several key issues confront migrant workers including the following:

- 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 'Ami Probashi' App Analysis

3.4.3.1 Overview

Information, registration, verification, vaccination registration, and abroad employment are all available online through the Ministry of Expatriates' Welfare's "Ami Probashi" app. It will save money and time and reduce the hefty migration costs. The software allows for transparent digitalization of the immigration process with legal processes for intending migrants. Through a government database, the government can maintain track of every migrant worker's details. To increase remittances, it encourages more citizens to engage. It aims to stop human trafficking and job scams. They cannot appear on the app or website without the Ministry of Expatriates' Welfare and Overseas Employment's clearance. They can't target potential migrants since they lack official documentation. This platform's first objective is to keep the country's major economic contributors safe and secure. To achieve this goal, the government opted to digitalize the whole migration process. To achieve Vision 2021, the conventional migration procedure was digitalized. It is called 'Ami Probashi'.

3.4.3.2 Context

Labor migration is crucial to Bangladesh's economic growth. BMET stated that approximately 500,000 individuals move annually seeking work. Every year, astonishing remittances arrive in Bangladesh, like the Covid-19 epidemic. Thanks to these migrants, the country's foreign exchange and GDP are rising, and it is currently approaching middle-income status. These items help alleviate poverty, improve infrastructure, and increase Workers' conditions worsened when the Covid-19 outbreak hit, and many were dismissed and forced to return home. This time foreign nations wanted government-registered original documents, which made the problem worse as many employees had gone illegally and many had no trace on official track list. Seeing these problems, the government decided to make remarkable improvements to assure transparency and ease the migration process. The Bangla Trac group decided to establish a one-stop solution to eliminate complexity and obstacles of migrants' employees throughout migration procedures, which provides security, efficiency, and effectiveness in the entire process, saving time and money. By using this app, you may register, obtain a land, and even go overseas.

3.4.3.3 Objective of the project

That digital platform's main goal is to enable safe and hassle-free travel for migrants. This is a nationwide internet portal with a single point of contact for migrants. This platform aims to improve migration transparency. This software will provide credible information to potential migrants, making the process of moving abroad simple and transparent.

3.4.3.4 Ideation

The Ami Probashi internet platform would enable ambitious Bangladeshi migrants to work overseas before leaving the country. By registering with BMET in the official data repository, they may acquire full information about all international employment offers. The app also contains information on approved agencies, the nearest passport office, and other useful information. This software also allows applicants to monitor their application process, including job applications, agency interviews, and medical check-ups. The app is available for free on Google Play. Investment capacity. Bangladesh is recognized for providing labor energy to other nations and is usually acknowledged for its worldwide contribution.

3.4.3.5 Slogan

'By your side for your employment abroad'

It implies it will assist remove impediments and challenges in the migration process, allowing migrants to find work and secure their future.

3.4.3.6 Unified system

Ami Probashi app is providing unified solutions to its stakeholders.

Stakeholders	Unified solutions
Aspiring migrants	Micro-level stakeholders are information-block prospective migrants.
Government agencies	MoEW& OE has granted Ami Probashi permission to use its database for its database system because it is a licensed portal.

Foreign recruiters	It will be possible for foreign recruiters to access a database with a wide range of candidates' profiles, including filtration options based on skills, age, gender and other parameters.
Recruiting agencies	Local recruitment firms might reap the rewards depending on their need for access, useful data statistics, and other factors.
Payment Gateways and Microservices	bKash and Nagad, two of the most popular payment gateways in the country, are on board with Ami Probashi, allowing micro services to have full access to migrants.

Table 03: Unified system

3.4.3.7 Features

Users must successfully complete the initial and core processes in order to access the core services and save data in the database.

i. Initial Process: The Start Users must establish an account by giving their name, valid email or phone number, and password. Incorrect login information causes a thread. After entering the verification code, the app will validate registration and allow users to proceed with the main procedure.

ii. Core Process: Users must pick countries. After selecting a nation, users must pick a specialty. The process requires the user's passport number and selection of gender, past job experience overseas, and education. Accessed after completing the initial procedure, the homepage contains all relevant information tabs**.**

iii. Core features: There are three options in the feature

- **My application:** This category showcases all registration and value-added services.
    - i. BMET registration
    - ii. Jobs Search
    - iii. Application Updates
    - iv. Appointments Schedule
    - v. Destination Report
- **My services:** All of the service centers' contact information may be found in one place.

- Vaccine Registration
- Passport Offices
- Recruiting Agencies
- DEMO Offices
- Medical Centers
- Training centers
- Embassies (Near place)

- **My information:** All information pertaining to the migration process is saved in this location.
  - Journey Map - Guidance to
  - Overseas employment
  - FAQ – Questionnaires
  - Help Center
  - Country Regulations -
  - Country-wise rules and
  - Regulations, guidelines, and
  - Document checklist
  - Necessary Fees

3.4.3.8 Challenges Faced by the Users

- **Delayed Passport Verification**

It takes more than 72 hours to validate users' information, despite the app's claims. Many consumers claimed they waited over 7 days but received no verification status. B-trac stated that they are working on it. Figure 09: Installing the program

- **Problem Faced for the Project Name**

Ami Probashi means 'I am an expatriate'. So many migrant workers installed this app but found it useless. One of the KSA workers said he installed the program but then erased it since it was strange. Upon receiving these concerns, B-trac responded that this app is for prospective Bangladeshi migrants seeking abroad work, not for expats.

- **Difficulties During Scanning**

Many people had issues scanning documents. A user on Play store stated that after scanning documents, they were fuzzy, tiny, and the database was missing. He further said Ami Probashi's help crew simply asks for email instead of providing answers. He was disappointed by their answer. However, b-trac noted that anytime a user has a technical issue, they respond promptly to resolve it.

- **Creating a Profile**

Making a profile on the app proved problematic for many users. From registration through document scanning, consumers experienced several problems, some unsolved. Their gripe dilutes the app's simplicity. Some users found the software overly complicated, taking too long to complete each stage, causing frustration.

3.4.3.9 Opinions of users

Aside from issues, many people submitted good reviews, thoughts, and feedback on the app and services. This app got a 3.5 out of 5. Most people awarded it 5 stars. They said they received timely service, had their passports validated quickly, and had access to a variety of services. Some customers said the app operator responded faster than in the past, which they thought was a welcome development. It signifies this software is now satisfactory. Currently, users are raving about the app, and over 500,000 people have downloaded it, with the number steadily growing, indicating the success of this digital platform.

3.5 Results and Analysis

3.5.1 Study

According to BB, migrants sent barely $1 million in 1976. It presently accounts for roughly $21.7 billion in 2021, contributing 6.5 percent to the GDP. This money has a big influence on the country's growth and development. According to a BMET poll, Bangladesh is the world's 8th largest remittance receiver and 6th greatest emigration country. The Bangladesh Bank has a good foreign exchange reserve thanks to remittances.

Thus, it is imperative to service this most significant set of people efficiently. The 'Ami Probashi' app is ideal for the job. For migrants, this internet site is a one-stop shop. It simplifies every service and guides

it. The Ami Probashi app aspires to provide a fair migration process for migrants, and although if the program is still in its early stages, it is steadily achieving its goals.

Making migration more digital is a fantastic step for a secure migration procedure, as foreign work is Bangladesh's second largest revenue source. This platform may help stabilize and enhance the migrant labor sector. To achieve this goal, future plans will contain various alternatives that will allow the process to be more computerized.

3.5.2 Result

Here are some key findings:

- This software provides a real and hassle-free platform, allowing migrants to
- Abuse, cruelty, harassment, and terror and provide abroad work chances.
- Having an easy-to-use surface help gain appeal among migrants who are largely illiterate.
- It has gained consumers' confidence by strictly implementing declaration and data protection of migrant personal information. 459,160 successful 24/7 open BMET registrations, 44 percent of which are Ami Probashi registered users.
- Women migrants now have a secure place to go without fear of horrific harassment and exploitation. This software will ensure their job security and safety at their target country.
- Using this app, migrant workers are able to acquire the Covid-19 vaccination on time and in the dose permitted by their destination countries.
- BMET digital card offers hassle-free landing and border crossing.

3.6 Conclusion

The Ami Probashi app is a key advance in digitalization that offers access to data analytics that would assist the government better serve migrants by enhancing happiness and productivity throughout the sector. It is encouraging and exciting for potential migrants that this software is always improving to make the risky voyage overseas as simple, safe, and comfortable as possible. The app guarantees that potential migrants arrive safely in their target country by providing acceptable abroad work opportunities. These things show the app's potential. This software will transform the migration process and the labor business. Based on the app's increasing growth, it is demonstrating that this app is actually the proper option to lead the right step of the migrants. The Ami Probashi app is helping to provide sustainability and freedom to this business.

3.7 Recommendations

It is only six months running, the app has launched. The software received a lot of attention and criticism for its bindings. This platform is proven to be very user-friendly and its growth is being praised. Following is a list of recommendations based on the circumstance and user input. If the development team fixes the app's issues, it can produce outstanding outcomes in the labor migration area.

- Many customers complained that this software takes a lengthy time to verify data. The app development team should address this issue quickly. The passport and payment verification procedure should be ongoing.

- Another concern is poor scanning of papers, photos, and passports. No one can go forward without adequate scanning. Blurry, tiny size, poor scanning increased difficulty in completing procedure. Promptness is required here.

- This app should clarify its purpose and target audience. Despite the authority's declaration that it is for prospective migrants and not expatriates, the name has caused misunderstanding. The app authority should categorize users to make it easier for consumers to utilize the app.

- This app should list more jobs and keep users informed. It should also offer mid-high-end ads so that professional job searchers may use this app.

- The app development team should focus on the UI. Many workers travel overseas every year;thus, the problems should be addressed quickly. It will help send more employees and migrants if the software rapidly resolves problems. So the software overcomes obstacles and gives more to its users.

- Value-added services should be implemented as quickly as feasible for migrants.

- The relevant government authority should develop a regular monitoring mechanism for migration assistance.

- This study found that migrants were uninformed of accessible government services (DEMO, TTC and RA). In this circumstance, migrant awareness programs should be conducted.

- It was critical to establish procedures that made aspirants or potential migrants aware of the passport and visa collection process at DEMO and BMET offices.

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