

Report on

Increasing Migrant Reintegration through Comprehensive services

By
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This report is submitted to the Master of Administration department in order to complete my
Master of Business Administration

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Declaration:

The internship report I am submitting is the result of my own unique work during my time studying at BRAC University.

The report does not include any content that has been previously published or authored by someone else, unless it is properly cited with a complete and exact reference.

The report does not include any content that has been approved or submitted for any academic degree or certificate at a university or any other educational institution.

I have duly acknowledged all primary sources of assistance.

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Letter of Transmittal

Dr. Md. Mizanur Rahman

Associate Professor,

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66 Mohakhali, Dhaka-1212

Dear Sir,

This is my pleasure to provide you with my report which is on **Enhancing Migrant Reintegration through Comprehensive Services**’ which I was appointed by your direction.

I have attempted my best to finish the report with the essential data and recommended proposition in significantly compact and comprehensive manner as possible.

I trust that the report will meet our desires.

Sincerely yours,

TarifRahman

19264045

BRAC Business School

BRAC University

23rd February, 2024

Non-Disclosure Agreement

[This page is for Non-Disclosure Agreement between the Company and The Student]

This agreement is made and entered into by and between International Organization for Migration (IOM) and the undersigned student at BRAC University

TarifRahman

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Executive Summary

This summary captures key insights from a discussion on helping migrants reintegrate, highlighting the International Organization for Migration's (IOM) holistic approach. IOM offers a wide range of services covering social, economic, psychological, and legal needs. They provide support like job placement and training for sustainable employment, as well as help with language and cultural adaptation for smoother transitions. Legal aid and assistance with documentation ensure safety and empowerment. Overall, IOM's comprehensive approach aims to support migrants in successfully reintegrating, improving their well-being, and contributing to community development.

Keywords: migrants, reintegration, holistic approach, services

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Chapter 1: IOM's Reintegration Framework:

1.1 Overview of reintegration strategy used by IOM:

International Organization for Migration (IOM) helps people or migrants to come back to their home countries. They offer a helping hand to make this transition smoother. IOM takes a broad approach, considering all aspects of a person's life to ensure a successful homecoming. An overview of IOM's all- reintegration strategies is discussed below:

Individual-Centered Approach: The International Organization for Migration (IOM) understands that each migrant has unique journey, so they tailor and provide personalized support to the individual according to their goals, needs and challenges.

Multidimensional Support: IOM offers their help in a wide range of areas so that the migrants can rebuild their lives. They offer mental and economic wellbeing, social well-being which is reconnecting to their friends and family and helping them find economic support.

1.2 Combining monetary, social, and psychological assistance:

The International Organization for Migration (IOM) helps people who want to come back to their home country after living abroad for quite some time. They do this by offering support in three main areas: money, feelings, and social life. IOM wants to help these people build new and happy lives in their home countries. They do this by giving people money to get started, helping them feel better emotionally, and supporting them in making new friends and connections so that the overall process or transition is smooth and easy. Each of the assistance are discussed below:

Economic Support: It can be tough for any individual to earn after settling in from another country. IOM realizes that it can be tough to find jobs Thus they provide various training e.g. vocational training to migrants are given by IOM, like,

- Learning new skills: They provide training programs to teach people new skills that are in

demand back home. This could be anything from computer skills to mechanics. In this way it is easier for them to acquire jobs.

- Starting a business: If someone wants to be their own boss, IOM can help them get started with financial aid and advice that will contribute to starting their own business.
- Finding the right job: IOM connects people with companies that are hiring and even helps them prepare for interviews so that they can find a right fit for any position.

1.3 Economic Reintegration Programs by IOM:

Learning new skills will help them find suitable jobs. They offer training in things like computer skills, building houses, working in hotels, or farming, so that individuals can get training according to their interest and environment. Moreover, IOM also helps them to establish their own business by providing them with financial aid which can be used as capital for their business, and they also provide necessary information and resources to support their business. IOM provides them with hands on training sessions to ensure that they really learn and migrants who want to work, IOM connects them with companies that are recruiting. After their migrants are working IOM stays in touch with them to ensure that everything is going well.

Chapter 2: Support for entrepreneurs and the growth of businesses:

The International Organization for Migration (IOM) understands the importance of entrepreneurship in assisting returning migrants reintegrate themselves within societies and achieve economic empowerment, for which The International Organization for Migration (IOM) employs various programs and services to assist aspiring entrepreneurs by promoting entrepreneurial ideas and business growth among these migrants. The fundamental elements of IOM's programs to support business growth and entrepreneurship are as follows:

Entrepreneurship Training Programs: IOM enables training of returning immigrants by equipping them with the necessary skills, etiquettes and knowledge to successfully start and continue their own organizations. In addition to that, topics such as financial management, regulatory requirements, risk management, marketing, sales, market research, planning are also touched upon in details.

2.1 Job placement services and job support:

Career Development and Advancement: IOM accommodates the development of these returning migrants in their work by helping them achieve their long-term ambitions, pursue higher education and get promoted at work.

Monitoring and Evaluation: IOM constantly evaluates and analyses its programs to make sure that they are effective enough. For further improvements, they receive feedback from everyone involved in these programs so that future migrants may be supported in a better way.

Chapter 3: Social Reintegration Initiatives by IOM:

3.1 Provision of psychosocial assistance to returning migrants:

Returning migrants may be dealing with mental health trauma which may require psychological assistance. IOM has various programs to support these migrants emotionally. The following services are covered:

Counseling Services: These are offered by mental health professionals to allow migrants to express their emotions and experiences in a safe space and overcome their emotional challenges related to re-integration.

Support provided by the community: These groups are encouraged to participate actively in raising awareness and removing bias related to mental health issues so that the migrants can fit in better within their societies.

Emergency response: In urgent circumstances, IOM offers crisis intervention services which is specifically designed to help with mental health issues of returning migrants. Services include provision of aid, analyzing potential risks, offering safety measures and working with emergency response teams or mental health professionals.

Enhancing the skills and capabilities of staff and partners: IOM trains its workers and partners to provide adequate emotional support services to returning migrants, improving their skills and knowledge to help them cope with their mental health problems.

Surveillance and assessment: IOM frequently evaluates and analyzes their emotional support services to understand their effectiveness and to find room for improvement. Feedback is received from all involved participants as well as shareholders and sponsors for new ideas and concepts to improve the services.

3.2 Programs aimed at reintegrating individuals into their families and communities:

IOM acknowledges the importance of aiding returning migrants fit in with their families and neighborhoods seamlessly. Therefore, they also offer family and community reintegration programs for this purpose, helping promote the formation of social networks and connections and build solidarity amongst communities. The following services are offered:

Support for the reunification of families:

IOM helps unite returning migrants with their families who may have been separated during immigration, by giving legal counsel, helping with administrative procedures and contacting authorities.

Services provided to support families:

IOM recognizes the need to support the families of these migrants, too, which is why they provide family therapy, counselling and meditation to these families to help them re-form family connections with these migrants and address challenges in interpersonal relationships.

Programs focused on parenting and child welfare:

IOM helps returning migrants fulfil parental responsibilities by providing training, hosting seminars and workshops on this topic, while also allowing children of migrant's easier access to education, healthcare and emotional support, aiding them with development too.

Activities involving the participation and involvement of the community:

For this purpose, IOM organizes activities for increasing engagement with community members, such as volunteer activities, sport programs, cultural events and many other of the same type which helps build social connections between returning migrants and their communities.

Sociocultural orientation:

This is provided by IOM with the help of seminars which discuss topics such as rights and responsibilities in one's own country, cultural sensitivity, available local services and community resources. These are aimed to help returning migrants adjust to local traditions and practices.

Projects focused on the development and improvement of communities:

To improve communities where returning migrants settle in, IOM supports development of projects such as community centers, hospitals, educational institutions, water and sewage systems, etc. which are aimed at improving services, infrastructure and provide job opportunities.

Enhancing the skills and abilities of community leaders:

Community leaders play an important role in aiding returning migrants to reintegrate into society by helping them feel included. Therefore, IOM organizes capability-building seminars and training sessions to these people to increase their skill set and help provide knowledge and improve their leadership abilities.

Support for reintegrating individuals into the community:

To help returning migrants feel included, IOM encourages forming peer groups and support networks which includes members of communities who help these people re-integrate themselves into society. The networks assist and support the migrants to develop a sense of belonging in their communities.

Surveillance and assessment: The programs designed to help migrants reintegrate into society are constant evaluated and analyzed to understand their effectiveness and to check for further improvements. This is done by receiving feedback from shareholders, social communities and the returning migrants themselves. The feedback are used to improve the programs so that they can be of better help to migrants.

Chapter 4: IOM's Provision of Health and Well-being Support:

4.1 Provision of healthcare services for returning migrants:

IOM allows returning migrants to have easy access to healthcare services to address their medical requirements and ensure overall physical well-being. These efforts of increasing access to healthcare industry are:

Medical evaluations and examinations to assess and screen for health conditions: This is done so that any urgent medical problems can be immediately identified and addressed. It can include medical checkups, immunization therapy, screening for diseases and evaluate psychological disorders.

Medical Referrals and Treatment: IOM refers returning migrants to specialized professionals in local clinics, hospitals and medical institutions for more specific examination and treatments

Essential medical services provided at the first level of healthcare:

IOM helps migrants gain access to primary healthcare such as consultations with doctors, receive treatment for common diseases, prevent diseases, maternal and child health services, family planning and education on health.

4.2 Provision of mental health assistance and therapy:

Referral to Mental Health Professionals: IOM refers to returning migrants to mental health practitioners for proper evaluation of their specific concerns and required medical attention.

Enhancing the skills and capabilities of staff and partners: This is done by conducting workshops and providing training to the staff of IOM who deliver mental health services to improve their skill, knowledges and understanding so that they are able to better address the mental health concerns of returning migrants. Addressing these concerns help migrants blend in with their communities seamlessly.

4.3 Health awareness programs targeting migrant populations:

IOM focuses on health awareness programs in migrant populations to provide knowledge of health education by discussing crucial health concerns, good lifestyle and making it easier for them to access healthcare services. Few programs are mentioned below:

Cultural sensitivity and diversity: IOM holds campaigns to promote cultural sensitivity and acknowledge diversity by raising awareness about different histories, languages and traditions. The campaigns address delicate subjects and cultural stigmas around health while accounting for diversity in the migrant populations.

Linguistics and the exchange of information: As migrants may all have different native languages, IOM communicates their health information using different languages, as well as organizing community engagement initiatives and other social platforms.

Collaborative alliances and partnerships: IOM partners up with civil society and community organizations, doctors and other relevant organizers to design their strategies for raising healthcare awareness.

Chapter 5: IOM's Education and Training Programs:

Academic assistance for youngsters who are returning to school: This is done by providing psychological assistance, waiving tuitions, providing school stationaries and helping with admission. IOM also offers to help adult migrants who were unable to continue with education, with reading and arithmetic skills which they need on a day-to-day basis and in workplace environments.

Employability enhancement training programs: IOM helps returning migrants with improving their employability so that they are able to secure jobs. These migrants are equipped with relevant knowledge and skills with the help of training focusing on language fluency, business, administration, IT and other relevant skills. Education is also provided to these migrants for helping them increase their odds of securing stable jobs for themselves which help with reintegration and contribution towards their families and communities.

Chapter 6: IOM's Provision of Legal Aid and Documentation Services:

IOM provides assistance to migrants who require advice and aid on legal matters and also provides documentation services as well as ensuring their access to fundamental rights. Below are all the services IOM provides for this purpose:

Legal assistance provided to migrants requiring support:

IOM allows migrants to address legal concerns related to rights, migration status and accessing the legal system. They are helped with understanding the legal procedures and addressing migration issues as well as reaching for relevant resources.

Support with the completion of paperwork and official identification documents:

IOM helps migrants with official paperwork such as identification documents, work permits and visas so that they are able to access fundamental rights, travel legally and have updated legal documents in the countries they have settled in or upon returning to their native countries.

Migrant's awareness of their rights and responsibilities:

IOM ensures awareness of migrants on their rights, advantages and legal protection they will be able to access in both their home country and the foreign country. This is done by arranging seminars, workshops and sessions focusing on awareness about migrant rights concerning all the sectors of a nation.

Chapter 7: Monitoring and Evaluation of IOM's Reintegration Programs

7.1 Program effectiveness monitoring and evaluation framework:

IOM puts emphasis on assessing the effectiveness of its projects and programs by curating an appropriate framework to evaluate the effectiveness and results of its projects. Features of this framework are given below:

Software architecture and strategic planning: IOM designs goals, outputs and indicators of its initiatives in a way that it aligns with the priorities and the requirements of the participants accurately; this is called a program design which helps guide implementation and evaluation.

Initial evaluation: IOM conducts initial checks by collecting data on important markers to set an initial benchmark which is used to examine the changes over time and detect areas where improvements are needed.

Implementation Monitoring: IOM collects data regularly, forms conclusions on the overall progress and notes down challenges concerning the objectives of its programs. It also collects feedback from relevant participants, all of which contribute to a robust evaluation tool.

Data collection and analysis: The data collected from surveys, focus groups, interviews, assessments from participants is used to reach suitable conclusions about overall performance, make comparisons, detect patterns and find the factors directly affecting the program and its impact.

Assessment Design and Execution: IOM conducts three types of evaluations to understand the impact of its programs: formative evaluations, which are used to improve the program during its enforcement, summative evaluations, which provide a summary of the program after it has been run, and mid-term evaluations, which are used to understand progress and make relevant improvements. Many types of methods may be employed to understand the progress of the programs, their impact and areas for improvement.

Evaluation of the effects or consequences: IOM also evaluates how effective its programs are on communities, participants and shareholders by monitoring changes in key markers, results of conducting the programs and how much of the goals have been achieved.

Education and the dissemination of knowledge: IOM makes sure that the results of their evaluations are shared amongst the company and externally too amongst shareholders, communities and partners, along with lessons learnt and the best methods used during their initiatives. This allows for more informed programming decisions to be made as well as to improve the programs.

Adaptive management and continuous improvement: This is done by IOM for immediate modifications, combat future difficulties and make the programs more effective by understanding collected data and conclusions which have been drawn. Prior knowledge, new strategies and feedback received are used to continually improve the programs.

Responsibility and openness: IOM distributes the findings and conclusions from data collected amongst shareholders and also makes them available for the general public to maintain transparency and accountability. They also focus on safeguarding data privacy and maintaining their moral codes of conduct. All of this is done to provide better help to future migrants and hold themselves accountable for the outcomes and progress of their programs.

7.2 Methods for collecting and analyzing data:

IOM has several methods for data collection and evaluation to track program progress and analyze the outcomes to reach suitable conclusions about the effectiveness of its programs. Methods vary based on the goals of each program and can be qualitative as well as quantitative. The methods employed by IOM are as follows:

Survey by Questionnaires: IOM designs questionnaires for surveys among shareholders, sponsors and target audience for quantitative data. Surveys may be written, phone calls, forms on the internet or face-to-face interviews. The data from surveys is used for analysis to monitor program outcomes and effectiveness.

Interrogations: Interviews with target audience, shareholders, informants and beneficiaries can be conducted for data. Interviews can be designed in unstructured, semi-structured or completely structured ways, depending on the data which is required. Thematic analysis is used for understanding the data to analyze different points of views and personal experiences of the participants with the program. A method for qualitative analysis by IOM is Focus Group

Discussions (FGD) where a small group of people discuss the program and data is collected from these discussions. This allows for understanding of different points of views, experiences and opinions on several topics or challenges within a program.

Observation of participants: IOM staff, trained observers or researchers directly observe participants in a program to note activities, interactions and dynamics in real-time to collect observational data which, coupled with other methods, provide further information about the programs.

Review of the document:

Secondary data is collected by IOM by going through reports, papers, present and past records to find out about implementation and results of a specific program. This also helps provide more background on the primary data.

Analysis of numerical data: Quantitative data collected through surveys, assessments and monitoring tools are fed into statistical software such as SPSS, STATA and Excel for analysis, measuring correlations and checking hypotheses through methods like regression analysis, inferential and descriptive statistics.

Analysis of qualitative data: This is done with various techniques such as content and theme analysis to classify and evaluate data from interviews and discussions which are in text forms and cannot be quantified. IOM uses the data to understand recurring patterns and themes relevant to the objectives of their programs.

7.3 Evaluation of the effects and analysis of the knowledge gained:

Evaluation can be performed by comparing the effectiveness of the initiatives with standardized data, analyzing variations in the main markers and collecting data using different approaches.

Assessment Research:

This is done using mixed-method approaches; information is collected from observations, discussions, interviews as well as quantitative data. The methods, results, and overall effects of

programs organized by IOM are assessed. Outcome mapping is also performed, which focuses on understanding and influencing the overall behavior on individual as well as group-levels in order to bring about the desired changes and use the information to design and evaluate the programs which are organized. This method also involves participation from shareholders in order to record the changes in their behavior and actions, to set the ultimate goals of its programs and come up with methods to achieve them.

Surveys and assessments: IOM collects overall data on its programs and initiatives using surveys, interviews and data collection exercises. Surveys and assessment allow the collection of both qualitative and quantitative data on key performance indicators, satisfaction levels of sponsors, changes in attitudes and different perspectives on the effectiveness of the initiatives.

Examples of specific instances or situations:

IOM uses anecdotes and real-world experiences to formulate case studies which display the challenges and successes obtained from its sponsors or relevant communities, after undergoing IOM initiatives. Case studies are meant to provide evidence of the efficiency of the programs, demonstrate effective strategies and promote the acquiring of knowledge.

Key Takeaways: IOM arranges sessions which capture the central lessons learnt from its activities. Lessons include key knowledge, strategies, efficient methods, difficulties and important tips gathered from the execution, supervision and analyzing of the programs. These lessons are recorded in reports and case studies for aiding with future decision making and program arrangements.

Knowledge management and sharing: This is done by IOM to help analyze research data, best strategies and lessons learnt, within the organization and with external parties. To promote sharing knowledge, seminars, conferences, webinars, publications are arranged so that experiences, ideas and lessons can be exchanged. IOM aims to gather reliable evidence, encourage the sharing of knowledge and increase the efficiency and importance of its role in handling challenges faced during migration and supporting migrants with the transitions. This is facilitated by using impact assessments, evaluation studies, outcome mapping, surveying and recording the lessons learnt.

7.4 Monitoring and evaluation in the context of Bangladesh:

IOM's reintegration programs in Bangladesh must be evaluated and monitored to ensure accountability and analyze the effectiveness of the programs. Reintegration operations in Bangladesh include:

Implementation of Surveillance Systems: IOM uses monitoring tools to analyze the execution, the results and goals of the programs conducted in Bangladesh, by using methods such as indicator frameworks, reporting systems, data collections tools and various others which are specific for the objectives of each program.

Standardized Data Collection: This is done regularly to supervise the overall progression of the reintegration programs, involving both qualitative and quantitative data by using techniques like participant observations, discussions, surveys, questionnaires and interviews.

Analysis of numerical data: This is done through statistical methods, identifying key indicators, quantifying outputs and results and monitoring progress. This allows for assessment of effectiveness, detection of patterns and finding factors to influence decision-making.

Analysis of qualitative data: This is done using thematic analysis to understand the background, individual and overall perspectives and personal experiences of shareholders and involved participants.

Engaging stakeholders: Shareholders and involved in the monitoring and analysis process. Sponsors, governmental organizations and community members are also involved in these processes through consultations and receiving feedback to get various perspectives.

Evaluations conducted throughout the middle of a term and at the end of a project: IOM conducts assessments on efficiency and viability of the programs during the middle and the end of the runtime of the programs. Evaluation employs various methods to collect both quantitative and qualitative data.

Utilizing Outcome Mapping and Impact Assessment methodologies: Through use of outcome mapping, IOM evaluates changes in attitude, relationships and situations of the involved

participants in its programs. This can help understand the degree to which migrants are being helped and how much they contribute to the desired changes, as well as the long-term effects.

Lessons Learned Documentation: This is done by IOM in order to understand its best strategies, the key challenges and recommendations for designing programs in the future and the best ways for implementation. Records are made in assessment reports and case studies. The information is also shared with the stakeholders and other relevant people involved.

Knowledge Sharing and Dissemination: IOM promotes the exchange of knowledge and information and the results from monitoring and evaluation with its shareholders and with other relevant organizations. This is facilitated by arranging activities like knowledge exchange conferences, workshops, seminars and publications. IOM's main goals with reintegration in Bangladesh include the execution of effective practices which help returning migrants seamlessly integrate with their societies and live good lives.

Findings:

The data collected from my discussion on reintegration of returning migrants display important conclusions and insights relating to the efficiency of these programs, with a focus on the services and initiatives taken by International Organization for Migration (IOM). IOM's comprehensive approach with its initiatives is clearly represented in its program design which takes many factors such as social, psychological and financial assistance into account. This, in turn, allows for prioritization of these migrants' overall well-being by addressing their specific requirements.

IOM focuses on the economic prospects of returning migrants by aiding with job opportunities, business support and providing job training to help them acquire important skills and knowledge and secure financial stability for themselves.

IOM also considers the emotional states of returning migrants and provides them with psychological support to compact emotional trauma and challenges relating to mental health and social adaptations. It allows these migrants to seamlessly blend into their communities and societies.

Cultural consciousness is promoted amongst migrants by providing sessions on language proficiency, common traditions and customs of their native countries to make the reintegration process easier for them, as it allows them to develop a sense of intercultural understanding and help them form meaningful connections in their communities.

IOM is also concerned about the protection and empowerment of returning migrants; therefore, legal and administrative support as well as awareness programs about rights of migrants are provided to allow them to exercise their rights accordingly and navigate legal procedures without difficulties.

The statistics collected on IOM's reintegration initiatives signify their detailed approach to aiding returning migrants with reintegration since they cover all required factors. In turn, this allows migrants to effectively reintegrate into their native countries and societies and tackle all economic, social, psychological and legal concerns. This also aids in the development of their respective communities.

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CERTIFICATE

This is to certify that **Mr. Tarif RAHMAN** has been a staff member of the International Organization for Migration (IOM) since 6th May 2018. He currently holds a renewable Special Short-Term contract until 30 June, 2024 as "Junior Operations Assistant" in IOM Dhaka, Bangladesh.

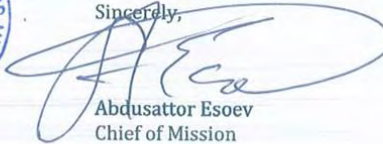
We further certify that Mr. Tarif RAHMAN has held the following positions within the organization:

01-Sep-2021 to date	Junior Operations Assistant IOM Dhaka, Bangladesh
01-Nov-2018 to 30-Sep-2021	Operations Assistant IOM Dhaka, Bangladesh
06-May-2018 to 31-Oct-2018	Intern IOM Dhaka, Bangladesh

This certificate is issued upon the request of **Mr. Tarif RAHMAN** and does not commit IOM to any legal, financial, or other obligations.



Sincerely,


Abdusattor Esoev
Chief of Mission

