

Report On
An in-depth discussion on the volunteer activities among the
Rohingya Communities

By

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

Brac Business School
Brac University
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Declaration

It is hereby declared that

1. The internship report submitted is my own original work while completing the Bachelor of Business Administration 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 have acknowledged all main sources of help.

Student's Full Name & Signature:

Sudipta Kumar Dhali
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Supervisor's Full Name & Signature:

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Letter of Transmittal

Mr. Riyashad Ahmed
Assistant Professor of Finance
BRAC Business School
BRAC University
66 Mohakhali, Dhaka-1212

Subject: **Submission of Internship Report.**

Dear Sir,

With due respect, I would like to notify you that I have completed my Internship report on “*An in-depth discussion on the volunteer activities among the Rohingya Communities*”. This report is based on my experience while working as an **Information Point Attendant** at **Technical Assistance Inc.** in Camp- 2 West (KMS).

This report is based on the different activities of Volunteers from the Rohingya Community; how they are working side by side with different NGOs and UN agencies for the betterment of the Rohingya Community.

Thank you for allowing me to work on this topic. This will enhance my know-how and insight regarding the subject matter I have worked on.

Sincerely yours,

Sudipta Kumar Dhali
Student ID: 15204061
BRAC Business School
BRAC University
Date: September 20, 2020

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 [Name of Company] and the undersigned student at BRAC University Student

Acknowledgment

I begin by thanking the Almighty for our successful completion of this Internship Report whose mercy I am safe and sound mentally and physically. I want to thank a few people, who deserve the utmost respect and gratitude. First of all, I would like to thank my parents for whom I got the opportunity to come to this field in my life. All of this would not have been possible without the hard work and dedication that my respective faculty and advisor of my internship report Mr. Riyashad Ahmed. Sir, has put in guiding and mentoring me on the right path. He supported me to select the topic and his assistance helped me to complete my report successfully. I would also like to sincerely appreciate my coworkers and the Rohingya Volunteers for giving me all the information that I need to write the report.

Executive Summary

The purpose of the report is to have an in-depth discussion of the volunteer activities among the Rohingya communities. Secondary data have been used to categorize the volunteer type according to their incentive payment. Primary data was collected through in-depth interviews have been used to further categorize the types of volunteer according to their activity. The sample was selected using a non-probability sampling method. Based on their incentive, qualification, and working knowledge the Rohingya volunteers were categorized into two types. The category has been further categorized into different types based on the different activities of Rohingya volunteers. The activities of Rohingya volunteers that have been described in this report are only the tip of the iceberg. A more detailed discussion could be done if there was no confidentiality issue. With the help and permission from the Government and UN agencies, further research can be done on this topic. Like other social workers, the Rohingya volunteers have a great impact on the well-being of the Rohingya community.

Keywords: Rohingya, community, volunteer, discussion.

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List of Acronyms

AAP	Accountability to Affected Population
CEA	Community Engagement and Accountability
FGD	Focus Group Discussion
NGO	Non-Governmental Organization
INGO	International Non-Governmental Organization
CfW	Cash-for-Work
MEB	Minimum Expenditure Basket
ISCG	Inter-Sector Coordination Group
AAB	Action Aid Bangladesh
AB	Aparajeyo Bangladesh
ACF	Action Against Hunger
ACLAB	Alliance for Cooperation and Legal Aid Bangladesh
ACTED	Agency for Technical Cooperation and Development
ADI	Alternative Development Initiative
AFAD	Association of Training and Development Support
AFF	Allama Fazlulla Foundation
Aman	Association for Muslim Advancement Network
AmCross	American Red Cross
ANANDO	ANANDO
APCD	Asia-Pacific Development Center on Disability
ASEAB	Association for Socio Economic Advancement in Bangladesh
AWARD	Association of Workers for Alternative Rural Development
Bandhu	BANDHU
Basmah	Basmah Foundation
BBC MA	BBC Media Action
BDRCS	Bangladesh Red Crescent Society
BITA	Bangladesh Institute of Theatre Arts
BLAST	Bangladesh Legal Aid and Services Trust
BNWLA	Bangladesh National Woman Lawyers Association
Bosoti	Bosoti

BRAC	Bangladesh Rehabilitation Assistance Committee
CAID	Christian Aid
CARE	Care International
Caritas	Caritas
CCDB	Christian Commission for the Development of Bangladesh
CDD	Center for Disability in Development
CIB	Compassion International Bangladesh
CNRS	Center for Natural Resource Studies
COAST	Coastal Association for Social Transformation Trust
CODEC	COMMUNITY DEVELOPMENT CENTRE
CPJ	Committee to Protect Journalists
CRS	Catholic Relief Services
CWW	Concern Worldwide
DAM	Dhaka Ahsania Misson
DCA	DanChurchAid
DRC	Danish Refugee Council
DSK	Dushtha Shasthya Kendra
EDAS	Education Development and Services
Educo	Educo
Ekata	N.Z. Ekata Mohila Samiti
Embassy of Oman	Embassy of the Sultanate of Oman
FAO	Food and Agriculture Organization of the United Nations
FH	Food for the Hungry
FIA	Faith in Action
FIVDB	Friends in Village Development Bangladesh
Friendship	Friendship
GFF	Good Factory Foundation
GK	Gonoshasthaya Kendra
GNB	Good Neighbors Bangladesh
GNBD	Global Network for Blood Donation
GRC	German Red Cross
GUK	Gana Unnayan Kendra

HAEFA	Health and Education for All
HEKS/EPER	Hilfswerk der Evangelischen Kirchen Schweiz
HelpAge	HelpAge International
HI	Handicap International
HKI	Helen Keller International
HMBD	Health Management BD Foundation
Hope	HOPE Foundation
HIS	HELVETAS Swiss Intercooperation
HTNCT	Help the Needy Charitable Trust
ICCO	Interchurch Organisation for Development Cooperation
ICRC	International Committee of the Red Cross
IFRC	International Federation of Red Cross and Red Crescent Societies
IOM	International Organization for Migration
IRC	International Rescue Committee
ISDE	Integrated Social Development Effort Bangladesh
Islamic Help	Islamic Help
JCF	Jagorani Chakra Foundation
KNH	Kindernothilfe
LEGO	LEGO Foundation
LWF	Lutheran World Federation
Markaz	Al Markazul Islami
Medair	Medair
MI	Malteser International
MSF	Médecins Sans Frontières
Mukti	Mukti Cox's Bazar
Nabolok	Nabolok
NCA	Norwegian Church Aid
NGOF	NGO Forum for Public Health
NRC	Norwegian Refugee Council
OBAT	OBAT Helpers
Orbis	Orbis International
Oxfam	Oxfam

PA	Practical Action
PHALS	Programme for Helpless and Lagged Societies
PHD	Partners in Health Development
Plan	Plan International
Prantic	Prantic
Protyashi	Protyashi
PULSE	PULSE Bangladesh
PWJ	Peace Winds Japan
QCH	Qatar Charity
QRCS	Qatar Red Crescent Society
RDRS	RDRS Bangladesh
RF	Rokeya Foundation - Rohngya Women Welfare Society
RHU	Refugee Health Unit of RRRC
RI	Relief International
RIC	Resource Integration Centre
RJ	Rights Jessore
RPN	Reaching People in Need
RTMI	Research, Training & Management International
SALT	SALT Financial Literacy International
SARPV	Social Assistance and Rehabilitation for Physically Vulnerable
SBSKS	Shehora Bohumukhi Samaj Kallan Samity
SCI	Save the Children
SDI	Self Development Initiative
SHED	Society for Health Extension and Development
Shushilan	Shushilan
SI	Solidarités International
SIF	Secours Islamique France
SKUS	Samaj Kallyan O Unnayan Shangstha
SS	SOLIDAR SUISSE
TAI	Technical Assistance Inc.
TdH	Terre des Hommes
Tearfund	Tearfund

TRCS	Turkish Red Crescent Society
UNFPA	United Nations Population Fund
UNHCR	United Nations High Commission for Refugees
UNICEF	United Nations Children's Fund
UNOPS	United Nations Office for Project Services
UNWOMEN	UNWOMEN
UP	United Purpose
UTSA	Unite Theatre for Social Action
Uttaran	Uttaran
VERC	Village Education Resource Center
VSO	Voluntary Service Overseas
WC	World Concern Development Organization
WFP	United Nations World Food Programme
WHH	Welt Hunger Hilfe
WVI	World Vision International
YPSA	Young Power in Social Action

Chapter 1

Overview of Internship

1.1. Student Information:

Student Name	Sudipta Kumar Dhali
Student ID	15204061
University Name	Brac University
Program & Specialization	Bachelor of Business Administration specialized in Finance and Marketing (Dual Major)
Telephone	+8801631862592
Email	fbdhali1995@gmail.com sudipta.kumar.dhali@g.bracu.ac.bd

1.2. Internship Information:

1.2.1 Period, Company Name, Department, Address:

Internship Company: Technical Assistance Inc.

Department: Information Point (IP)

Division: Information Point Attendant (IPA)

Address: Near Mohammadia Guest House, Light House Road, Shaikat Residential Area, Cox's Bazar 4700, Bangladesh.

1.2.2 Job Scope – Job Description/Duties/Responsibilities:

On 13th August I got the appointment letter from Technical Assistance Inc. (TAI) to work as an Information Point Attendant at Kutupalong Zone. As I am working at Information Point my sole job is to disseminate information among the beneficiaries.

Some duties and responsibilities are given below:

- Information Collect & Referred
- Conduct Awareness Session
- Conduct Video Session
- Conduct Radio Session
- Prepare Two Weekly Report
- Prepare Three Monthly Report
- Maintaining Registration Book, Logistic Book
- Maintaining different registration book based on different sectors
- Follow-up Different Cases
- Giving daily updates online

Because of secrecy and confidentiality, I cannot provide a detailed discussion of my job responsibility.

1.3. Internship Outcomes:

1.3.1. Student's Contribution to the company:

I could not contribute much to the company but I tried my best to come up with new ideas to complete the different tasks in the most efficient way. I have developed different Excel functions by which the reporting can be done more efficiently. But it could not be applied because the office does not provide us with a laptop or computer lab facility.

1.3.2. Benefits to the student:

During my BBA I have participated and organized different programs. While working at TAI I have acquired different sets of skills.

- I have improved my people management skills which allowed me to communicate with people from different social groups.
- Learned to work with people from different social and economic background.
- My presentation skills have improved because of conducting awareness sessions on different topics.
- Increased the ability to work under pressure, multitask, and meeting the deadline at the same time.
- Understand how people work at different levels of an NGO.

1.3.3. Problems / Difficulties

On 16th August 2020, I joined as an information point attendant at Kutupalong Camp. As this is my 1st job, I had to face several difficulties.

First of all, I faced transportation difficulties. I live in Cox's Bazar and my office is in Kutupalong which is 40 km away from there. I had to depend on local transportation. So, I had to wake up between 5:00 to 5:30 am so that I can manage to catch a bus between 6:30 to 6:40 am. It was mandatory to reach the registration camp at 8:30 am and then at 8:50 am a small bus departed the registration camp for camp 2 West. Generally, we reach camp 2 West at 9:00 am. Then we had a general meeting, where we get to know about important announcements, discussion, and decisions. Maintaining the time was a very important part of the job.

Conducting awareness sessions to raise awareness about different topics among the Rohingya Community was a part of my job. For conducting the sessions, I had to speak in Rohingya language which was pretty tough for me at the beginning as I was not fluent in the Rohingya Language. With time by practicing more and more I have overcome this problem.

The next month after joining at TAI I had to face auditing. Most of the notebooks were not up-to-date because of the Govt. holidays for the COVID-19 pandemic situation. I with three of our colleagues had to work day and night to prepare all the necessary documents and notebooks to prepare for the auditing team. Two days after the auditing I became very sick because of season change & compromised immune system and I had to take six days' leave from the office. I am very thankful to the official authority for giving me an ample amount of time for recovering from my sickness.

1.3.4. Recommendations:

Technical Assistance Inc. is one of the most fast-moving organizations in Rohingya Camp having a highly efficient workforce and process to ensure proper execution and planning of different projects to achieve targeted goals.

However, this puts a huge toll on the workforce. Sometimes the employees have to struggle to cope up with the high expectation of the company. There are different training facilities for their employees but the company should arrange more training for their employees to develop their skills.

Chapter 2

Organization Part: Overview and Operations

2.1 Overview of Technical Assistance Inc. (TAI)

TAI has provided a solution for different managerial and systematic difficulties in science its inception. Since 1986 TAI has successfully completed more than 70 projects. We have helped communities strengthen local governance practices and introduced simple management information systems and communication techniques for local decision-making. TAI has developed expertise in primary and reproductive health care services, logistics management, market survey design, and training. In its 27-year history, TAI has successfully worked with several international donors, including USAID, World Bank, UNFPA, Asian Development Bank, Rockefeller Foundation, Swiss Development Cooperation, and Bill and Melinda Gates Foundation.”

“Since 2007, TAI in partnership with Grants Management Solutions (GMS) has provided technical assistance support to countries to help them successfully manage their Global Fund Grants to Fight AIDS, Tuberculosis, and Malaria. TAI has worked with Country Coordinating Mechanisms (CCMs) in Bhutan, Bangladesh, Cambodia, Indonesia, Nepal, Pakistan, Sri Lanka, Thailand, and Timor Leste. Conducted eligibility performance assessment (EPA) in Bangladesh, Nepal, and Thailand. TAI technical assistance has strengthened the management operations of Principal Recipients in Bhutan, Cambodia, Nepal, and Pakistan. In Bangladesh, TAI trained and supported 28 staff members in financial management from 14 civil society organizations.”

2.1.1 TAI Vision

“TAI seeks to establish itself as premier management, leadership, governance, and organizational development firm providing services to international development clients.”

2.1.2 TAI Mission

“TAI works in partnership with leaders, policymakers, and individual contributors in governments and development organizations to close the gap between problems and solutions. Our purpose is to strengthen the capacity of individuals and organizations with a focus on building strong leaders and managers, helping organizations use good governance practices, and helping create and sustain efficient management systems that work toward improved sustainable results.”

2.1.3 TAI Clients

Over the years Technical Assistance Inc. has worked with many clients worldwide. The following is a selective list that reflects a wide range of our clientele:

1. Asian Development Bank (ADB)
2. American Express Bank
3. AustCare
4. Bill and Melinda Gates Foundation
5. Canadian International Development Agency (CIDA)
6. Efa du Monde (EDM)
7. Intra Health International
8. JICA

9. John Snow Inc.
10. The Futures Group
11. The David and Lucile Packard Foundation
12. The William and Flora Hewlett Foundation
13. Partners in Population and Development
14. Pathfinder International
15. Management Sciences for Health
16. System Science Corporation (SSC – Japan)
17. Swiss Development Cooperation (SDC) – Bangladesh and Nepal
18. World Food Program – Bangladesh
19. University Research Corporation (URC)
20. UNICEF – Bangladesh
21. UNHCR – Bangladesh
22. United States Agency for International Development (USAID) – Asia Region
23. United States Department of State (USDOS)

2.2 Conclusions

The above information about the company is given based on secondary data which is collected from the company's website. More information about the company can be given based on primary data and personal interviews but it could violate the company's confidentiality. In our orientation program, an administrative member told us that there are very few numbers of people who know about the company because we do not advertise our achievements and we work in silence.

Chapter 3

An in-depth discussion on the volunteer activities among the Rohingya Communities

3.1 Introduction

Background Information:

The Rohingya refugee crisis is a constant source of disparity between the bilateral relations between Myanmar and Bangladesh. Since the late 1970s, the Rohingyas have been dropped from many rights. They went through many hardships and discrimination in both security and social economy. Since the 1970s Rohingya refugees have been coming to Bangladesh from Myanmar though small in number still prevailing. Over the years the number of people migrating has been increasing. In the 1990s, more than 250,000 shifted to Bangladesh. In the 2000s, being attacked by the Arakan Rohingya Salvation Army (ARSA) a Rohingya extremist group, the Myanmar government, and its Buddhist supporters started to persecute the race.

During the extreme oppression and tyranny, around 603,000 refugees fled Rakhine, Myanmar for Bangladesh in 2017. The United Nations (UN) called the exodus as “textbook example” of ethnic cleansing, an extreme case of racism. Currently, an estimated 200,000+ refugees are living in unregistered in Bangladesh. Around 919,000 Rohingya refugees are living in the southern part of Bangladesh residing in camps and settlement in Cox’s Bazar, close to the border with Myanmar. The addition of these 2 million people has caused many problems and social issues among themselves.

In these desperate cases, refugees among Rohingyas have volunteered a hand for their people. They were in close collaboration to mitigate and mediate issues concerning their community and Bangladesh. UNHCR, the UN Refugee Agency also working in cooperation with its partners and the refugee community. Oscar M. Sánchez Piñeiro, a senior field coordinator in Cox's Bazar said that the Refugee demonstrated a high level of rigidity and self-reliance and they shall provide more training to improve their capacity. Primarily their Rohingya volunteers work to in case of a first-hand emergency. They are now receiving more training facilities to repair infrastructure, counsel, temporary evaluation, and report incidents.

Research Objective:

The primary research objective is to scrutinize and observe the role of Rohingya volunteers. Currently, there are more than 1000 volunteers from the Rohingya community Some work for a low stipend other of humanity. They regularly circulate lifesaving messages door to door. These volunteers work at the root level, hold a meeting with Rohingya people twice a month to solve internal problems through internal discussion. However, if not mitigated, they are directed to NGOs and Government organizations according to their respective issues. The network has been formulated through overcoming challenges. In this report, how much the Rohingya have boosted in aid to this situation. How fast and quick they worked, what more training and in what sector can be given so that they can provide more assistance, the negative aspect shall be compared.

Limitation:

The speed and scale of the influx have resulted in a critical humanitarian emergency, with refugees reliant on humanitarian assistance for food and other life-safety needs. The concept of Rohingya refugees where we delve down to their innate humanity and the aspects comparing their assistance to as such other community volunteers. The wandering question, are they doing

better than the others or how much can be improved. Despite the promising research objective, many constraints are limiting it. The first being the lack of secondary sources. There are insufficient research studies on that topic which made this report heavily dependent on the primary source of data. Secondly, since Rohingya refugee is a sensitive issue, there was limited access to data and many were restricted to governmental policies and UN regulations.

Thirdly, due to the limitation of secondary sources, the reliance on primary sources has opted. However, these primary studies are usually expensive and involve large scale operation. Along with time constraints, there was insufficient sample size for statistical measurement. Even though the case studies regarding the Rohingya were not enough to reach a certain conclusion. Fourthly conflicts were arising from cultural lakes and other issues of cultural incompatibility.

Significance of the study:

The study of Rohingya refugees can bring a new paradigm at the root level, organization, network, and communities to enhance their training skills. As well as, in the future, we can seek more assistance and train them accordingly for an effective outcome to undermine the situation. The project's goal is designed to help these Rohingya volunteers to improve their competence and implement pathways to improve the overall situation. This study discusses the optimal scope of their intellectual and constructive ability to further the cause of these projects.

3.2 Literature Review

Several reports, journals, newspaper & online articles are available based on different Bangladeshis and foreigners who worked as a volunteer for the well-being of the Rohingya refugee community. On the other hand, there is no article, journal, newspaper & online article

about the activities and contributions of volunteers from the Rohingya community. Because of the less availability of secondary resources, the report is solely based on primary data. Luckily there is a detailed guideline on the incentive rates for the Rohingya refugee volunteers which were published on the 17th July 2018 by ISCG. Based on the guideline I have successfully categorized the Rohingya volunteers into different types. Apart from that, there is no other secondary data which is used to prepare the report.

3.3 Research Methodology

Choosing the right way for conducting research is the most important part of an effective study.

Collecting data for the research was the most difficult part of conducting the research.

Research Design

This is a qualitative type of report. By nature, the report is descriptive which will elaborately describe different activities of Refugee Volunteers and how it has a greater impact on their society. This report is mainly based on primary data which was collected through a personal interview for getting information regarding different activities of the Refugee Volunteers. Secondary data was used to have a better understanding of the history of the Rohingya community and to have a brief discussion on the Refugee Volunteer Incentive Rates. Secondary data was collected from relevant reports, journals, and different websites, etc.

Description of Data

The study tried to make a proper connection between the primary and secondary information.

Primary Data

The information was gathered based on the observation of different activities of Refugee Volunteers. Then short but indebt interview sessions were conducted on 16 Refugee Volunteers to get insights and to have a better understanding of their activities.

Secondary Data

It was surprising that there was not much information available online about the different activities of Refugee Volunteers. Although the incentive rates for Refugee Volunteers by Inter Sector Coordination Group (ISCG) was available online.

Type of Research

It is a qualitative type of report because the report is required to be completed by deep information analysis which can only be done through the qualitative report.

Sample Frame

To design the sample frame the study has considered Refugee Volunteers as a sample because of the qualitative nature of the report. Short but effective samples are required for the report.

Sample Selection Procedure

The non-probability sampling method has been used for selecting the sample. The sample has been selected based on their work experience. As the experienced volunteers are more likely to give reliable and in-depth information about their activity.

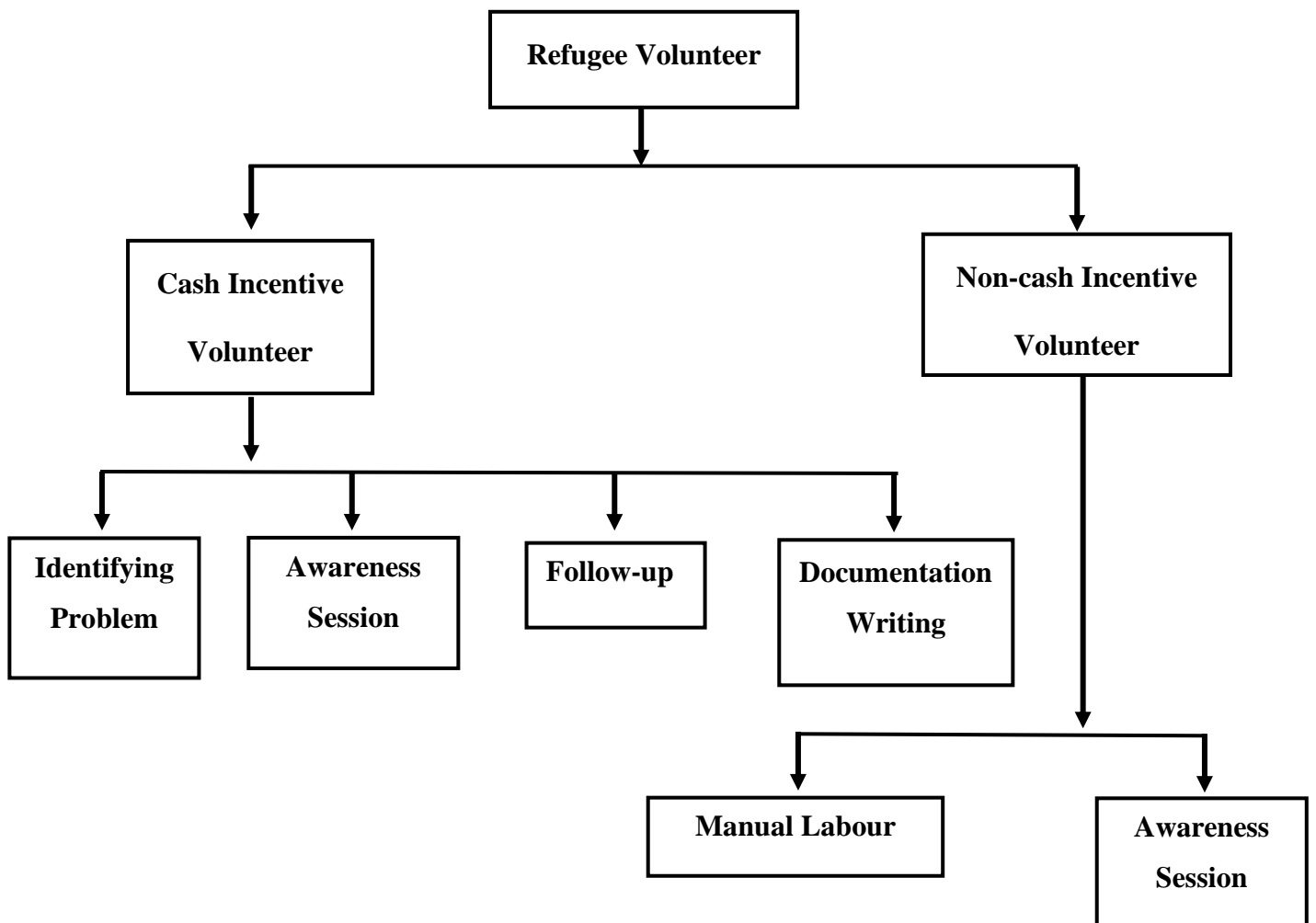
Sample Size

For the purpose of collecting data, the sample size of the study consists of 16 Key information interviewees among the Refugee Volunteers.

3.4 Findings and Analysis

Refugee Volunteer

According to the Cambridge, Directory volunteer is a person who does something, especially for helping other people, willingly and without being forced or paid to do it. There are volunteers from the Rohingya community who work side by side with different organizations for the betterment of their (Rohingya) community.



The Refugee Volunteer Incentive Rates are fixed by the Inter-Sector Coordination Group (ISCG) which is the central coordination body for humanitarian agencies serving Rohingya refugees in Cox's Bazar, Bangladesh.

According to the Inter Sector Cooperation Group (ISCG), there are two main ways in which the Refugee Volunteer are engaged in labour. One of them is Cash for Work (CfW) programming and the current rate for the program is 350 BDT per day. Another way for engaging the Refugee Volunteer labour to achieve set operational objectives which include unskilled, semi-skilled, and skilled volunteers. There is a different incentive rate based on their skill level.

For better understanding, the Refugee Volunteers are divided into two categories based on the most common form of labour and their incentive payment system.

1. Cash Incentive Volunteer
2. Non-cash Incentive Volunteer

1. Cash Incentive Volunteer:

According to the “Refugee Volunteer Incentive Rates – Rohingya refugee response” report published on 17th July 2018 by ISCG, the semi-skilled & Skilled Refugee Volunteers are engaged in this form of labour activities. Semi-skilled and skilled volunteers must have basic literacy knowledge and need training before performing any role in achieving the operational goal. The hourly incentive rate for this sort of voluntary labour is BDT 50 to BDT 75 and the monthly incentive rate is BDT 7,200 to BDT 12,600. Community outreach workers, data collectors, hygiene promoters, etc. are the most common roles which are played by this type of volunteer. Based on, in-depth interviews and personal observation their activities can be categorized into four types.

Identifying Problem:

First, a problem needed to be identified to solve it so there are dedicated Refugee Volunteers whose work is to identify problems and let the concerned authority know about the problem so that they can come up with a sustainable solution. Different problems can be arise based on different situations like in the rainy season people face problems caused by natural calamities & heavy rainfall, in winter people face different sets of problems, and in general food, health, child marriage & trafficking, gender & domestic violence, sexual harassment, early marriage related problems are quite common in the refugee camp. So, there are dedicated volunteers who identify this sort of problem and based on the nature of the problem they acknowledge the concerning authority. For example, Refugee Volunteers inform or refer WFP about the food-related problems and they inform WHO about the health-related problem. As the volunteers belong to the refugee community, they can identify the problems and come up with insights within a short time. Which would be harder for any non-refugee community people.

Follow-up:

Some problems required regular follow-up. For example, for the health-related problems, the concerning authority sends their Refugee Volunteer to know about the patient's health condition. After solving a domestic violence problem, the Refugee Volunteers talk with the neighbors to get insights about the result of the solution. After conducting a hygiene session, the Refugee Volunteers visit the participants regularly to ensure the proper maintenance of hygiene. There are different types of organizations that conduct tree plantation programs occasionally; after the program, the maintenance is done by the Refugee Volunteers.

Awareness Session:

People in the Rohingya Community are not educated enough. According to one of the Refugee volunteers, they have an educational facility in Myanmar (Burma). But after completing the required education, they do not get a job because of religious discrimination. The volunteer added that after completing the required education they do not get a job so they have to start an agricultural activity to support their family. Because of this reason, most of the Islamic families engaged their children in agricultural activities so that they can earn money to support their families.

That is why most of the people in the Rohingya community are illiterate and they do not have basic hygiene knowledge. To solve this problem and raise awareness about basic hygiene the volunteers have to conduct sessions on Hygiene, child marriage, early marriage, and so on. The volunteers get necessary training and materials like a flip chart, poster, etc. for conducting awareness sessions.

Documentation Writing:

All the Refugee volunteers who work under the Cash Incentive Volunteer program have basic literacy knowledge about English & Burmese (Myanmar) writing, reading, and speaking so that they can maintain different documents and give a report on their daily activities. Volunteers who work in protecting side they write details about the victims and their situation. While identifying a problem they make a detailed report about the situation and submit it to the concerning authority; the concerning authority takes necessary steps based on the report.

2. Non-cash Incentive Volunteer:

According to the “Refugee Volunteer Incentive Rates – Rohingya refugee response” report published on 17th July 2018 by ISCG, the Cash-for-Work & Unskilled Refugee Volunteers are engaged in this form of labour activities. Cash-for-Work & Unskilled Volunteers are required for physical/constructional labour, truck loading/unloading, gatekeeping, general labour like cleaners to meet operational needs. The daily incentive rate for this sort of voluntary labour is BDT 350 and the hourly incentive rate is BDT 50 per hour.

Generally, the cash incentive is given to the permanent labour workers like a gatekeeper, cleaner, guard, etc. but most the volunteers are given non-cash incentives like food, training, umbrella & rainy footwear during the Monsoon season, etc. Based on several in-depth interviews and personal observations, their activities can be categorized into two types.

Manual Labour:

There are lots of construction-related problems which is found by the incentive paid volunteers and submitted to the concerning authority. The concerning authority appoint the manual labor volunteer to examine that place and find out what are the necessary tools that are required to fix the problem. After collecting all the required tools (necessary tools are provided by the concerning authority) the designated manual labor volunteers with the supervisors visit that place and fix the problem. On that day after completing the construction work, the volunteer gets free lunch from the organization. Manual laborers mostly work to fix the road problem, house-related problem, etc.

Awareness Session:

The Non-cash Incentive Volunteers also get training for conducting awareness sessions like the cash incentive volunteers. Although it is not mandatory to do for a non-cash incentive volunteer, they got proper training to conduct awareness sessions so that they can use the knowledge for the well-being of their community.

3.5 Conclusion:

We all know about different humanitarian organizations that are working for the wellbeing of the Rohingya community. Because of the outreach of media, we have heard about several stories of Humanitarian Workers who have worked very hard for solving different problems regarding refugees. But there are very few people outside the humanitarian aid workers who know about the hard work and contribution of the Rohingya volunteers. That is why the main target of this report is to acknowledge people about the volunteering activities by the people from the Rohingya community. In the end, it can be concluded that the Refugee Volunteers are working side by side with the INGO, NGO & UN Agency to mediate in both communities for improving the lives of Rohingya Refugee.

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