



# LABOUR MIGRATION IN BANGLADESH

## CHALLENGES, NEEDS AND RECOMMENDATION



## YPSA (Young Power in Social Action)

An Organization in Special Consultative Status with the United Nations Economic and Social Council (UN ECOSOC)

A non-profit Social Development Organization

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**Challenges, Needs and Recommendations**

**YPSA-Fairer Labour Migration in Bangladesh Project**

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## Challenges, Needs and Recommendations

A Baseline Survey Report on YPSA-Fairer Labour Migration in Bangladesh Project

January, 2018

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**Disclaimer :** The findings and information provided in this publication is respondent views and do not necessarily reflect the views of researchers and the organization (YPSA).

# Acknowledgement



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# Foreword

Young Power in Social Action (YPSA) is a registered, non-governmental, nonprofit and an organization for sustainable development. YPSA has been contributing to the national goals for making a difference in the lives of the people since its establishment in 1985. Moreover, YPSA has gained the special consultative status of United Nations Economic and Social Council (UN-ECOSOC). YPSA's mandate is to influence public policy, attitude and practices in favor of the poor, marginalized and vulnerable men, women, boys and girls. YPSA is a fleet of professional staff specialization and has been working in the five thematic areas of development like Health, Education, Human Rights and Good Governance, Economic Empowerment, Environment, Climate Change and Disaster Management. Labour Migration Project is under Human Rights and Good Governance theme. For its outstanding contributions to the society, YPSA has awarded several national and international awards.

YPSA has been implementing the Fairer Labour Migration in Bangladesh Project since 2017 to improve the transparency and accountability of the migration process, in addition to identified entry points to support civil society actors and explore the opportunities to backstop the system change through initiatives that build the capacity of migrants to make informed choices. This project now has been implementing on Chittagong, Rangunia Upazila and Sadar Upazila, Cox's Bazar as a pilot basis. This research has reflected the scenario of labour migration in Bangladesh. As well as identified the challenges, barriers, need and recommendations of fair labour migration. I am grateful and would like to especially thanks to the PROKAS, British Council and UKaid for providing fund for the implementation of this

project. I also express sincere gratitude to PROKAS, British Council for continuous guidance and assistance in implementing the project interventions as well as bringing out this publication. Finally, I would like to thank to community people, stakeholders and government officials who tremendously favored us on conduction the research work.

Indeed, I extend my gratitude and greetings to all respondents, research team, YPSA-KM4D and YPSA-Labour Migration Project staff who contributed on making this publication a success. I believed this publication would be a guideline for promoting safe orderly and regular migration in Bangladesh.

**Md. Arifur Rahman**

Chief Executive, YPSA

# Executive Summary

Migration is the movement by people from one place to another. Fair migration encompasses the set of protecting the migrants interests, respecting their fundamental rights and providing opportunities for decent work. With the staggering number of migrants, Bangladesh is now one of the providers of skilled, semi-skilled and unskilled workers abroad. The effect of migration on Bangladesh's GDP is strong enough to sight as it is increasing with the remittance flow. Not only economical, but migration also has its impact on social and development dimensions. Labor migration of Bangladesh is quite intense in Middle Eastern countries mostly. Bangladesh comes up with various policies, laws and programs targeting migration of laborers. However, safe migration in Bangladesh is still challenging for legal, institutional and procedural limitations along with the malpractices by the intermediaries. All these challenges find its way to create sufferings for both aspirant and returnee migrants considering deportation, low wages, unsafe work place, unsatisfactory health and housing facilities and so on. This study intends to find out the challenges and needs of the aspirant and returnee migrants in two areas of Rangunia Upazila namely Rangunia Paurashava and Saraf Bhata Union in Chittagong District, Bangladesh.

The overall objectives of this study are to know the understanding level of migrants about fairer labour migration in the study area as well as to investigate the challenges of fair labour migration and find out their

needs. This study was conducted to draw some possible recommendations for grievance mechanisms to overcome migration related challenges at the community level in the study areas.

Both qualitative and quantitative approaches were adopted for conducting the research. Basically, data were collected from primary sources through field survey and secondary data were used for triangulation of data. The main tool of quantitative survey was questionnaire survey and for qualitative survey Focus Group Discussion (FGD) and Key Informant Interviews (KII). A semi-structured questionnaire was developed for collecting field data from respondents.

The respondents were divided into two groups; aspirant or potential migrants and returnee migrants in both areas. The total number of respondents was 270 with 135 respondents in each group and each area. Male respondents were 72.6% and female were 27.4%. Most of the respondents are youth and their education level is secondary most.

The research has explored the scenario in two ways first is trying to explore the situation in overall and second is exploring this situation in rigorously as aspirant migrant perception and opinion as well as returnee migrant experienced and suggestions.

In generally, respondents are going abroad for working purposes in study area. Middle East countries are top most destination countries in study area where Oman, United Arab Emirates (UAE) and Saudi Arabia (KSA) is top most countries. A light portion of respondents want to go south Asian countries as Malaysia and Singapore. It has been found that 87.4% respondents have passport but 66.7% of



respondents were taken help of middlemen on doing this passport. A major portion of respondents were paid more money on getting this passport. As well they have not received passport within aforementioned time of passport authority. It is mentionable that there was no NGO in community on working labour migration issues. Very few respondents were informed that the engagement of Recruiting Agency (RA's) on labour migration process. Only thirty percentages of respondents have special skills on subjective issues. It is interestingly, 83% of respondents said they collected visa from informal sources as family members, relatives, friends and neighbors. Only 13.3 % of respondents made registration in DEMO database and 34.1% have knowledge of DEMO SMART Card. It is mentionable that about 12% of respondents said they face deceived during migration process and 61.5% of respondents want to solve the fraudulence in locally. In regards of dispute resolution they want to from a grievance management committee in locally with consist of up members, chairman and social leaders.

It has been found that most of the aspirant migrants (97.0%) have passport. Only 17.0% of the aspirant migrants found to have special skills for going abroad and almost 92.6% of the respondents found not to have language proficiency for going overseas. While 97.8% of the respondents applied for visa, it has been observed that most of them sought informal sources for it. However, interestingly, most of them (91.1%) said that they did not face any problem while searching visa. On the other hand, when the respondents asked whether they face problems while getting visa, both in quantitative and qualitative data, it was found that they faced various types of problems such as time consumption, fraudulence, extra money paying and

so on. Most of them (65.2%) said that they did not have any knowledge about their visa status. It is alarming that most of the aspirant migrants (92.6%) expressed that they did not know about Overseas Employment and Migration Act 2013. The problems facing during the time of migration process and having no proper knowledge about the migration process and relevant laws and regulations were the prominent challenges opined by the aspirant or potential migrant respondents found in this study.

It has been observed that most of the aspirant migrant respondents (68.9%) were moderately satisfied about the service of passport office. Almost 57.0% aspirant migrants said that they did not know about any recruiting agency or supporting institutions for labor migration in their area. Among the respondents who knew about the recruiting agencies, only 33.3% respondents found to get assistance from them. When the respondents were asked about their opinion regarding setting up labor migration related dispute resolution committee, majority of the aspirant migrants (93.3%) supported such action to be taken place. They also suggested some ways to form such committee such as integrating the local leaders, respected social persons or honest and educated people of the society. It has been found that most of the aspirant migrants (98.5%) said not to have overseas skill training center present in their area, especially all of the respondents from Saraf Bhata Union said that they had no any such center in their area for providing skill training to them. Overall, the needs of the aspirant or potential migrants were found that they needed overseas skill training center as well as dispute resolution committee for solving their overseas migration related problem.

For returnee migrant respondents, it has been found that most of them (74.8%) opined formal sources safe for labor migration process. Talking about their challenges, a good number of respondents (57.0%) acknowledged that they faced problem while staying overseas, for example, language problem, salary and working condition related problem etc. Like the aspirant migrant respondents, most of the returnee migrant respondents (85.9%) also found not to know about the Overseas Employment and Migrants Act 2013. It has been also observed that majority (91.9%) of the returnee migrant respondents stated that they had no knowledge about any organization related to overseas migration in their area. In addition to that a good number of the respondents (68.9%) also found not to know the address of Bangladesh Embassy/High Commission in destination country. So far, the challenges for the returnee migrant respondents found that they had little knowledge about the overseas migration act and laws. They also did not get proper support from Bangladesh Embassy/High Commission as most of them did not get to know the address of embassy/high commission in the destination countries. They also reported to face problem during their overseas stay.

After arriving in their overseas country, surprisingly, about 66.7% of the respondents said that they did not faced any disparity in working condition those mentioned in visa. However, in FGD and KII, the respondents said how much disparity they faced during their overseas stay. It was found that most of the returnee migrant respondents (71.9%) came back willingly and most of them (65.2%) wished to go overseas again. They needed support both from home country and destination country. It has been found that the returnee migrant respondents need to be provided

knowledge and information about the overseas country before going and help about migration process. They deserved government assistance in overall migration process. From Bangladesh Embassy/High Commission, the returnee migrant respondents expected to get help to resolve their problems, to be taken care as migrants, to get assistance and being respected.

From FGD and KII, the findings also pointed out that aspirant migrant were more dependent on informal sources because of lack of proper knowledge about formal source and government assistance about migration process. Extra money paying, harassment of 'dalals' or agents, delay in getting visa are barriers indicated by the respondents. The respondents expected that the government should take strong actions to lessen the harassment. It has also been found that the respondents tend not to go DEMO office for long distance. Returnee migrants expected to have support and assistance once their passport got expired overseas. The respondents also wanted to accelerate the quality of service and provision in government offices to get better output than what they got. All the respondents focused on the government and non-governmental organizations working together to resolve migrants problems and the complaints referred. FGD and KII responses also harmonized the necessity of setting up grievance committee in their areas.

Based on the findings there are some recommendations to ensure safe and labor migration in the study area such as providing knowledge and information about the laws and acts of the overseas country in prior; providing skill enhancement program and language training; doing migration process by the government permitted agencies;

ensuring fair administrative support; setting up dispute resolution committee; economical support for the poor aspirant migrants; appropriate provision and support from Bangladesh Embassy/High Commission in the migrants' overseas countries; ensuring government initiatives and strong action against frauds as well regulate dalals; awareness and information programs targeting aspirant migrants and so on. Government had an important role to play to meet the needs of aspirant and returnee migrants and ensure a safe environment for labour migration. However, not only government but non-government players also need to come forward and work together to create safe and fair labour migration process as smoothly as possible.

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# 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
DPO	District Passport Office
EPS	Employment Permit System
FDI	Foreign Direct Investment
FGD	Focus Group Discussion (FGD)
FLM	Fairer Level Migration
GATS	General Agreement on Traders in Services
GFMD	Global Forum on Migration and Development
GMG	Global Migration Group
ILO	International Labour Organization
KII	Key Informant Interviews
KM4D	Knowledge Management for Development
NGO	Non-governmental Organization
PKSD	Probashi Kolyan Sahayak Desk
PROKAS	Promoting Knowledge for Accountable System
R/A	Residential Area
SDGs	Sustainable Development Goals
UN	United Nation
UNO	Upazila Nirbahi Officer
MoEWOE	Ministry of Expatriates Welfare and Overseas Employment
UP	Union Parishad
YPSA	Young Power in Social Action

# Glossary

**Dalals:** Dalals (brokers) as sub-agents or registered agents of the recruiting agencies.

**Fraud:** Fraud means to cheat, deceive, induce or mislead others wilfully or negligently by any word or conduct or by contract or document about any facts or law.

**Grievance Management Committee (GMC) :** A Committee which consist of local Government representatives, Community leaders and Returnee migrants. GMC is mainly responsible on settling the overseas related complain through social mediation.

**Migrant Worker :** Migrant worker means any Citizen at Bangladesh who for wage is in the planning process to migrate for work or is departing to any foreign country for work.

**Employer :** Employer for the purpose of overseas employment, means an overseas or Bangladeshi person or organization entity who has hired the worker.

**Youth Volunteer:** Youth Volunteer in a group of local youth, who aged 18-35 years. They are working on disseminating the information of fair labour migration in their own community.

**Migration Support Center :** Migration Support Center is a place, which located in Union Parishod. This center disseminating the information of migration related organization and their services. In addition to, this center assist to access to justice of migrants victims.

**Household:** Persons, either related or unrelated, living together and taking food from the same kitchen constitute a household.

**Migrant:** Migrant means any citizen of Bangladesh who has migrated or intend to migrate to a foreign country for the purpose of overseas employment. A person who return form foreign country is also migrant.

**Migration:** Migration means the departure of a citizen from Bangladesh for the purpose of employment in a trade or profession in any foreign country.

**Overseas Employment:** Overseas employment means the employment of a Bangladeshi citizen in a foreign country outside the legal authority of Bangladesh.

**Recruitment Agent/ Agency:** Recruitment agent means any person/entity licensed under the Section 9 (government) those who are working overseas related activities.

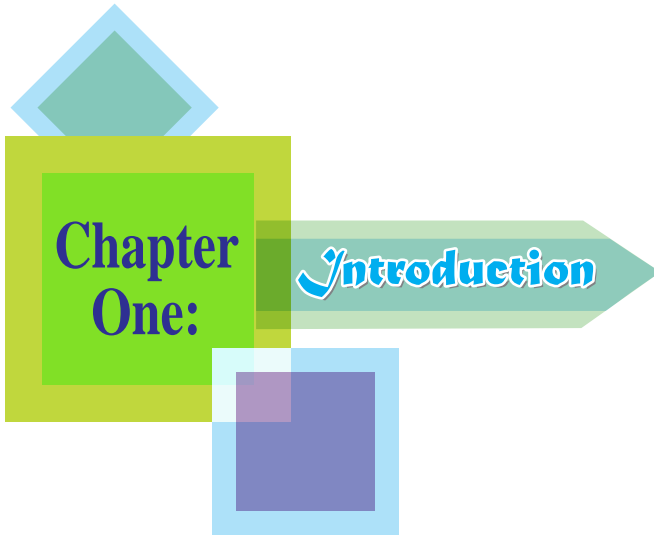
**Stakeholder:** any group, person, or agency that has an interest in or is affected by a policy, plan, or project.

**Union:** Smallest administrative rural geographic unit comprising of mauzas and villages and having union parishad institution.

**Upazila:** Upazila formerly called thana, is a geographical region in Bangladesh used for administrative or other purposes.

**Village:** Lowest rural geographic unit either equivalent to a mauza or part of a mauza.

**Ward:** Smallest administrative urban geographic unit comprising of mahallas and having ward council institution.



**Chapter  
One:**

*Introduction*

# Chapter One: Introduction

## 1.1 Background of the Study

Fair migration as the term suggests refers to the condition where the interests of the migrants are protected, fundamental rights respected and they are provided with the real opportunities of decent work. The total number of persons residing outside their country of birth has reached to almost 175 million by 2000, which is roughly equivalent to 3% of the world's total population. Indeed, if international migrants were considered together they would account for the world's fifth most populous country<sup>1</sup>. Labor migration has become an extreme global phenomenon nowadays. The rate of people crossing the borders is faster than the growth rate of world's population. Bangladesh has witnessed different patterns of migration since a long time. Skilled, semi-skilled and unskilled workers migrate outside the country. Each year, more than 400,000 workers leave Bangladesh for overseas employment<sup>2</sup>. In last year about 1.2 Million Bangladeshi workers were going abroad for employment purposes. This amount is increasing day by day.

Migration not only contributes to the GDP of Bangladesh but is also considered as a development alternative and an important livelihood strategy for the people of Bangladesh. Bangladesh is a country of emigration rather than a major immigrant destination<sup>3</sup>. The export of laborers from Bangladesh has played a significant role in the increase of remittance flow to the country.

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1. ILO, 2004

2. <http://ilo.org/dhaka/Areasofwork/labour-migration/lang-en/index.htm>

3. [www.bpb.de/gesellschaft/migration/laenderprofile/216106/migration-policies](http://www.bpb.de/gesellschaft/migration/laenderprofile/216106/migration-policies)



Bangladesh is a hugely labour surplus country and consequently participates in the supply side of a global labor market. They migrate for both short term and long term employment. The rate of migration intensified from the 1970s and 1980s due to the increase in oil prices in the Middle East in the 1970s and the introduction of several migration policies in the country since the 1980s. Labor migration is significant for the economic development of the country.

People migrate from Bangladesh to other countries due to the presence of certain pull and push factors. Remittance has helped to reduce the level of poverty in Bangladesh by 1.5% and also accounts for 66% of the country's foreign currency reserve.<sup>4</sup> More than ten million migrant workers play pivotal roles in the development of the country's economy, reduce poverty level and also help in the maintenance of healthy balance of payments.

An inflow of US\$15.31 billion to Bangladesh was observed in the fiscal year 2014-15 which was sent as remittance by the migrant workers.<sup>5</sup> Bangladesh ranks in the seventh position in the whole world in the list of world's top remittance receiving nation. The majority of migrants travel to Gulf countries for work. Bangladesh received a remittance of US \$339 million in 1980 whereas in 2012 it received US \$14.2 billion as remittance. In 2013, the amount decreased to 13.8 billion. The year 2014 saw a re-increase in the remittance inflow (US \$14.9billion).<sup>6</sup>

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4. Staff Correspondent, "Remittance inflow to Bangladesh hits record \$15.31b", The Daily Star, July 03, 2015, available at <http://www.thedailystar.net/frontpage/remittance-hits-record-1531b-106567> accessed on 30 March 2017

5. Ibid

6. Etzold, B., and Bishawjit Mallick, Country Profile: Bangladesh at a Glance, Focus Migration, Institute for Migration Research and Intercultural Studies, November, 2015, p.2-5

In 2016, Saudi Arabia was the largest source of remittance for Bangladesh whereas UAE and the USA was the second and third largest source for remittance respectively. Saudi Arabia was put a ban on the recruitment of blue collar workers from Bangladesh for 7 years from 2008 stating that it had the objective to balance the recruitment of workers from India and Pakistan and also made allegations on the malpractices of the recruitment system and now it was over.

In addition to, overseas employment is the second largest source of income for Bangladesh.<sup>7</sup> The country has designed various policies, laws and programs regarding migration of laborers to host countries like the establishment of Bureau of Manpower Employment and Training (BMET) in 1976, the coming into effect of the Emigration Ordinance 1982, the establishment of a ministry related to overseas employment in 2001, adoption of two particular laws namely the Overseas Employment Policy 2006 and the Overseas Employment and Migration Act 2013. Moreover, Bangladesh ratified various international legal instruments like the UN migrant Workers Convention, CEDAW, ILO, etc. all of which were related to the protection of the interests of the rights of the migrants. The issue of migration has also been incorporated into the agenda 10.7 of the Sustainable Development Goals (SDGs). Moreover, Bangladesh has signed a number of bilateral agreements and Memorandum of Understanding with host countries (MOUs).

In spite of the government's sincere efforts, Bangladesh's labour migration sector still suffers from many governance challenges ranging from legal, institutional and procedural limitations, coupled with rampant corrupt malpractices by intermediaries, causing immense sufferings to millions of

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7. Bangladesh Annual Migration Report-2016, p.7

job-seekers who have been defying all odds in search of a better future abroad.<sup>8</sup> Issues like deportation, low wages in the host country, unsafe work place, inadequate health and housing facilities, absent of migration support center in locally, low skills of laborers are faced by migrants in Bangladesh. The mere amount of budget allocation in the Expatriate Ministry indicates an important vacuum that needs to be redressed. Moreover, whether the migrants are well aware of the concept of fairer migration and have the knowledge of all their rights they deserve is an area to be explored. Their awareness on issues of fair migration will decide the extent to which they may be exploited if they chose informal channels to migrate.

This study intends to find out the challenges and needs of safe labor migration in the two areas of Rangunia Paurashava and Saraf Bhata Union in Upazila of Rangunia, District of Chittagong. In addition to trying to figure out the current scenario of labour migration, existing grievance mechanism on settling the overseas related complain. The Upazila of Rangunia is home to about 303, 998 people and rent and remittances from abroad constitute for 10.91% among the various sources of income for this Upazila<sup>9</sup> and<sup>10</sup>. As safe and sustainable labor migration is a key driver in the economic development in both sending and receiving country, it is important to find that what migrant actually understand about fair migration and what are their needs in regard to fair migration; to identify the challenges that create barriers in fair migration and find possible grievance mechanism as soon as possible.

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8. Governance in Bangladesh's migration process: Challenges and the way forward

9. [http://en.banglapedia.org/index.php?title=Rangunia\\_Upazila](http://en.banglapedia.org/index.php?title=Rangunia_Upazila)

10. Economic Review, 2016. Ministry of Planning, Government of the People's Republic of Bangladesh, Dhaka, Bangladesh.

## 1.2 About YPSA-Fairer Labor Migration in Bangladesh Project

Labor migration is increasingly being recognized as a viable livelihood option for many poor people and one of the major development issues for Bangladesh. More demand for manpower from Bangladesh is coming from some South East Asian countries in addition to the Middle Eastern countries. The growth in migration from Bangladesh and the increasing levels of remittances and consequent benefits to the society and the country are not without its challenges. Most of migrant labor force working in other Asian countries and in particularly, the Middle East. Due to the employment rate being much higher at rural and sub-urban areas, most of these migrant labors come from poor and middle income socio-economic settings. Fact is, the bulk portion of our labor force have a very limited literacy and skill level and have therefore, migrated as unskilled labour.

Due to their limited literacy level, unavailability of relevant information and proper consultancy service, most of these migrants labor suffer from more or less the same problems.

These includes, cheating by the middleman, fake and unregistered travel agencies, in the name of free visa, fraud and deception by recruiters, physical and/or sexual abuse from employers, squalid living conditions, poor access to health care and other services, irregular and insufficient pay for long work hours in difficult physical conditions and socially marginalization in host countries, steady job and other facilities, procedural problem in some legal institutions in the importing countries causes delay in disposal of cases of labor problems for getting their proper dues, nonpayment, underpayment, delayed payment, poor

living conditions, refusal to provide air tickets at the time of exit, non-adherence to the terms and conditions of employment by the sponsors, sometimes as soon as the worker reaches the host country, the agreement is substituted by a new agreement having low wages, substandard accommodation, no free food and other lower fringe benefits, etc. In case of accidents it takes years to get the death compensation by the next of kin due to complexity of legal procedures of the host countries. Sometimes workers are repatriated after becoming handicapped temporarily or permanently due to some accident without proper treatment or compensation. Moreover, some social leaders and government officials are also heard to be taken advantage of their lack of knowledge.

Keeping all the situation in mind YPSA has been implementing Fairer Labor Migration Project with the support from Promoting Knowledge for Accountable Systems (PROKAS), British Council from January 2017. This project is working for improving the transparency and accountability of the migration process and also promotes on safe migration. The project working through five partners (RMMRU, BOMSA, WARBE DF, YPSA and IID) on different territory in Bangladesh. The project uses the political momentum which was generated by Bangladesh hosting the GFMD in December 2016 to support partners from civil society to use this opportunity to present and represent the perspectives of citizens at the national level. YPSA has been implementing a pilot project in Chittagong, Rangunia Upazilla and Cox's Bazar, Sadar Upazilla. A large number of migrants are going abroad from these areas.

### **1.2.1 Objectives of Project**

- 1 The project aims to improve the transparency and accountability of the migration process. It will do this through supporting work by multiple stakeholders which increases the fairness of the labour migration system by reducing the scope for corrupt practice and supporting the development of mechanisms to enhance informed decision-making by migrants.
- 2 The project will initially look to use identified entry points to support civil society actors in their work to influence systemic and institutional changes related to the role of intermediaries in informal labour migration practices. The project will continue to explore other identified opportunities to backstop the system change through initiatives that build the capacity of migrants to make informed choices.

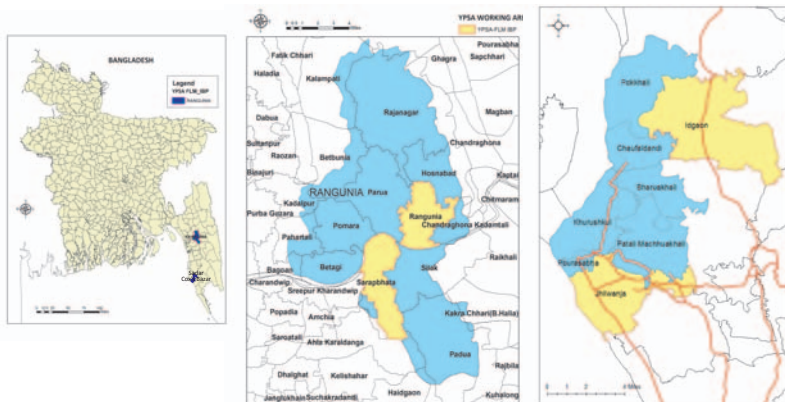
**Funded By:** PROKAS (Promoting Knowledge for Accountable System), British Council

**Duration of Project:** 1st January 2017 to May 2018 (1<sup>st</sup> Phase)

### **1.2.2 Geographic Location**

The project has been implementing on Chittagong, Rangunia Upazilla (Saraf Bhata Union and Paurashava of Rangunia upazila) and Cox's Bazar, Sadar Upazilla (Jhilonza and Eidghaon Union).

## Map 01 :YPSA Labour Migration Working Area



Rangunia, Chittagong

Sadar Upazila Cox's Bazar

### 1.2.3 Targeted Population

Labour Migrants (particularly Aspirant Migrant), Returnee Migrants and their Family members, Migration Related Organizations (GO and NGO's), Recruiting Agencies, Training Centers and Middleman,

### 1.2.4 Major Interventions

- | Conduct a research to identify the challenges and needs in fairer migration especially for the Youth and Minority Groups
- | Conduct mapping on power dynamics in relation to fairer migration
- | Develop database and register migrants' families, potential migrants, recruiting agencies and Middleman (dalal) in targeted project areas
- | Produce number of case studies on challenges, grievance and systems on fairer migration at local level for sharing it with respective stakeholders and link with national advocacy.

- | Organize meeting with different stakeholders like DEMO, Recruiting Agencies, District Probashi Kollyan Desk, local administration, various training centres etc. for ensuring the cooperation and necessary services to the migrant people.
- | Lobbying with local administration (Upazilla Nirbahi Office, DC) to include migration issue in their monthly coordination meeting agenda.
- | Setup and run Fairer Migration Support Centre (FMSC) at Union Level to receive any grievance from the community and provide information on fairer migration process documentation and facilitate migrants to follow the process.
- | Provide training to the facilitators of Fairer Migration Support Centre (FMSC) and Union Digital Centre (UDC) on the migration rules and regulation, grievance mechanism in the FMSC and in engaging with vulnerable migrants.
- | Receive and maintain record of the complains at FMSC by the facilitators as per the operational manual and issue a receipt.
- | Facilitate Fairer Migration Support Centre (FMSC) and arranging social arbitration/mediation to resolve the received complains in Fairer Migration Support Centre.
- | Refer grievance by FMSC to BMET through DEMO office or other agencies.
- | Provide capacity development training on fairer migration process and their roles and responsibility, code of conduct to FMSC.
- | Monthly reflection meeting with FMSC for analyzing and identify further action.



- Develop Community based youth volunteer group and Provide capacity development training to youth volunteer group for working on Fairer migration at their own community.
- Knowledge sharing meeting with potential migrant and their family including women, youth and excluded group .
- Community Engagement through Video Shows of Fair Labour Migration.
- Community Sensitization on Fair Labour Migration
- Promote International Community on Safe Labour Migration Issue.
- Policy Advocacy on Resource Allocation at local Migration Center.

### **1.3 Research Objectives**

The study was conducted to identify the challenges and needs of fair labour migration especially for the youth.

#### **The Specific Objectives are**

- ▶ To know the understanding level of migrants about the fairer labour migration in the study area;
- ▶ To investigate the challenges which interrupt the fairer labor migration;
- ▶ To find out the needs those accelerate the fairer labor migration;
- ▶ To draw recommendation for possible grievance mechanism on settling overseas related complain and overcome migration related challenges and needs.

### **1.4 Limitations of the Study**

- The fairer labour migration issue is new them in this area, so local people have not easily understood what

the process is right or wrong. Because they did not know the proper channel of receiving passport, getting of visa and services of DEMO office and so on.

- n Data collection procedures have been interrupted by natural calamities, particularly heavy shower and landslide.
- n At calamities time, local people, government and other stakeholders were busy on managing the disaster. At that period survey has been stopped in short period of time.
- n Few times respondents doing unwillingness behavior with data collectors, they avoided an interview or sometime they were leaving midpoint of conducting questionnaire and they claimed they were busy.
- n Sometimes respondents asked about whether they would be benefited (referring payment).

## Chapter Two: Methodology



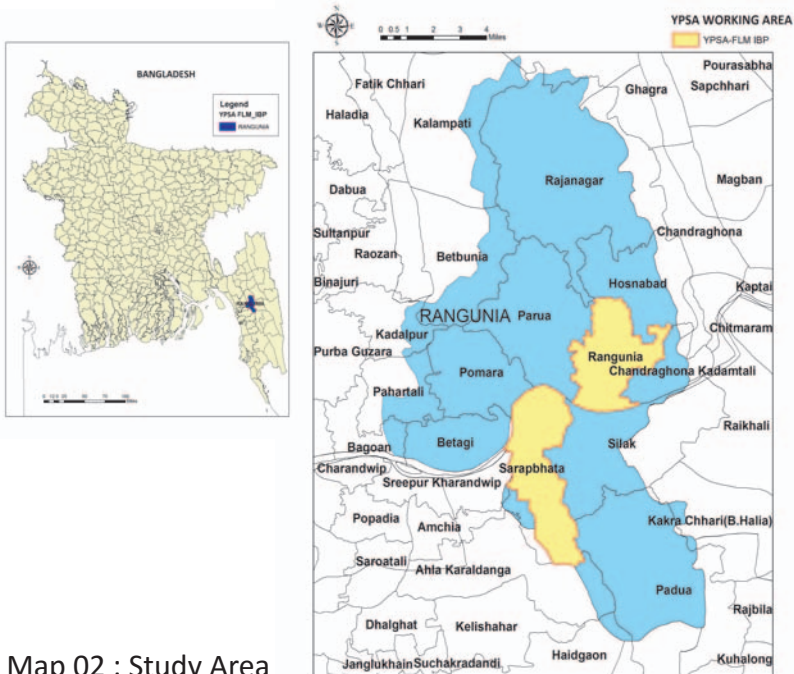
## Chapter Two: Methodology

### 2.1 Broader Approaches of the Study

Both qualitative and quantitative approaches were adopted for conducting the need assessment study. Basically, data was collected from primary sources through field survey and secondary data sources were used for triangulation of data. The main tool of quantitative survey was questionnaire survey and for qualitative survey Focus Group Discussion (FGD), Key Informant Interviews (KII) and Participant Observation methods were utilized.

### 2.2 Site Selection

The study was conducted in Rangunia Upazila, Particularly Saraf Bhata Union and Rangunia Paurashava in Rangunia Upazila at Chittagong District, Bangladesh.



## 2.3 Sample Size

The sample size was selected on the basis on statistical thoughtful formula presented by Islam, 2003<sup>11</sup>.

$$\text{Formula, } n_0 = \left( \frac{z^2 pq}{d^2} \right)$$

### Description,

$n_0$  = desire sample size (270).

$z$  = standard normal deviate usually set at 1.64, which corresponds to the 90% confidence level ( $z = 1.64$ ).

$p$  = assumes proportion in the target population estimated to have a particular characteristic ( $p = 0.5$ ).

$q$  = proportion of the estimation of population ( $q = 1-p, = 1-0.5, =0.5$ )

$d$  = allowable maximum error in estimating a population proportion (0.005).

## 2.4 Sampling Method

Simple Random sampling<sup>12</sup> techniques was applied for field data collection. Simple Random sampling techniques were adopted for done the questionnaire on labor migrant's i.e. aspirant/potential migrants, expatriate family member (household), and returnee migrants, particularly youth, women, excluded group. Considering, the questionnaire was distributed with the help of the following formula;

$$\text{Random sampling, } N_j = \left( \frac{n}{N} \right) N_i$$

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11. Islam, M. N. 2014. An introduction to Research Methodology, Third Edition, Mullick and Brothers, Dhaka New Market, Dhaka - 1205, Pp. 163-165).

12. Simple Random sampling refers to the sampling techniques in which each and every items of the population has an equal chance of being included in the sample. (Roy and Paul, 2012. Business Statistics. Published by Olga Roy, Chittagong University, South Campus, Chittagong-4331, Bangladesh)

## **Where,**

$N_j$  = represent the sample size

$N$  = total population size, ( $N = n_i + n_{ii} + n_{iii} + \dots + n_n$ )

$N_i$  = population size of study area

$n$  = desired sample size

## **2.5 Survey Method**

The essence of survey method can be explained as questioning individuals on a topic or topics and then describing their responses. Survey method can be used in both, quantitative, as well as, qualitative studies<sup>13</sup>.

### **2.5.1 Primary Data Sources**

Primary data were collected through questionnaire survey, Key Informant Interviews (KII), Focus Group Discussion (FGD) and Participant Observation methods respectively. The following sections have been exploring the detailed explanation of the above mentioned methods.

#### **2.5.1.1 Questionnaire Survey**

A semi-structured questionnaire was developed for collecting field data from different migrants. A minimum of 270 questionnaires (according to standard method, respect on the above formula) was conducted on the basis of two study areas.

#### **2.5.1.2 Key Informant Interviews (KII)**

Ten number of Key Informant Interviews (KII) were conducted among the relevant government, particularly the District Passport Office (DPO), District Empowerment and Manpower Office (DEMO), Probashi Kolyan Sahayak Desk (PKSD), UNO, Chairman or Mayor, Selected Councilors or UP members, local recruiting agencies and local influential persons.

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13. <https://research-methodology.net/research-methods/survey-method/>

### **2.5.1.3 Focus Group Discussion (FGD)**

A focus group discussion (FGD) is a good way to gather people from similar backgrounds or experiences to discuss a specific topic of interest. The group of participants is guided by a moderator (or group facilitator) who introduces topics for discussion and helps the group to participate in a lively and natural discussion amongst themselves.<sup>14</sup> Four Focus Group Discussion (FGDs) were conducted in between two study areas.

### **2.5.2 Secondary Data Sources**

Secondary data was collected from different sources such as web based reports, published articles, Government and Non-Governmental information.

#### **2.5.2.1 Web Based Report and Article**

Collect and preserve all kinds of information and news about labour migration. Besides, different feature/research articles about the grievance at every level were collected.

## **2.6 Data Processing and Analysis**

Both qualitative and quantitative data were edited, classified and tabulated on the sequential manner. Qualitative data was analyzed with the help of 'Grounded Theory' and 'Narrative Analysis'. Quantitative data was analyzed through various types of statistical tools and techniques especially used Statistical Package for the Social Science (SPSS, version: 20) software. Study area map was prepared on using ArcGIS 10.1 software.

## **2.7 Ethical Consideration**

The study completely followed the protocol of research ethics that involved human participants, as there was data collection. The data collection techniques involved interviewing male and

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14. <https://www.odi.org/publications/5695-focus-group-discussion>

female participants by using the semi-structured questionnaires. In all cases, the participants were informed about the purpose of the study and they were ensured that all information provided by them would be kept confidential and would be used only for research purposes. Respondent's consent to participate in the study was taken before the interview. They were also informed that they were free to refuse to give interview, could terminate interview any time or refused to answer all or a particular question if they did not want to answer or made them uncomfortable, without any fear or prejudice. Further, they were also informed that there were no immediate benefits to them or compensation for their time spent for interview. After reading and explaining all these from the informed consent, they were asked to give verbal approval to participate in the interview. Those who refused to participate in the interview were not interviewed and included in any analysis.

## **2.8 Confidentiality**

Procedures to assure confidentiality were strictly followed. Identification code numbers were used on all interview forms to safeguard the data and no personal identifiers were recorded on the questionnaires. All data were kept separately from identifying information and both were stored in a locked file in the office. Access to the data was limited to the research staff only. The research staff did share information obtained during the project with other people. No identifying information was disclosed in reports, presentations or publications. For all participants who were interviewed at home (or an alternative location), there was a small risk that confidentiality might be lost. To minimize this risk, the level of privacy was assessed. If there was no sufficient privacy, the study did not offer to interview the client or partner in another setting.



## Chapter Three: Demographic Condition



## Chapter Three : Demographic Condition

### 3.1 General Information about Population Group

The demographic information of respondents was discussed in this chapter. For example, number of the respondents based on study area, gender, age, educational qualification and so on.

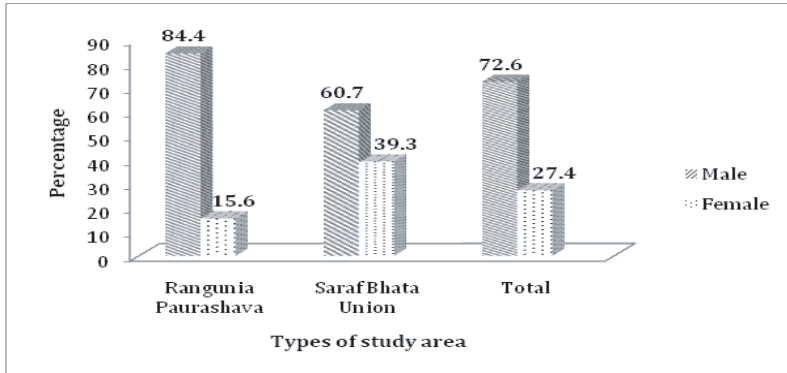
#### 3.1.1 Study Area Wise Respondent Groups

**Table 1: Study area wise respondent groups**

Types of Respondents	Rangunia Paurashava		Saraf Bhata Union		Total	
	F	%	F	%	F	%
Aspirant or potential migrants	52	38.5	32	23.7	84	31.1
Returnee migrants	43	31.9	46	34.1	89	33.0
Family members of Expatriate (household)	40	29.6	57	42.2	97	35.9
Total	135	100	135	100	270	100

The study area was divided into two parts covering rural area (Saraf Bhata Union) and urban area (Rangunia Paurashava), and the respondents were divided into three groups, namely, aspirant or potential migrants, returnee migrants and family members of expatriate (household). All these groups summed up in total 270 respondents where there were 135 respondents in each study area. Aspirant or potential migrant respondents were quite high in number in Rangunia Paurashava (38.5%) than the Saraf Bhata Union (23.7%). The percentage of the family members of expatriate (household) respondents were more in Saraf Bhata Union (42.2%) whereas it was 29.6% in Rangunia Paurashava (table 1).

### 3.1.2 Sex of the respondents



**Figure 1: Sex of the respondents**

Figure 1 above shows the sex distribution of the respondents. Among the total respondents, male respondents were 72.6% whereas the female respondents were 27.4%. Maximum male respondents were from Rangunia Paurashava (84.4%). In contrast, maximum female respondents were from Saraf Bhata Union (39.3%).

### 3.1.3 Age of the Respondents

**Table 2: Age of the respondents**

Category (year)	Rangunia Paurashava		Saraf Bhata Union		Total	
	F	%	F	%	F	%
18-24	47	34.8	38	28.1	85	31.5
25-35	67	49.6	34	25.2	101	37.4
36-45	14	10.4	31	23.0	45	16.7
46-55	5	3.7	27	20.0	32	11.9
>56	2	1.5	5	3.7	7	2.6
Total	135	100	135	100	270	100

Table 2 illustrates the age categories of the respondents. Most respondents (37.4%) were aged in between 25 to 35

years. In Rangunia Paurashava most respondents (49.6%) were found in age category of 25 - 35 years whereas most respondents (28.1%) in Saraf Bhata Union were aged in between 18 to 24 years. Only 2.6% respondents were above 56 years by age.

### 3.1.4 Educational Qualification of the Respondents

**Table 3: Educational qualification of the respondents**

Education Qualification	Rangunia Paurashava		Saraf Bhata Union		Total	
	F	%	F	%	F	%
Illiterate	10	7.4	15	11.1	25	9.3
Class V	21	15.6	36	26.7	57	21.1
Class VIII	55	40.7	42	31.1	97	35.9
SSC or equivalent	36	26.7	31	23.0	67	24.8
HSC or equivalent	10	7.4	8	5.9	18	6.7
Honors/Degree or equivalent	3	2.2	3	2.2	6	2.2
Total	135	100	135	100	270	100

On above, table 3 demonstrates the educational qualification of the respondents. It has been observed that the most of the respondents (35.9%) passed class VIII. Among them majority (40.7%) were from Rangunia Paurashava. Very few respondents (2.2%) found to have Honors degree passed or equivalent. It shows that majority of the respondents were not academically highly educated.

### 3.1.5 Monthly Income (Family) of the Respondents

**Table 4: Monthly income (family) of the respondents**

Monthly Income (BDT)	Rangunia Paurashava		Saraf Bhata Union		Total	
	F	%	F	%	F	%
< 10,000	20	14.8	9	6.7	29	10.7
10,000-15,000	26	19.3	39	28.9	65	24.1
15,001-20,000	26	19.3	34	25.2	60	22.2
20,001-25,000	2	1.5	9	6.6	11	4.1
25,001-30,000	12	8.9	12	8.9	24	8.9
30,001-35,000	5	3.7	3	2.2	8	3.0
35,001-40,000	2	1.5	7	5.2	9	3.3
>40,000	1	.7	7	5.1	8	3
Don't Know	41	30.4	14	10.4	55	20.4
Total	135	100	135	100	270	100

During the study, the respondents were asked on their monthly income (table 4). Maximum (24.1%) respondents said that their monthly family income was in between BDT 10,000 to 15,000 while minimum (3%) respondents said that theirs were more than BDT 40,000. It was observed that about fifty percentages of respondents monthly income is less than 20,000 Taka.

### 3.1.6 Monthly Expenditure (Family) of the Respondents

**Table 5: Monthly expenditure (family) of the respondents**

Monthly Expenditure (BDT)	Rangunia Paurashava		Saraf Bhata Union		Total	
	F	%	F	%	F	%
<5,000	3	2.2	7	5.2	10	3.7
5,001-10,000	17	12.6	47	34.8	64	23.7

10,001-15,000	11	8.1	38	28.1
15,001-20,000	2	1.5	20	14.8
>20,000			6	4.4
Don't Know	102	75.6	17	12.6
Total	135	100	135	100

When asked about the monthly family expenditure, majority respondents (44.1%) said that they did not measure the monthly expenditure. Among the respondents who stated to know about their monthly family expenditure, majority of them (23.7%) said their family roughly expended in between BDT 5,001 to 10,000 per month. Only 2.2% of the respondents were found to have monthly family expenditure more than BDT 20,000.

In generally, it was found that most of the respondents are returnee family members and male respondents. In aspect of ages most of the respondents are youth aged their aged are 18-35 years. The education qualification of most respondents are in secondary level. And 50% of respondents monthly income is less than 20,000 BDT.

## Chapter Four: *Key Findings of the Study*



## Chapter Four : Key Findings of the Study

### 4.1 Overall Challenges and Gaps of Safe Migration in the Study Area

This part discusses about the challenges and gaps of the safe migration in the study area. It focuses on the opinions of the respondents about the problems they are facing during migration process as well the gaps towards safe migrations.

#### 4.1.1 Respondents' Purposes for Going Overseas

**Table 6: Respondents' purposes for going overseas**

Purposes	Rangunia Paurashava		Saraf Bhata Union		Total	
	F	%	F	%	F	%
Working purposes	128	94.8	131	97.0	259	95.9
Business Purposes	3	2.2	2	1.5	5	1.9
Study Purposes	1	0.7	1	0.7	2	0.7
Travel Purposes	3	2.2	-	-	3	1.1
Medical Purpose	-	-	1	0.7	1	0.4
Total	135	100	135	100	270	100

During the study, the respondents were asked about which purposes they had for going overseas. Majority of them (95.9%) said that it was for working purpose (table 6).



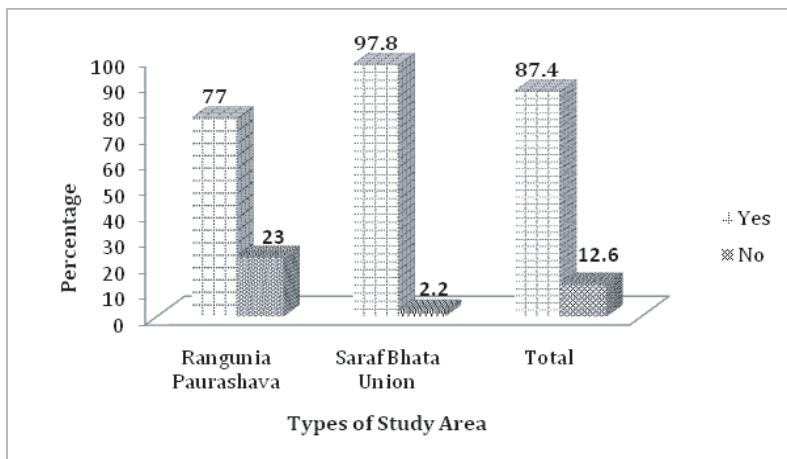
#### 4.1.2 Respondents' Country Preferences

**Table 7: Respondent's country preferences to go overseas**

Preferences Country	Rangunia Paurashava		Saraf Bhata Union		Total	
	F	%	F	%	F	%
Oman	40	29.6	26	19.3	66	24.4
UAE	18	13.3	33	24.4	51	18.9
Saudi Arabia	12	8.9	12	8.9	24	8.9
No Specific choice	25	18.5	49	36.3	74	27.4
Qatar	32	23.7	12	8.9	44	16.3
Bahrain	1	0.7	1	0.7	2	0.7
Saudi Arabia	1	0.7	1	0.7	2	0.7
United Kingdom	1	0.7	1	0.7	2	0.7
Singapore	5	3.7	-	-	5	1.9
Total	135	100	135	100	270	100

From table 7, it is seen that most of the respondents wanted to go Middle East countries. Although majority of the respondents (27.4%) had no specific choice of country, the respondents who had choice, most of them preferred to go to Oman (24.4%). Other countries preferred by the respondents to go overseas are UAE (Dubai) (18.9%), Qatar (16.3%) etc.

### 4.1.3 Respondents' Passport Status



**Figure 2: Respondents' passport status**

From figure 2, it is clear that majority of the respondents (87.4%) have passport whereas only 12.6% of the respondents did not have passports.

### 4.1.4 Assistance for Getting Passport

**Table 8: Assistance for getting passport**

Assistance by whom	Rangunia Paurashava		Saraf Bhata Union		Total	
	F	%	F	%	F	%
By Self	23	17.0	9	6.7	32	11.9
Recruiting Agencies or Dalals	67	49.6	113	83.7	180	66.7
Friends	6	4.4	-	-	6	2.2
Relatives	35	25.9	12	8.9	47	17.4
N/A	1	0.7	1	0.7	2	0.7
Others	3	2.2	-	-	3	1.1
Total	135	100	135	100	270	100

When the respondents were asked from where they got assistance of getting passport, majority of them (66.7%) said

that they had it from the recruiting agencies or 'dalals'. Among them it was higher in number in Saraf Bhata Union (83.7%) which means respondents from rural area were more likely here to depend on the recruiting agencies and 'dalals' than the urban area. A good percentage of respondents (17.4%) said to have assistance from their relatives to get passport (table 8).

#### 4.1.5 Money Paid for Passport (Average Cost)

**Table 9: Money paid for passport (average cost)**

Amount of Paid Money	Rangunia Paurashava		Saraf Bhata Union		Total	
	F	%	F	%	F	%
Below 3450 tk. or equal <b>(Normal Condition)</b>	9	6.6	17	12.5	26	9.6
3450 tk. to below 6050 tk.	49	36.2	70	51.8	119	44.0
6050 tk. or equal <b>(Emergency Condition)</b>	-	-	2	1.48	2	0.7
Above 6050 tk.	77	57.0	46	34.0	123	45.5
Total	135	100	135	100	270	100

Table 9 illustrates how much money the respondents paid for preparing passport (average cost). It is observed that only few (9.6%) respondents said they paid below 3450 taka or equal of that for passport which is under normal condition. Majority of the respondents (44.0%) paid more than the required money in normal condition. In emergency condition, maximum respondents (45.5%) also said to pay more (above 6050 Tk.) than the required money where it is required to pay 6050 Tk.

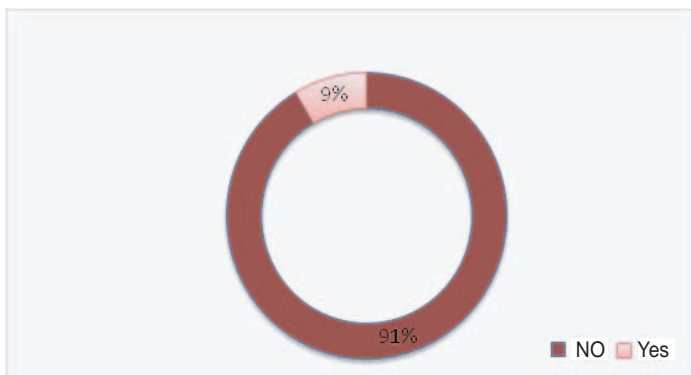
#### 4.1.6 Time Spent for Passport (Average Time)

**Table 10: Time spent for passport (average time)**

Duration	Rangunia Paurashava		Saraf Bhata Union		Total	
	F	%	F	%	F	%
Below 7 days or equal <b>(Emergency Condition)</b>	3	2.22	15	11.11	18	6.66
7 days to below 21 days	4	2.96	10	7.40	14	5.18
21 days or equal <b>(Normal Condition)</b>	-	-	5	3.70	5	1.85
Above 21 days	128	94.8	105	77.77	233	86.2
Total	135	100	135	100	270	100

Table 10 demonstrates that majority of the respondents (86.2%) found to spend more than 21 days to get passport under normal condition when it is required 21 days or equal in actual.

#### 4.1.7 Difficulty Facing during Passport Processing



**Figure 3: Difficulty facing during passport processing**

Majority of the respondents (91%) said they had not to face any difficulty during passport processing whereas only few

respondents (9%) said that they faced difficulties (Figure 3). Although it is surprising that the maximum respondents said that they did not face difficulty during passport processing, however, from FGD and KII responses, it was found that the respondents said that they had to give additional money for their passport. Maximum of them also did not get passport on time. As most of the collect passport through supporting agencies, dalals, friends or relatives and they had little knowledge about the formal process.

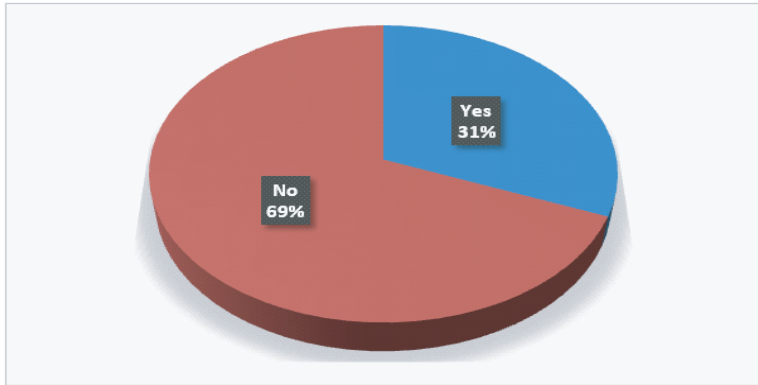
#### 4.1.8 NGOs Working on Labor Migration Process in Respondent's Community

**Table 11: NGOs working on labor migration process in respondent's community**

NGO working Status	Rangunia Paurashava		Saraf Bhata Union		Total	
	F	%	F	%	F	%
No	135	100.0	135	100.0	270	100.0
Total	135	100.0	135	100.0	270	100.0

Table 11 shows that all of the respondents did not know about any NGO in their community working on labor migration. According to our field observation and qualitative source a national NGO (CARITAS) working in Rangunia Paurashava on Labour Migration issues.

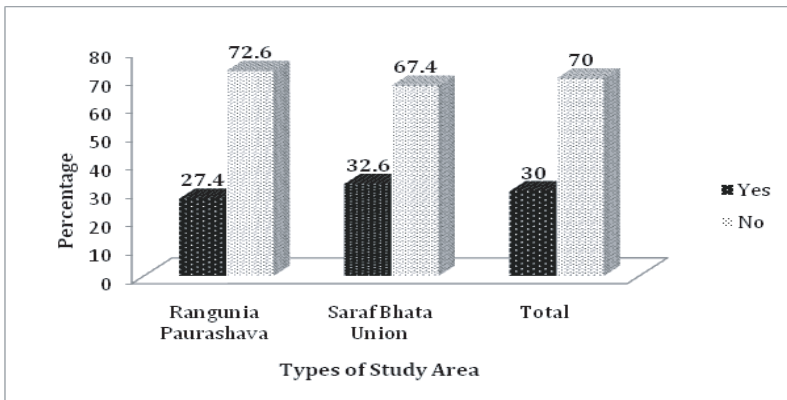
#### 4.1.9 Respondent's Knowledge about the Agencies Involved in Overseas Migration Process



**Figure 4: Respondent's knowledge about the agencies involved in overseas migration process**

From figure 4, it is clear that the maximum respondents (69%) did not have any knowledge about the agencies involved in overseas migration process. About 31% respondent said they knew about the agencies working for overseas migration process.

#### 4.1.10 Subjective Skills of the Respondents for Overseas Migration



**Figure 5: Special skills of the respondents for overseas**

As it is seen from figure 5, maximum respondents (70.0%) said that they did not have any special skills for going overseas whereas about 30.0% respondents said to have skills. That means most of the respondents need to provide skill training program for going overseas as being a skilled migrants.

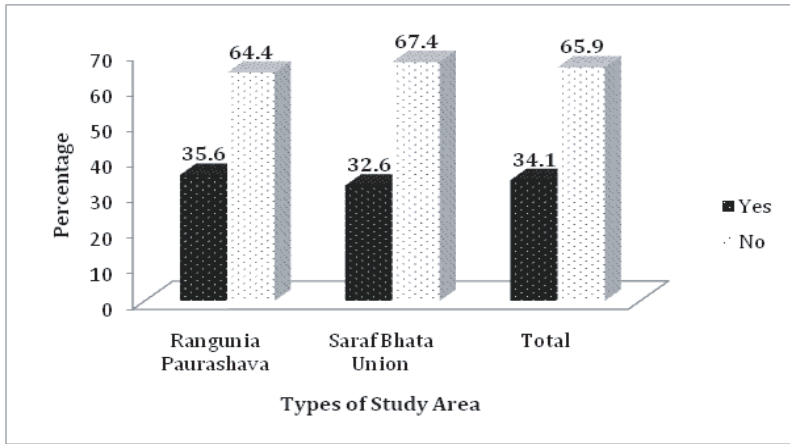
#### 4.1.11 Sources of Respondents' Visa

**Table 12: Sources of respondents' visa**

	Saraf Bhata Union		Total	
	F	%	F	%
	9	6.7	35	13.0
	117	86.7	224	83.0
	9	6.7	11	4.0
	135	100	270	100

When the respondents were asked about the sources of their visa, maximum respondents (83.0%) said it was informal source (family members, relatives, friends, neighbors, Dalals or supporting persons) whereas only 13.0% of the respondents said they collect VISA from formal sources (table 12). Likewise the trend of collecting passports, here it is also seen that the respondents preferred informal sources more than the formal sources. It is common scenario of Bangladesh as collecting visa from informal sources.

#### 4.1.12 Respondent's Knowledge about the Smart Card or Identity Card of DEMO



**Figure 6: Respondent's knowledge about the smart card or identity card of DEMO**

When asked whether the respondents knew about the smart or identity card collection from DEMO, most of the respondents (65.9%) said that they did not know about it. It was 34.1% of the respondents who said they knew that they had to collect smart or identity card from DEMO. So, it is interestingly, where about 88% have passport for overseas migration but only 34.1% have knowledge on collecting smart card from DEMO.

#### 4.2 Satisfaction level of Migrants in the Current Labor Migration Process

This part reflects on what the respondents' satisfaction level in the current labor migration process whether they are very satisfied or moderately satisfied or dissatisfied about the process related parts, for example, online/manual registration, paper verification, registration fee and so on.



**Table 13: Satisfaction level of migrants in the current labor migration process**

Study area	Phases of Works	Very Satisfied	Moderately Satisfied	Dissatisfied	No comment	Total
A	Online/Manual Registration	9.6	45.9	8.9	35.6	100.0
B		17.0	54.8	5.2	23.0	100.0
Total		13.3	50.4	7.0	29.3	100.0
A	Paper Verification	3.0	44.4	10.4	42.2	100.0
B		9.6	63.0	6.7	20.0	100.0
Total		6.3	53.7	8.5	31.5	100.0
A	Registration Fee	14.1	37.0	8.9	40.0	100.0
B		13.3	60.7	3.7	22.2	100.0
Total		13.7	48.9	6.3	31.1	100.0
A	Issues of Registration Card	4.4	26.7	24.4	44.4	100.0
B		10.4	64.4	5.2	20.0	100.0
Total		7.4	45.6	14.8	32.2	100.0
A	National Identity Certificate	51.9	26.7	3.7	17.8	100.0
B		73.3	24.4	0	2.2	100.0
Total		62.6	25.6	1.9	10.0	100.0
A	Birth Certificate	51.9	21.5	3.0	23.7	100.0
B		7.4	22.2	2.2	1.5	100.0
Total		63.0	21.9	2.6	12.6	100.0
A	Paper Submission at Passport Office	14.1	46.7	13.3	25.9	100.0
B		54.8	40.0	3.7	1.5	100.0
Total		34.4	43.3	8.5	13.7	100.0
A	Receiving Passport	21.5	57.0	5.9	15.6	100.0
B		54.1	40.7	2.2	3.0	100.0
Total		37.8	48.9	4.1	9.3	100.0
A	Searching for Job Opportunity	4.4	43.7	19.3	32.6	100.0
B		18.5	45.9	9.6	25.9	100.0
Total		11.5	44.8	14.4	29.3	100.0
A	Training	8.9	19.7	27.4	44.4	100.0
B		9.6	31.9	8.9	49.6	100.0
Total		9.3	25.6	18.1	47.0	100.0

Study area	Phases of Works	Very Satisfied	Moderately Satisfied	Dissatisfied	No comment	Total
A	Briefing from DEMO	6.7	14.8	24.4	54.1	100.0
B		3.7	24.4	15.6	56.3	100.0
Total		5.2	19.6	20.0	55.2	100.0
A	Opening Bank Account	7.4	27.4	12.6	52.6	100.0
B		6.7	24.4	13.3	55.6	100.0
Total		7.0	25.9	13.0	54.1	100.0
A	Checking Contract Paper	11.9	29.6	16.3	42.2	100.0
B		5.9	23.0	13.3	57.8	100.0
Total		8.9	26.3	14.8	50.0	100.0
A	Checking Visa	15.6	28.1	8.1	48.1	100.0
B		10.4	21.5	12.6	55.6	100.0
Total		13.0	24.8	10.4	51.9	100.0
A	Receiving Contract Paper	16.3	23.7	11.1	48.9	100.0
B		19.3	21.0	14.3	45.4	100.0
Total		16.7	21.1	11.9	50.3	100.0
A	Receiving Visa	16.3	16.3	16.3	51.1	100.0
B		35.3	30.3	5.9	28.6	100.0
Total		23.7	21.5	10.7	44.0	100.0
A	Smart Card	10.4	22.2	27.4	40.0	100.0
B		26.7	38.5	6.7	28.1	100.0
Total		18.5	30.4	17.0	34.1	100.0
A	Medical Check Up	6.7	51.1	23.0	19.3	100.0
B		37.8	41.	5.9	14.8	100.0
Total		22.1	46.3	14.4	17.0	100.0
A	Language Preparation	3.7	30.4	28.7	37.0	100.0
B		12.6	28.1	23.7	35.6	100.0
Total		8.1	29.3	26.3	36.3	100.0
<b>External Level (Abroad)</b>						
A	Working Permission	15.6	17.8	10.4	56.3	100.0
B		27.4	38.5	12.6	21.5	100.0
Total		2.5	28.1	11.5	38.9	100.0
A	Commitment at Job	20.7	45.9	10.4	23.0	100.0
B		33.3	43.7	7.4	15.6	100.0

Total		27.0	44.8	8.9	19.3	100.0
A	Working Hours	28.1	38.5	9.6	23.7	100.0
B		31.1	39.3	10.4	19.3	100.0
Total		29.6	38.9	10.0	21.5	100.0
A	Salary	15.6	54.8	5.9	23.7	100.0
B		28.1	40.0	11.9	20.0	100.0
Total		21.9	47.4	8.9	21.9	100.0
A	Leave	17.0	38.5	7.4	37.0	100.0
B		16.3	46.7	14.1	23.0	100.0
Total		16.7	42.6	10.7	30.0	100.0
A	Life Insurance	2.2	7.4	28.1	62.2	100.0
B		7.4	20.7	20.7	51.1	100.0
Total		4.8	14.1	24.4	56.7	100.0
A	Assistance at Abroad	5.9	14.8	46.7	32.6	100.0
B		11.9	25.2	26.7	36.3	100.0
Total		8.9	20.0	36.7	34.4	100.0

*N.B: A denotes the Rangunia Paurashava, B denotes the Saraf Bhata Union*

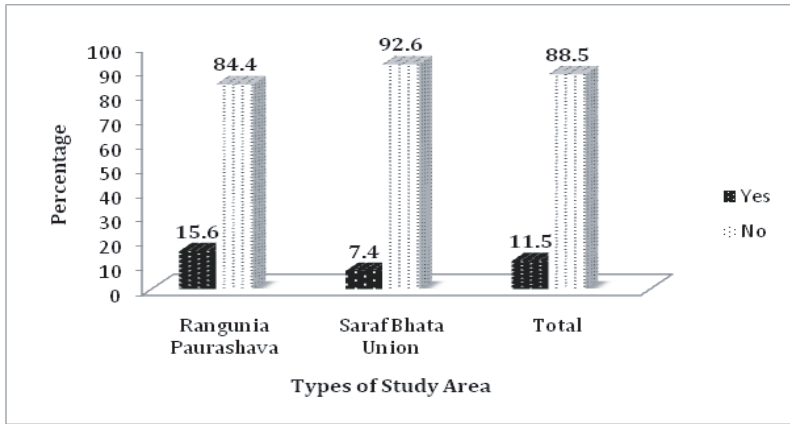
Table 13 illustrates in segments the responses of the respondents had about the current labor migration process in home country and destination country. It is clear from the table that the most of the respondents expressed that they were moderately satisfied about the online/manual registration (50.4%), paper verification (63.0%), registration fee (48.9%), issues of registration card (45.6%), paper submission at passport office (43.3%), receiving passport (48.9%), searching for job opportunities (44.8%) and medical checkup (46.3%). It is assumed that considering the qualitative findings, majority of the respondents were not very satisfied about those services during migration process because they had to pay more money and spent more time than required. In addition, it was found that most of the

respondents were very satisfied about National Identity Card (62.6%) and Birth Certificate (63.0%). However, majority of the respondents did not comment on the services such as training (47.0%), briefing of DEMO (55.2%), opening bank account (54.1%), checking contract paper (50.3%), checking visa (51.9%), receiving contract paper (50.3%), receiving visa (44.0%), language preparation (36.3%) and smart card (34.1%). Majority of the respondents did not comment about their satisfaction level about those services because as it was found that majority of the respondents sought visa through informal sources. It is assumed as a reason behind why they were not able to express their satisfaction level about different services such as checking contract paper or visa since they did not do the process by their own. Respondents little knowledge about smart card and DEMO also is assumed as another factor regarding this. For external level (abroad), most of the respondents were found moderately satisfied regarding the commitment of job (44.8%), working hours (38.9%), salary (47.4%) and leave (42.6%).

### **4.3 Observation about Existing Grievance Mechanism at Community Level**

This part illustrates some of the observations got from the respondents about the existing grievance mechanism at community level in regards of settle overseas related complain.

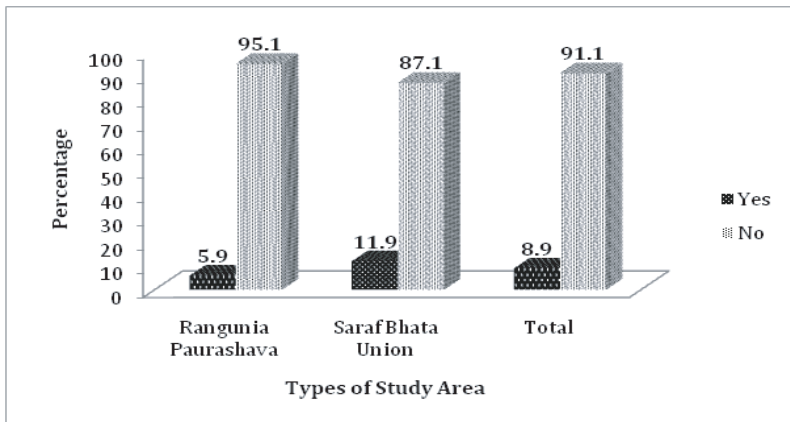
### 4.3.1 Respondent/Family Members faced deceived in Migration Process



**Figure 7: Respondent/Family members faced deceived in migration process**

Figure 7 shows that majority of the respondents (88.5%) said that they were not deceived during migration. Only few respondents (11.5%) were deceived during migration.

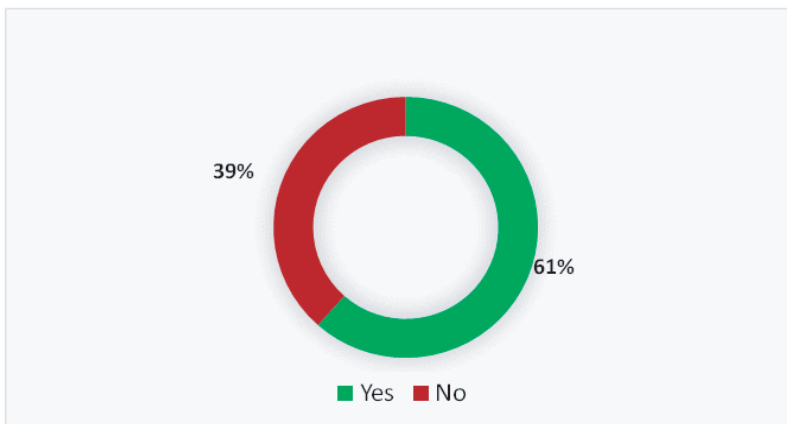
### 4.3.2 Respondent's Initiative to Solve the Matter of Fraudulence



**Figure 8: Respondent's initiative to solve the matter of fraudulence**

Although from figure 8 it is seen that most of the participants said they werenot faced deceived, From qualitative study, it was found that most of the respondents had face many incidents of being deceived and trapped of fraudulence, for instance, assigning job different than promised, low wage, harsh working environment, poor living condition, forceful repatriation, short term termination, being harassed by abusive language and so on.

### 4.3.3 Respondent's Desire to Solve Fraudulences Related to Migration at Local Level



**Figure 9: Respondent's desire to solve fraudulences related to migration at local level**

When asked whether the respondents desired to solve fraudulence related to migration at local level, most of them were affirmative (61%) about this (Figure 09). Among them majority of the respondents (80.7%) were from Rangunia Paurashava. In in-depth interviews, most of them said, they want to solve the problems at family or community level with the help of Union Chairman or DEMO office.

#### 4.3.4 Respondent's Opinion about the Grievance Management Committee

**Table 14: Respondent's Opinion about the Grievance Management Committee**

		Saraf Bhata Union		Total	
		F	%	F	%
		20	14.8	50	37.1
		11	8	81	59.8
		85	63.0	106	39.3
		2	1.5	2	0.7
		3	2.2	5	1.9
		10	7.4	20	7.4
		3	2.2	5	1.9
		1	0.7	1	0.4
		135	100	270	100

Table 14 demonstrates the respondents' opinion that they choosing community leaders or social leaders to solve the problem (59.8%). Besides major respondents intends to involve UP member and Chairman of this grievance management committee which percentages is 37.1%. From qualitative findings, it has also been found that the respondents stressed on the collaboration of local leaders, respected social persons and administration that would play active role in migration related problem solving. All the respondents, more or less, focused on working unitedly by involving stakeholders from all stages ranging from local level to government level to act towards resolving migration related problems.

## Chapter *five*: Specifics *findings* of the *Study*





## Chapter Five: Specifics Findings of the Study

This chapter discusses about the specifics challenges and needs of the fair labour migration of two groups namely aspirant and returnee migrants of *Rangunia Paurashava* and *Saraf Bhata* Union in Rangunia Upazila, Chittagong.

### 5.1 Challenges and Needs of Aspirant or Potential Migrants

This part discusses the respondents' opinions about the challenges and needs of aspirant migrants. Aspirant migrants, those are already applied for passport and visa for going abroad. They required to receive subjective trainings and knowledge of destination country language. This part shows the respondents' view about the challenges that they thought the aspirant migrants faced during the whole process of going abroad from processing passport and visa to obtaining necessary skills along with their needs and suggestions.

#### 5.1.1 Challenges of Aspirant or Potential Migrants

##### 5.1.1.1 Passport status of the aspirant migrant

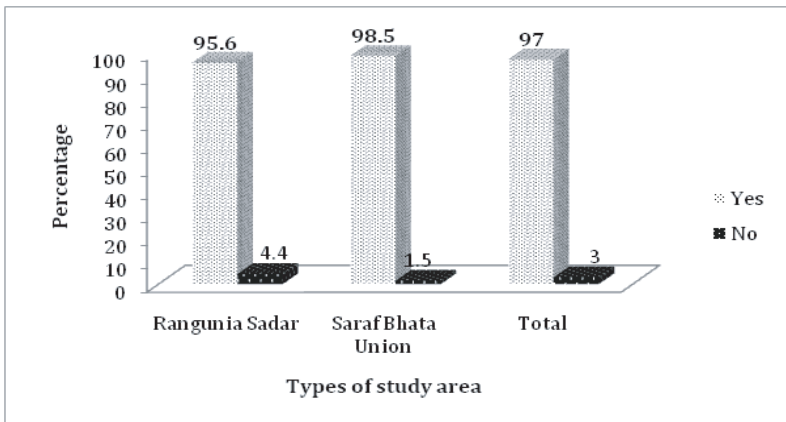
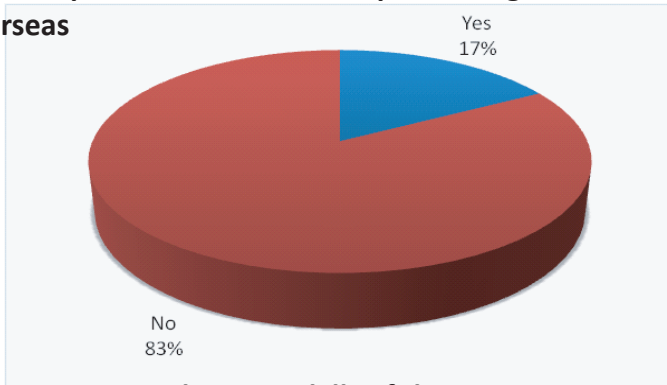


Figure 10: Passport status of the respondents

Figure 10 illustrates the passport status of the respondents. Most of the respondents (97.0%) said that they have passport whereas only a tiny percentage (3%) of the respondents said they did not have.

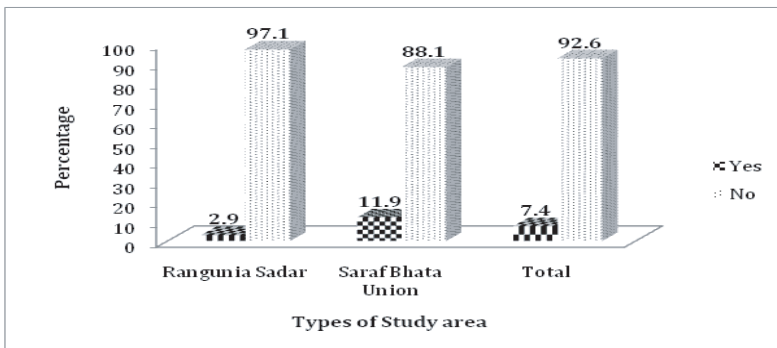
### 5.1.1.2 Special Skills of the aspirant migrants for Going Overseas



**Figure 11: Subjective Skills of the aspirant migrant**

When asked whether the respondents have special skills as aspirant migrants (Figure:11), majority of them (83.0%) answered negatively. Only 17.0% of the respondents said 'yes' that they had special skills for going overseas. It was observed that most of the aspirant migrants were not skilled. This situation is threaten for fair labour migration.

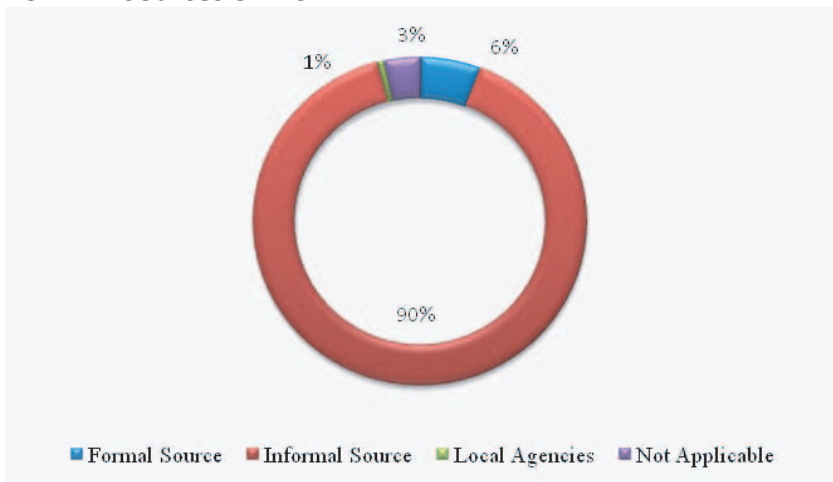
### 5.1.1.3 Language Proficiency Skill of the Respondents



**Figure 12: Language proficiency of aspirant migrant**

Figure 12 illustrates the responses from the respondents of Rangunia Sadar and Saraf Bhata Union regarding whether they have language proficiency skill for going overseas. Most of the respondents (92.6%) answered negatively. On the other hand, 7.4% respondents said they had language proficiency skill for going abroad. This is also a threaten of fair labour migration process.

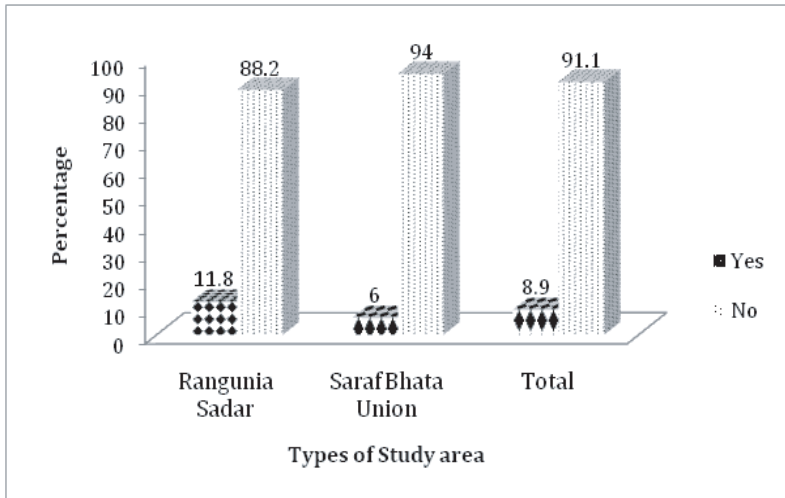
#### 5.1.1.4 Sources of VISA



**Figure 13: Visa collection source**

The respondents mentioned several sources for searching visa. Majority of the respondents (90%) sought visa through informal sources especially from their family members, relatives, neighbors and friends. Some (5.9%) respondents took support from formal sources as recruiting agencies. This shows that most of the respondents were dependent on the informal sources rather than formal sources for searching visa.

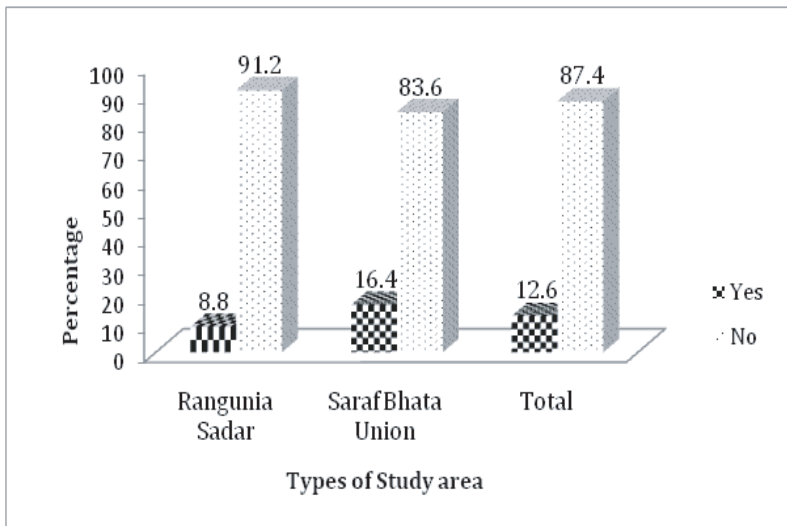
### 5.1.1.5 Problems faced by the respondents while collecting visa



**Figure 14: Problems faced by the respondents (aspirant migrant) while collecting visa**

Figure 14 shows that most of the respondents (91.1%) said they did not face any problem while collecting visa. Only 8.9% respondents stated that they faced problem. It is surprising to find that majority of the respondents said not to face any problem. However, from qualitative data, it was found that the respondents expressed many problems they faced during searching visa such as more time consumption than required, more money paying, working condition mismatch and so on.

### 5.1.1.6 Application for to the District Empowerment and Manpower Office (DEMO) for enlisting them in the database



**Figure 15: Application to District Empowerment and Manpower Office (DEMO) for enlisting them in the database**

Respondents of this study were asked whether they applied to District Empowerment and Manpower Office (DEMO) for enlisting them in the database. Maximum number of the respondents (87.4%) was answered 'no'. As it is seen that most of the respondents process visas mostly from informal source, less tendency to communicate with District Empowerment and Manpower Office (DEMO) indicates that they mostly depend on informal source for their visa rather than formal source.

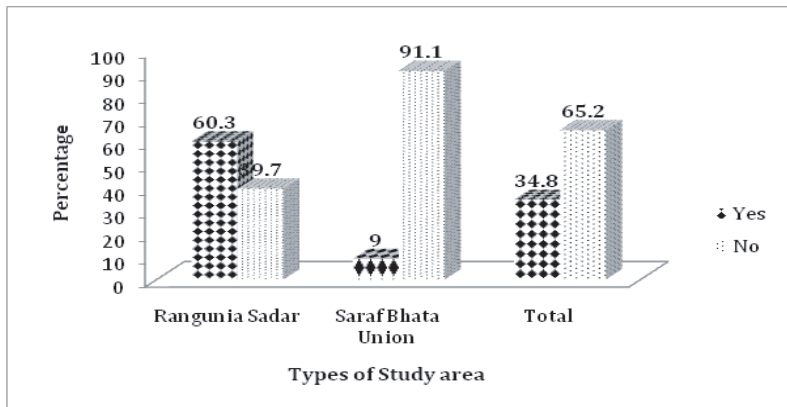
### 5.1.1.7 Problems Faced by the Respondents while collecting visa

**Table 15: Problems faced by the respondents while collecting visa**

	Rangunia Paurashava		Saraf Bhata Union		Total	
	F	%	F	%	F	%
Not applicable	27	39.7	57	85.1	84	62.2
Time consuming	34	50.0	10	14.9	44	32.6
Confusion about getting visa	1	1.5	-	-	1	0.7
Money related problem	5	7.4	-	-	5	3.6
Fraudulence by Dalals	1	1.5	-	-	1	0.7
Total	68	100	67	100	135	100

Table 15 above illustrates the problems faced by the respondents while getting visa. Most of them (62.2%) reported that they did not face any problem then. About 32.6% of the respondents found it time consuming to get visa. Some other problems that the respondents mentioned are money related problem, fraudulence of dalals and so on.

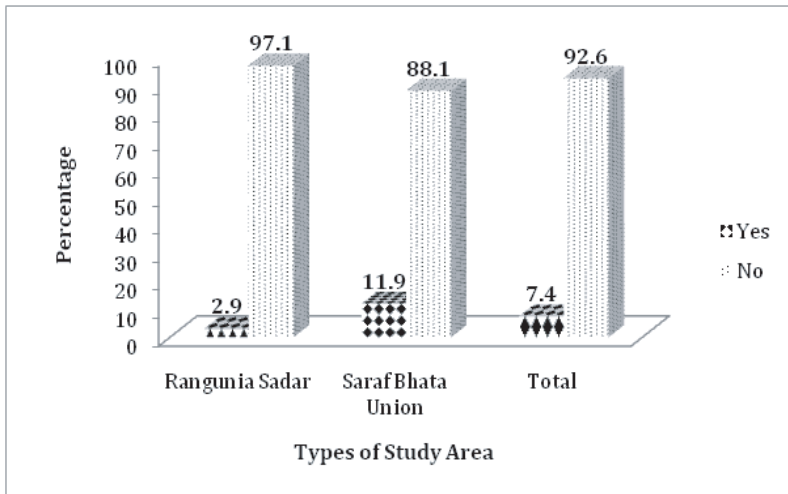
### 5.1.1.8 Respondents' Knowledge about the Visa



**Figure 16: Respondents' Knowledge about the visa**

When the respondents were asked about their knowledge about the visa, most of them (65.2%) said that they did not have any knowledge about their visa status as salary, overtime, insurance and other benefits. Only 34.8% of the respondents said to have known what were mentioned in their visas. It is assumed that the majority of the respondents did not know about their visa because they had it through the informal sources or they are reluctant to know the visa status. This situation is responsible of creating trouble in abroad.

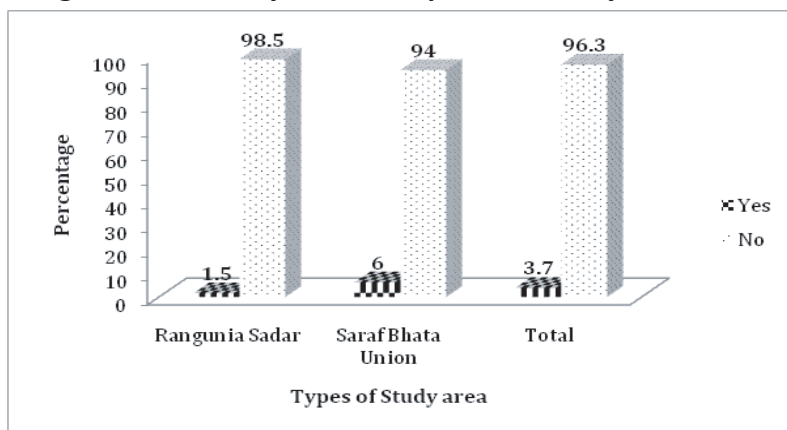
### 5.1.1.9 Respondent's Knowledge about Overseas Employment and Migration Act 2013



**Figure 17: Respondent's knowledge about Overseas Employment and Migration Act 2013**

Figure 17 above shows that most of the respondents as aspirant migrants (92.6%) of this study did not know about Overseas Employment and Migration Act 2013. Only 7.4% of the respondents stated that they had knowledge about this act.

### 5.1.1.10 Respondent's Knowledge about the Address of Bangladesh Embassy of their Aspirant Country



**Figure 18: Respondent's knowledge about the address of Bangladesh embassy in their aspirant country**

It is evident from figure 18 that almost 96.3% respondents did not know about the address of Bangladesh Embassy/High Commission in the countries they aspired to go for. Only few respondents (3.7%) said that they had knowledge about the address of Bangladesh Embassy in their aspirant country.

### 5.1.2 Respondent's Opinion About the Services of Passport Office

**Table 16: Respondent's opinion about the services of passport office**

	Rangunia Paurashava		Saraf Bhata Union		Total	
	F	%	F	%	F	%
Very Satisfied	6	8.8	8	11.9	14	10.4
Moderately Satisfied	40	58.8	53	79.1	93	68.9
Satisfied	4	5.9	2	3.0	6	4.4
Dissatisfied	18	26.5	4	6.0	22	16.3
Total	68	100	67	100	135	100



Table 16 shows what the respondents opined about the services of passport office as aspirant or potential migrants. Most of the respondents (68.9%) found the services of passport office is moderately. About 16.3% of the respondents were dissatisfied about the services of passport office. It was evident from the table that the respondents from Saraf Bhata Union were more satisfied about the services in terms of 'very satisfied' and 'moderately satisfied' than the respondents from Rangunia Paurashava.

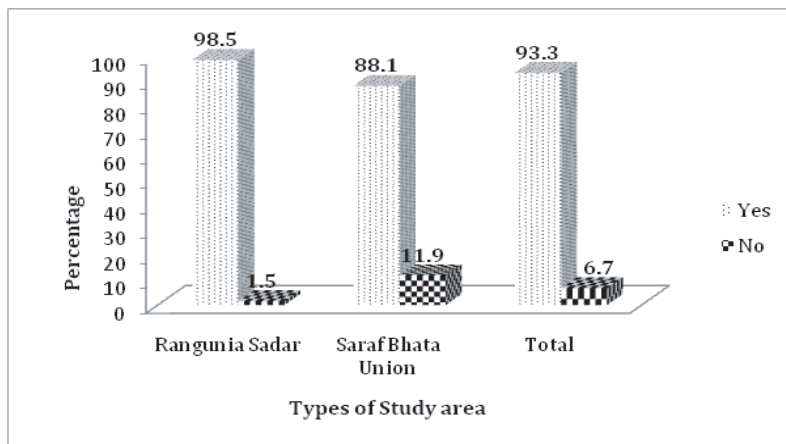
### 5.1.3 Assistance from the Recruiting Agencies

**Table 17: Assistance from the Recruiting Agencies**

	Rangunia Paurashava		Saraf Bhata Union		Total	
	F	%	F	%	F	%
Not applicable	40	58.8	36	53.7	76	56.3
Yes	12	17.6	2	3.0	14	10.4
No	16	23.5	29	43.3	45	33.3
Total	68	100	67	100	135	100

When the respondents were asked whether they got assistance when they sought help from the recruiting agencies, almost 33.3% of the respondents were negative regarding this (Table 17). Only 10.4% of the respondents said that they got assistance from the recruiting agencies. A handful number of the respondents (56.3%) did not seek any assistance from the agencies. It is likely to be a reason that why the most of the respondents did not have enough knowledge about the formal source seeking process and proper information about this.

### 5.1.4 Respondent's Opinion on Forming Grievance Management Committee



**Figure 19: Respondent's opinion on forming Grievance Management Committee**

Figure 19 depicts the opinions of the aspirant migrant about setting up a local grievance management committee to resolve the overseas related complain in locally. It is percentages is 93.3%.

### 5.1.5 Aspirant Migrants Opinion on Structure of Grievance Management Committee

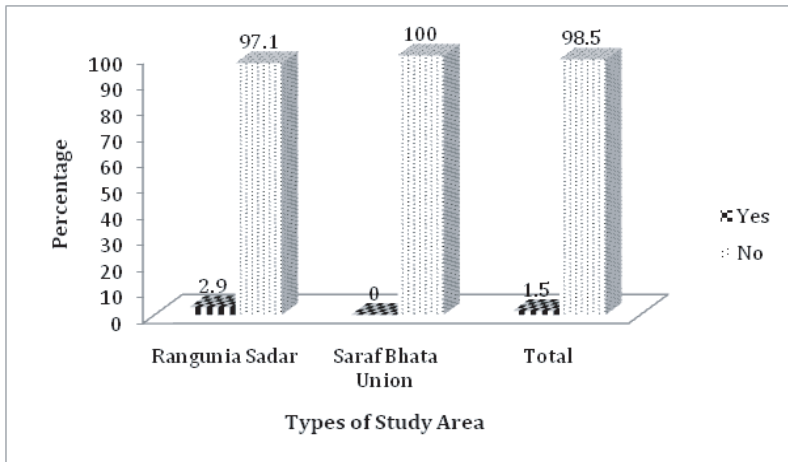
**Table 20: Respondent's opinion on structure of Grievance Management Committee**

Respondents Opinion	Rangunia Paurashava		Saraf Bhata Union		Total	
	F	%	F	%	F	%
No Answer	1	1.5	8	11.9	9	6.66
A Committee with UP Member, Chairman and Social Leaders	55	80.9	58	86.6	113	83.7

Forming the committee including the members government officials and returnee migrants	3	4.4	1	1.5	4	2.9
Making committee with the assistance of YPSA	3	4.4	-	-	3	2.2
By integrating aspirant youth	5	7.4	-	-	5	3.7
People who want to work on immigration issues	1	1.5	-	-	1	.7
Total	68	100	67	100	135	100

When asked how the grievance management committee could be formed, the aspirant migrant respondents stated so many ways that are illustrated in Table 20 above. They came up with different opinions about setting up the dispute resolution committee. A major portion of respondents said that ways they put forward such as forming committee which consists of UP Member, Chairman and Social Leaders (83.7%). Overall it is seen that most of the aspirant migrant respondents supported the need to have grievance mechanism in their locality.

### 5.1.6 Presence of Overseas Skill Training Centers in Study Area



**Figure 20: Presence of overseas skill training centers in study area**

It was apparent that majority of the respondents (98.5%) answered in negative when asked they had any overseas skill training center present in their area or not (Figure 20). All of the respondents from Saraf Bhata Union said that they had no any such center present in their area. This scenario indicates that why most of the aspirant migrant respondents were not skilled.

### 5.1.7 Aspirant Migrants Suggestions for Making Labor Migration Fair and Safe in Bangladesh

**Table 18: Aspirant migrant's suggestions for making labor migration fair and safe in Bangladesh**

Respondents Suggestion	Rangunia Paurashava		Saraf Bhata Union		Total	
	F	%	F	%	F	%
Communicating	1	1.5	9	13.4	10	7.4

through the government permitted agencies						
Providing law related support	1	1.5	5	7.5	6	4.4
Increasing awareness on fair labour migration	22	32.4	12	17.9	34	25.3
Enhance service provision of existing service providers	4	5.9	6	9.0	10	7.3
Making agreements with other countries for sending more migrants	2	3.0	3	4.5	5	3.7
Provide training, technical skills, language and awareness	21	30.9	17	25.4	38	28.1
Strengthen immigration related laws	4	5.9	2	3.0	6	4.4
Ensuring low cost of Migration	2	3.0	13	19.5	17.0	11.1
No opinion	11	16.2	-	-	11	8.1
Total	68	100	67	100	135	100

Some suggestions from the aspirant migrant respondents for making the labor migration process fair and safe in Bangladesh are illustrated in Table 18. They stressed on increasing awareness on safe labour migration (25.3%), Provide training, technical skills, language and awareness (28.1%) and Ensuring low cost of Migration (11.1%). They also suggested that the government's goodwill and

initiatives would play key role to make the labor migration comparatively safe and fair from now

## **5.2 Analysis of Findings: Challenges and Needs of Aspirant or Potential Migrants**

In this study, 84 respondents are aspirant migrants where 52 respondents were from Rangunia Paurashava and 32 respondents were from Saraf Bhata Union. The aspirant migrants were expressed and discussed their challenges and needs in the survey, Key Informant Interviews (KII) and Focus Group Discussions (FGD). In brief, their challenges towards fair and safe labor migration, what came up from the responses, included hassles while getting passport and visa, lack of language and technical skills for going overseas, little knowledge and awareness about migration process, migration act, laws and Organization or NGOs working for labor migration process in their areas. The aspirant migrant respondents needed seamless assistance and help for processing passport and visas smoothly along with setting up recruiting agencies, dispute resolution committee and skill training center in their area to make their migration process relatively easier in comparing with the existing setup. These findings are discussed below in elaborated manner.

Although most of the respondents stated to have passports in their hands, some of them expressed their dissatisfaction about getting it. They raised the issues of fraudulence, corruption and poor quality of services in the passport office. They also said not to receive passport on time. They strongly expected of government's role to end the hassles of 'dalals' (agents) who take more than required money to

process their passports and visas. When it came to acquiring visas, it has been observed that most of the aspirant migrants preferred informal sources - especially family members, relatives, neighbors and friends to collect visa. Interestingly, the majority of them also stated not to face any problem while searching visa. What came up from the deep discussion with the respondents that because most of them acquired visa from their relatives, so if any problem they would face they tried to resolve by themselves. Some of them did not even expose their problems to keep the relation intact with their relatives. It has been observed that only 12.6% of aspirant migrants applied to the District Empowerment and Manpower Office (DEMO) for enlisting them in the database and all of them acknowledged that they did not face any problem over there.

Not knowing the language of the country the respondents aspire for to go and not having technical and job skills were two other major challenges expressed by the respondents. Lack of awareness and information gap were also another challenges observed from the findings. In municipality area, the respondents said that an aspirant/ potential migrants faced a lot of troubles and challenges in their migration processes, got obstructed by the lack of appropriate information and negligence of migration laws. The respondents expressed their concern in focus group discussion that when an aspirant or potential migrant became determined to go overseas, that person would confront a lot of challenges from that point which interrupted the fair labor migration process due to lack of information. Overall migration process is most likely seemed as grave challenging to the respondents because of their

information gap. It has been found that the majority of the aspirant migrants were not exposed to the knowledge about Overseas Employment and Migration Act 2013. They neither knew the address of Bangladesh Embassy of their overseas country they aspire to go nor were they aware about any organization or NGO working for labor migration process in their areas.

The key respondents expressed their concerns to get assistance needed for the aspirant and returnee migrants. For aspirant migrants, the respondents emphasized on setting up language and skill learning center in every Upazila so that the aspirant migrants could get skill training before going abroad. Loan in low interest from Prabashi Kallyan Bank or other financial institutions could also be provided for the aspirant migrants if they are in economical constraint. Partial remission on the medical cost and air fare for the aspirant migrants could be of help for them as well. Majority of the respondents expressed their concerns to set up recruiting agencies and dispute resolution committee in locally to reduce the problems they face in doing the migration process.

### **5.3 Challenges and Needs of Returnee Migrants**

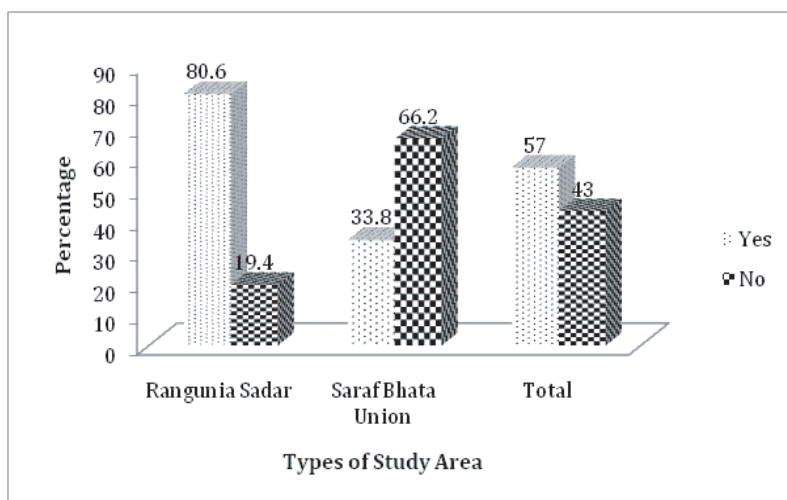
This part illustrates the challenges and needs of the returnee migrants. In this study, 89 respondents are returnee migrants where 43 respondents were from Rangunia Paurashava and 46 respondents were from Saraf Bhata Union respectively. This part shows the respondents' view about the challenges that they thought the returnee migrants faced during in abroad. This part also demonstrates the expectations of the returnee migrants from home country and Bangladesh Embassy/High



Commission in destination country. They put forward some suggestions to ensure the safe and fair labor migration upon reflecting on their own experiences.

### 5.3.1 Challenges of Returnee Migrants

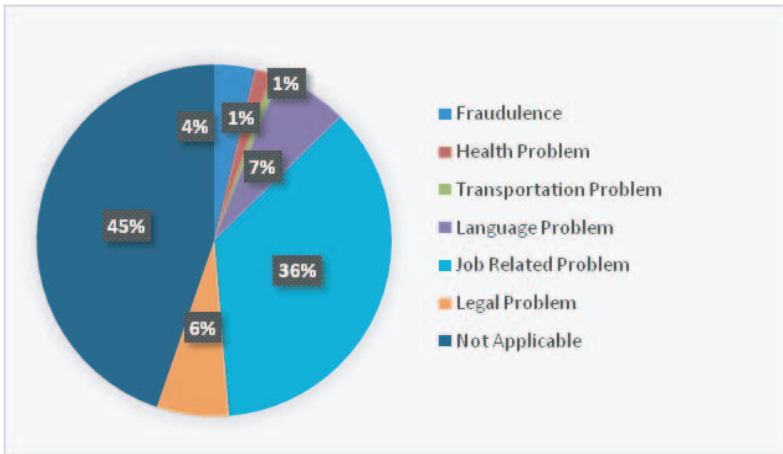
#### 5.3.1.1 Whether Problems Faced by the Returnee Migrants in Destination Country



**Figure 21: Whether problems faced by the returnee migrants in destination country**

From figure 21, it has been observed that about 57.0% returnee migrant respondents acknowledged that they faced problem while staying in overseas. On the other hand, 43.0% of the respondents stated that they had not face any problem in overseas. More respondents (80.6%) in Rangunia Paurshava stated that they had face problem more in comparing with the Saraf Bhata Union.

### 5.3.1.2 Types of Problems Faced by the Returnee Migrant in Overseas



**Figure 22: Types of problems faced by the respondents overseas**

Figure 22 has been observed that they most returnee had faced problem is job related (salary, bonus, insurance and leave). Its percentages is 35.8%. As well it is mentionable that major portions of returnee migrants had no faced any problem in destination country.

### 5.3.1.2 Respondent's Knowledge About the Overseas Employment and Migrants Act 2013

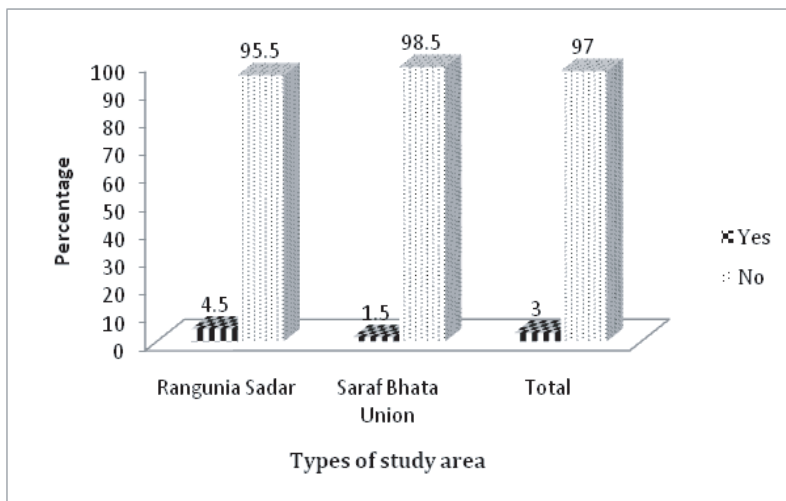
According to field study it was observed that the returnee migrant had no knowledge on Overseas Employment and Migrants Act 2013. Its percentage is 85.9% and only 14.1% respondent were informed on Overseas Employment and Migrants Act 2013.

### 5.3.1.3 Respondent's Knowledge About the Address of Bangladesh Embassy

In research we have asked whether the returnee migrant had knowledge about the address of Bangladesh Embassy/

High Commission in their destination countries, a good number of them (68.9%) said 'no' in response. Only 30.4% respondents said that they knew the address of Bangladesh Embassy of the country where they stayed. So, they knowledge gap is barriers in safe orderly labour migration.

### 5.3.1.4 Support or Assistance From Bangladesh Embassy During Overseas



**Figure 23: Support or assistance from Bangladesh embassy/high commission during overseas**

Majority of the returnee migrant (97.0%) acknowledged that they did not received any type of support or assistance from Bangladesh Embassy/High Commission during in overseas whereas only a few respondents (3.0%) got support from there (Figure 23).

### 5.3.1.5 Name of Returnee Country

**Figure 24: Country's Name the Respondent Returnee from**

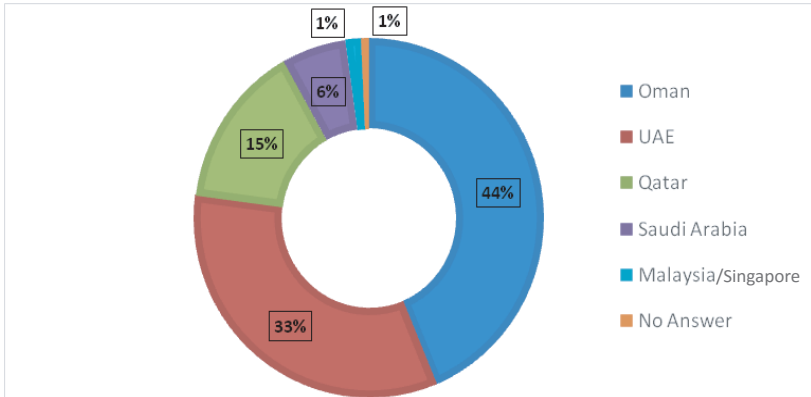


Figure 24 demonstrates the country names the respondents returnee from, a good number of the respondents were from Oman (43.7%), United Arab Emirates (33.3%), Qatar (14.8%). In generally the top most destination countries is in Middle East.

### 5.3.1.6 Whether the Respondent Experienced Disparity in Working Condition (VISA Condition) After Arrived in Overseas

In research we have asked the respondents had experienced in any disparity in working condition after arrived in overseas, about 66.7% of the respondents said that they did not face any disparity. Among the 33.3% of the respondents said they had face disparity in working condition. It is also a concern issue of fair migration process.

### 5.3.1.7 Returnee Expectation From Home Country (Bangladesh)

**Table 19: Returnee expectation from Bangladesh**

Types of Support	Total	
	F	%
Seeking support of government on preparation work of going abroad	174	63
Government interfere on getting passport	20	7.4
Steps should be taken to avoid fraudulence	18	6.7
Arrangement of Training	4	1.5
Making the immigration process easier	4	1.5
Awareness of Safe Labour Migration	6	2.2
Information dissemination on services of DEMO and BMET	4	1.4
Improvement the services of embassy	24	9.7
No answer	16	6.7
<b>Total</b>	<b>270</b>	<b>100.0</b>

Table 19 shows the types of expectation of returnee. The majority of the returnee (63%) stated that they are seeking support of government on preparation work of going abroad, taken initiative to resolve fraudulence and improve the services of embassy or high commission.

### 5.3.1.8 What Types of Support Expected From Bangladesh Embassy/High Commission

**Table 20: Types of support expected from Bangladesh embassy in overseas**

Expectation form Bangladesh Embassy/High Commission	Total	
	F	%
No answer	16	5.9
Seeking support on getting better job in abroad	46	17.0

Seek support on returning at home	58	21.4
Respect to migrants	72	26.7
Help to resolve the migrant's problems	60	22.2
Strict government intervention	8	3.0
Stopping harassment	6	2.2
Taking steps against bribery	2	0.7
Economic help	2	0.7
Total	270	100.0

When asked what types of support they expected from Bangladesh Embassy overseas, it has been observed that they wanted to get help to resolve their problems in overseas (22.2%) through embassy seek support on return in home (21.4%) and to be respected as a migrant by embassy (26.7%). In Qualitative study it was observed that most of the returnee was claimed the embassy Official didn't respect him/her.

### **5.3.1.9 Causes of Return From Overseas**

In research we have collected information on causes of return from overseas. It has been found most of the migrants (71.9%) returnee willingly. From qualitative data, it was found that it was mostly for visa expiration. Among those respondents, the percentage of the respondents of Saraf Bhata Union is higher (85.3%) than the respondents from Rangunia Paurashava (58.2%). About 28.1% of the respondents said that they were forced to return back to the country where among them the percentage of the respondents from Rangunia Paurashva is higher (41.8%) than the Saraf Bhata union.

### 5.3.1.10 Respondent's Plan to go Overseas in Again

When the returnee migrant were asked about their plan to go overseas in again, it has been observed that most of them (65.2%) were wants to again go overseas. On the other hand, about 34.8% respondents were reluctant to go overseas in again. It is assumed that because most of the respondents return willingly, so they expressed their plan to go overseas again.

### 5.3.1.11 Returnee Migrants Suggestions to Aspirant or Potential Migrants

**Table 20: Returnee migrant's suggestions to aspirant or potential migrants**

Returnee Suggestions of Migrants	Total	
	F	%
No answer	10	3.7
Knowing laws of the destination country	16	5.9
Knowing working conditions and benefits before going abroad	110	40.7
Having Skilled on Work and Language	96	35.5
Going abroad in legally	22	8.1
Making right decision and Plan	6	2.2
It is better to stay at home country	2	0.7
Work attentively	2	0.7
Being away from "Dalals"	2	0.7
Keeping necessary papers	4	1.5
Total	270	100.0

When it came to knowing about the returnee migrant respondents' suggestions for aspirant migrants, most of them (40.7%) suggested that knowing working condition

and benefits before going abroad. A major portions (35.5%) focusing on acquiring skill training including language knowledge before going abroad.

#### **5.4 Analysis of Findings: Challenges and Needs of Returnee Migrants**

The 89 returnee migrant respondents of this study out of 270 respondents expressed their challenges and needs in the questionnaire survey, Key Informant Interviews (KII) and Focus Group Discussion (FGD) while reflecting upon the experiences they had during their overseas. Unlike aspirant migrant respondents who were most likely to be seen preferred to choosing informal source for the labor migration, the returnee migrants viewed formal sources, especially government agencies, safe for labor migration. The returnee migrants valued formal sources as safer because they opined that this media was secured for them as it ensured the work and salary conditions. There was less trouble and harassment the respondents faced while seeking help from the formal media for labor migration. While most of the respondents said to face problems in abroad, a good portion of them were higher in number in Rangunia Sadar than the Saraf Bhata Union. Although the returnee migrants faced legal problems, dirty job, low salary, harsh working condition and language related problems, respondents from the Rangunia Sadar stated to face more problem especially related to law, language and working condition than the Saraf Bhata Union. The reason behind it was assumed to be related with the unavailability and negligence of providing information regarding laws and working conditions that brought up by the returnee migrant



respondents from Rangunia Sadar in the focus group discussion. Another challenge for the returnee migrants in abroad was not getting help or assistance from Bangladesh Embassy/High Commission for resolving their problems. Most of the respondents said not to be known of the address of Bangladesh Embassy/High Commission in his or her destination country. Thus, information gap was one of the major challenges for the returnee migrants found in this study. As almost 93.3% of returnee migrants said that they did not know about any organization working for overseas migration, they did not quite aware of where to go for help for migration. It might be a factor, why they did not get proper information about the country they went and faced problem overseas as a consequence.

All of the returnee migrants were from the Middle-East countries such as Oman, United Arab Emirates, Qatar and so on. They were involved in doing dirty jobs, for instance: mason, construction worker, shopkeeper, gardener, shipyard etc. About 71.9% migrants said to returnee willingly from overseas whereas rest of them were forced to return. The respondents pointed towards getting caught for illegal working status, expired visa, inconsistent salary or no salary distribution, job and visa related problem for their forced return. In in-depth discussions and survey, the respondents said how much disparity they have faced during they abroad. After reaching the destination country, most of them saw deviation from what they were told as job conditions. They found disparity in working condition and assigned work along with the other factors such as more working hours and workload and salary discrimination. Although faced problems and disparity, most of the returnee

## Chapter Six: Conclusion and Recommendation



## Chapter Six: Conclusion and Recommendation



## Chapter Six: Conclusion and Recommendation

In a new world where people are breaking their local boundaries and migrate in different places for different purposes, ensuring fair and safe labor migration is one of the major concern nowadays. Bangladesh is one of the major labour sending countries of the world. Each year a large number of people voluntarily migrate overseas for both long and short term employment. In last year about 1.2 million Bangladeshi people were migrated in different parts of the world. It creates employment, ensures stability to foreign exchange reserve of the country, it offers additional avenues to the government to attain its long term developmental goals. Safe and labor migration is a fundamental rights of the migrants so that they can reach out for the assistance in their need. In Bangladesh, with the booming rate of migrant people, it is therefore a grave demand to set up a convenient ambience for aspirant and returnee migrants so that the whole migration process would be smoother and seamless. As migrants are part of Bangladesh's economic development in terms of providing remittance which has been helping to reduce the level of poverty in this country, they deserve to have proper set up to go overseas and assistance to resolve the problems they face. Although the country came up with various policies, laws and programs for migrants and also has establishments such as Bureau of Manpower Employment and Training (BMET), it is still an issue how Bangladesh's labor migration sector suffers in terms of legal, institutional and procedural limitations and plummets the challenges faced by the aspirant and returnee migrants. To abide by the UN Migrant Workers Convention, this country yet to go a long way to meet the needs to ensure a safe and fair labor migration process since the migrants seem not to be well aware of the concept

of fairer migration itself and have a gap in their information basis to explore where to go for help regarding migration and other issues related to it. This study was an attempt to address this problem by holding up the challenges and needs of the aspirant and returnee migrants based on Rangunia Upazila in Chittagong to show a tiny yet significant part of the big picture of the existing labor migration scenario in Bangladesh and to shed some light on it in order to take necessary steps and actions to ensure safe and fair labor migration process in the country.

Upon analyzing the data and observations from this study, it is evident that both population groups faced lot of challenges and thus need assistance to resolve those as aspirant or returnee migrants. Talking about aspirant migrants, it has been found that they had a great deal of hassles in their migration process. They were in lack of language and technical skills as well as gap in knowledge and awareness about migration acts, laws and organizations. They expressed their dissatisfactions about the 'roles' of 'dalals'. As most of the participants did not have proper idea where to go and seek help during migration process and could not be able to handle all by themselves, they depended on the agents 'dalals'. Respondents stated to pay extra money and got in the trap of the frauds because of them. It has been observed that only few aspirant migrants made registration in the District Empowerment and Manpower Office (DEMO). Although few were known the services of DEMO. It has also been found that the aspirant migrants also concerned about the fact that most of them did not have required language, technical and job skills for going overseas. Lacking of the information about the existing laws of home and abroad about migration also interrupted them on the way of their safe and labor migration process. They were also pointed out not to be known the specific organizations working for labor migration

process in their areas. Their points of dissatisfaction also include long distance of DEMO office from their place, bribery in clearance certificate and medical fitness report, inability for checking visa etc.

The respondents expressed that fair labor migration is very rare in the study areas. It has been observed that the returnee migrants stated formal and government agencies to rely on for safe migration process. They seemed to face less hassles while seeking passport and visa from formal sources. The returnee migrants also found not to be aware of where to go for help for migration or migration related issues if there was any problem which led them to face problem not only in home country but in abroad country as well. It has been observed that the returnee migrant respondents found disparity in working condition and assigned work after they reached destination countries their aspired for. They also faced the problems of more workload, more working hours and low salary. They also faced visa related problem such as expired visa or illegal status. Although they returned from the overseas country, most of them wished to go to overseas again. All of the participants, from Municipality area and Saraf Bhata Union, expressed that going abroad legally gives job security and accurate information about accommodation, working hour and other facilities which decreases the hassles and harassments of the migrants abroad. Respondents from Saraf Bhata Union pointed out that it is difficult to find the migrants and help them out during difficulties when there is no appropriate information available about the migrants who go abroad illegally. The participants expected that the government should take strong actions to lessen the harassment. The returnee migrants active role of Bangladesh Embassy/High Commission in destination countries to help the migrants abroad so that the migrants feel safe.

Based on the findings of the baseline survey and suggestions from both aspirant and returnee migrant, the following recommendations are prescribed to ensure a safe labor migration setup in the study area as well as in Bangladesh:

1. Migrants should be oriented the related rules, law and provision of home country as well as the destination countries. By this knowledge migrants probable not face the problems over as well the probability is being harassed would be lowered.
2. It was found that most of the respondents have no subjective skill. Whereas skilled migrants have valued in destination countries. To make the aspirant migrants skill, skill enhancement training program should be organized in targeting areas.
3. It is stressed by the respondents that the whole migration process should be operated by the government permitted agencies. Or direct governmental agencies have legal status and more secured, the papers in hand of the migrants would ensure the proper and documented job conditions, salary and other benefits. Thus setting up more government permitted agencies is suggested.
4. It is suggested to set up a structure to provide legal support to the aspirant and returnee migrants. While going through the process of the migration the aspirant migrants feel the needs of legal assistance. Even after reaching the destination country, they are faced many problems, for example; visa problem, rights violation, injured insurance coverage, forceful repatriation and termination in short period. Therefore, a proper available structure should be developed on providing legal support to migrants.

5. Fair administrative support is needed to be ensured. A good and fair administrative support system would lessen the hassles of 'dalals' and consequences migrants would not have to pay extra money.
6. Grievance Management Committee should be set for resolve the overseas related disputes in locally. It is suggested by the respondents of this study that these committees can be formed by the up member and social leaders. This committee would work as a resort for the potential migrants for dispute resolution.
7. Making agreements with destination countries properly and send migrants with legal status. It is also suggested to ensure that no migrant would go overseas with illegal status. A strong provision system thus needed for this.
8. Government and non-government organizations should provide technical and language skill program to the aspirant migrants. The government should focus on sending skilled migrants than sending unskilled migrants. The aspirant migrants need to be provided some basic literacy training program.
9. Economical support should be provided to the poor aspirant migrants. Migrants are the source of the remittance flow in the country. So the aspirant migrants who do not have sufficient money for going overseas should be economically backed by the government.
10. Appropriate provision and good behave is necessary to be ensured by the Bangladesh Embassy/High Commission. Migrants should be respected and assisted in overseas. The officials should pay their



attention to certain the base for the migrants so that they would not feel helpless if they are in any trouble regarding their job or accommodation or any other valid problem in destination country.

11. A periodic monitoring system needs to be established by the relevant government authority to monitor the standard of the services are provided to the migrants.
12. Awareness programs should be run targeting the migrants. Since it has been found from this study that the migrants were not aware of the information of available services of government bodies (DEMO, TTC and RA). In that context, awareness programs could be help of them. Strategies needed to be fixed in what way more aspirant or potential migrants would know about passport and visa collection process and other formalities at DEMO and BMET office.
13. Upazila based DEMO office need to set up so that the migrants would not feel it is far away from their home. Branch offices of passport office should be increased as well the DEMO.
14. Instead of police verification system, biometric database of all citizens can be used. A 'criminal database' can be developed for getting further details before issuing passport and visas.
15. DEMO should collect potential migrant from community level. An online database of potential migrants should be developed by MoEWOE. The recruiting agency should collect migrant from this database.
16. The labour attaché or labour wings should be established and functional on assuring the rights of

Bangladeshi workers in destination country.

17. The Government should negotiate with recruiter or agencies to increase the benefits of Bangladeshi workers in top most destination countries.
18. The Government and Recruiting Agency should explore the potential labour market in globally as well as be intent to export skill or professional migrant in overseas.
19. Before transformed Diaspora in Destination Country. The Diaspora covered in new migrants in destination Country.
20. The High Commission or Embassy Should give more power in regards of VISA attestation.
21. Migration cost would be zero or minimal. The cost might bear by the RA's on Govremtent then the cost in reimburse from the salary of migrants.

For Bangladesh, labor migration is a great source of remittance and economic development. Ensuring and protecting the rights of labor migrants could be a respectful way for their effort and contribution for Bangladesh. Still there is a long way to go to set a safe and fair labor migration ambience for the aspirant migrants. Following a lot of initiatives and actions are needed to be taken to improve the condition and let the aspirant and returnee migrants know that assistance and help are available for them whenever they need. Government should play a strong role here. However, only government cannot stand alone regarding this issue. Besides the government, private organizations, experienced citizen and diaspora should come forward on assuring safe, orderly and regular labour migration in Bangladesh.

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# Appendices





# Appendices

## Baseline Questionnaire Survey

On

### Identifying the Barrier, Gaps and Dissatisfaction of the Community on the Fairer Migration System at Saraf Bhata Union and Rangunia Paurashava

Conducted by YPSA (Young Power in Social Action)

Chittagong, Bangladesh

(Collected data will be used only for research purpose)

Serial no (For office use):..... Date: / / 2017

Name of Municipality / Union: ....., ....., ....., .....

Name of Surveyor: .....

Categories of the respondents:

1. Aspirant or potential migrants.
2. Returnee migrants.
3. Family members of Expatriate (household).

### Socio-Economic Conditions of the Respondent

1. Name of the Respondent: .....
2. Gender: 1. Male, 2. Female, 3. Transgender.
3. Marital Status of the Respondent: 1. Married, 2. Single, 3. Widow, 4. Divorced, 5. Others (Specify.....).
4. Age of the Respondent: 1. 18-24, 2. 25-35, 3. 36-45, 4. 46-55, 5. Above 56.
5. Race: 1. Bengali, 2. Ethnic group, 3. Excluded group, 4. Others (Specify.....).
6. Religion: 1. Muslim, 2. Hindus, 3. Buddhist, 4. Christian.
7. Educational Qualification: 1. Illiterate, 2. Class V, 3. Class VIII, 4. SSC or equivalent, 5. HSC or equivalent, 6. Honours/Degree or equivalent, 7. Post graduate or equivalent, 8. Others (specify .....).

8. Occupational status of the respondents: 1. Agriculture, 2. Fishermen, 3. Day Labor, 4. Rickshaw/Van Puller, 5. CNG/ Transport driver/Assistant, 6. Garments worker, 8. Building worker, 9. Small traders, 10. Boat/ Launch driver, 11. Housewife, 12. Student, 13. Unemployed, 14. Others (Specify.....).
9. Monthly income: Personal ..... tk./ Not applicable: Family ..... tk.
10. Monthly expenditure: Personal ..... tk./ Not applicable: Family ..... tk.
11. House structure: 1. Katcha (tin shed and mud build), 2. Semi-pucca, 3. Pucca, 4. Multistoried.
12. Number of family members: Total: ..... Adults: ..... Children: .....
13. Time of Living space: 1. Less than 5 years 2. 5-10 years 3. 11-15 years 4. 16-20 years, 5. 20-30 years 6. More than 30 years.

## **Barriers and Gaps of Fair Migration**

### **Passport**

14. Why do you/your family member prefer to go abroad?
  1. Working purposes, 2. Business purposes, 3. Study purposes, 4. Tourist purposes, 5. Others (Specify.....).
15. Which country do you prefer to go? .....
16. Do you / your family have a Passport? 1. Yes, 2. No.  
If yes, who assisted you/ your family to get a passport?
  1. Self, 2. Supporting agencies or Dallals, 3. Friends, 4. Relatives, 5. Others (Specify.....).
17. In how many days did you get your passport?
 

Normal ..... (ref. 21 days) and Emergency ..... (ref. 7 days).
18. How much did you pay to get your passport?

Normal ..... (ref. 3450 tk.) and Emergency ..... (ref. 6050 tk.).

19. Did/Do you face any others difficulties to get passport?  
1. Yes, 2. No.

If yes, what types of difficulties did/do you face? 1. Demand additional money by respected officials (..... tk.), 2. Demand of additional money by supporting agencies/ Dallals (.....tk.), 3. Oppressive behavior of the officials, 4. Intentional delay in order to harass, 5. Time consuming, 6. Others (Specify.....).

## VISA

20. Have any organization been servicing / working in your community on labor migration process? 1. Yes, 2. No.

If yes, who is doing this? .....

Types of services.....

21. Do you know any organization or agencies involved on migration overseas processes? 1. Yes, 2. No.

If yes, then which organization or agencies? .....

22. Do you have any special skill for overseas? 1. Yes, 2. No.

If yes, what types of training have you received?.....

23. Where have you received these training from?.....

24. Have you or your family members applied for visa?

1. Yes, 2. No.

25. Which types of visa do you have / desire? 1. Free visa, 2. Contract visa.

26. How did you acquire the visa? 1. Formal sources (government approved agencies), 2. Informal sources.

If informal, who are they? 1. Family members, 2. Relatives, 3. Friends, 4. Neighbors, 5. Dallals/ Supporting persons, 6. Others (Specify.....).

27. Do you know about your visa (Working condition)?

1. Yes, 2. No.

If yes, what things are you concerned about? 1. Job nature, 2. Salary, 3. Bonus/ increment, 4. Overtime, 5. Medical facilities, 6. Insurance, 7. working hour, 8. Company,9. Others (Specify .....).

28. Have you registered with BMET? 1. Yes, 2. No.

29. Do you know that the smart or identity card is collected from BMET? 1. Yes, 2. No.

30. Who did the whole processes of overseas migration?

1. Own, 2. Others

If others, then who does these? 1. Government approved agencies, 2. Dallals/ supporting persons, 3. Others (Specify..... ..).

31. How much money paid/ spent time for the overseas?

Levels		Costing & Scheduling			
		Cost	Average cost	Time/Days	Average Time
Passport	Application form collection and filling				
	National Identity Certificate				
	Birth Certificate				
	Bank Clearance				
	Police Clearance				
	Application submitted to Passport office				
	Receiving passport from passport office				
	Deal whole package with supporting person				
Working with DEMO office	Registration <ul style="list-style-type: none"> <li>▫ Online or manual</li> <li>▫ Paper Verification</li> <li>▫ Registration free</li> </ul> Issues of registration card				

<b>Supporting persons</b>	Searching for job opportunity				
	Training				
	Briefing from BMET				
	Opening Bank Account				
	Checking Contract Paper				
	Checking Visa				
	Receiving Contract Paper				
	Receiving Visa				
	Smart Card				
	Medical Check Up or certification				
	Police clearance				
	Language Preparation				
	Waiting level				
<b>Total</b>					

32. In above table, which portion do you think is difficult for you?

Passport level.....

DEMO office level.....

BMET level.....

Abroad level.....

33. Do you know whether you or your family member or neighbors are deceived during migration (doing passport and getting visa)? 1. Yes, 2. No.

If yes what types of fraudulences? .....

34. Have you taken any initiatives to solve the matter?

1. Yes, 2. No, 3. Processing.

If yes, where did you solve it? 1. Family level, 2. Community level, 3. Union Chairman Office, 4. Demo Office, 5. District office, 6. Others (Specify .....).

35. Do you want to resolve such type of fraudulences related to migration at the local level? 1. Yes, 2. No.  
If yes, whom do you think should be involved in the resolution of such disputes?  
.....

36. Did you or your family members face any trouble on health check-up process? YES/NO

If yes, then mention the difficulties...

**Determination of dissatisfaction of migrants**

37. What is the dissatisfaction of migrations?

Phases of Works		Very Satisfied	Moderately Satisfied	Dissatisfied
<b>Internal level (Inside country)</b>				
<b>Registration</b>	Online or manual			
	Paper Verification			
	Registration free			
	Issues of registration card			
National Identity Certificate				
Birth Certificate				
Paper Submission at Passport Office				
Receiving Passport				
Searching for job opportunity				
Training				
Briefing from BMET				
Opening Bank Account				
Checking Contract Paper				
Checking Visa				
Receiving Contract Paper				
Receiving Visa				
Smart Card				
Medical Check Up				
Language Preparation				

<b>External level (Abroad)</b>			
Working permission			
Commitment Job			
Working Hours			
Salary			
Leave			
Life Insurance			
Assistance at Abroad			

38. What are your expectations regarding the resolution of migration related disputes from the government or administration /related organizations?

.....

## Identify the Challenges and Needs of Migrants in Fairer Migration Especially for the Youth

### (Challenges: Aspirant or potential Migrants)

1. Why do you intent on going overseas? 1. Working purposes, 2. Business purposes, 3. Others (Specify.....).
2. Do you have passport? 1. Yes, 2. No
3. Did you experience any trouble while getting Passport?  
1. Yes, 2. No  
If yes what types of trouble did you experience?  
.....
4. Do you have any special skill for overseas? 1. Yes, 2. No  
If yes what types of training have you received?  
.....
5. Do you know the language proficiency on aspirant overseas country? 1. Yes, 2. No.
6. Are you searching for visa for going overseas?  
1. Yes, 2. No  
If yes, what media could help you? 1. Local supporting agencies / Dallals, 2. Family members, 3. Relatives, 4. Neighbor, 5. DEMO office, 6. Others (specify.....).
7. Do/did you face any trouble while searching visa? 1. Yes, 2. No  
If yes, what types of trouble? .....
8. Did you apply to DEMO or BMET? 1. Yes, 2. No
9. Do/did you face any trouble at DEMO or BMET office?  
1. Yes, 2. No  
If yes, what types of trouble? .....
10. Do you know about the Smart card/ identity card of BMET? 1. Yes, 2. No
11. Did you get Visa? 1. Yes, 2. No



If yes what types trouble did you face while getting the visa? .....

12. Do you know about your visa? 1. Yes, 2. No.

If yes, what things are you concerned about? 1. Job nature, 2. Salary, 3. Bonus/ increment, 4. Overtime, 5. Medical facilities, 6. Insurance, 7. working hour, 8. Company, 9. Others (Specify .....

13. Do you know about the Overseas Employment and Migrants Act 2013? 1. Yes, 2. No

14. Do you know the address of Bangladesh Embassy in your overseas country? 1. Yes, 2. No

15. Has anybody been working in your area on Labor Migration Process? 1. Yes, 2. No

If yes, please mention their name and their activity.

Name: .....

Activity: .....

### **(Challenges: Returnee Migrants)**

1. Did you face any trouble to get your passport?

1. Yes, 2. No

If yes, what types of trouble you were face? .....

2. Who assisted you to get a passport? 1. Formal sources (government agencies), 2. Informal sources (supporting agencies, relatives and neighbors).

3. Which media is safe for labor migration? 1. Formal sources (government agencies), 2. Informal sources (supporting agencies, relatives and neighbors).

Why? .....

4. Did you face any trouble to get your visa? 1. Yes, 2. No

If yes, what types of trouble you were face?.....

5. Did you know about your visa? 1. Yes, 2. No.

If yes, what things were you concerned about? 1. Job

nature, 2. Salary, 3. Bonus/ increment, 4. Overtime, 5. Medical facilities, 6. Insurance, 7. working hour, 8. Company, 9. Others (Specify .....).

6. Did you have commitment issues (job, salary, bonus, overtime, increment, medical facilities, insurance and working hour) those were referred on visa?

1. Yes, 2. No

If no, why?.....

7. Did you face any problem abroad? 1. Yes, 2. No

If yes, what types of problems? .....

8. Could you solve your problem that occurred while you were staying abroad? 1. Yes, 2. No

If yes, how did you solve the problems?.....

9. Did you know about the Overseas Employment and Migrants Act 2013? 1. Yes, 2. No

10. Do you know about any organization related to overseas migration? 1. Yes, 2. No

If yes, please mention the organization name.....

11. Did you know the address of Bangladesh Embassy in your overseas country? 1. Yes, 2. No

12. Did you receive any support or assistance from Bangladesh Embassy during overseas? 1. Yes, 2. No

If yes, what types of assistances? .....

***(Needs: Aspirant or Potential Migrants)***

1. What is your opinion about the services of Passport Office? 1. Very Satisfied, 2. Moderately satisfied, 3. Satisfied, 4. Dissatisfied.

If dissatisfied, what are the reasons for dissatisfaction? .....

How should these types of dissatisfaction be solved? .....

2. Are there any recruiting agencies or supporting institutions for labor migration in your area?

1. Yes, 2. No.

If no, do you think that there is any need to setup any recruiting agency in your area? 1. Yes, 2. No.

3. How many years have they been working over here?  
..... (Year).

4. Are those agencies registered by the government?

1. Yes, 2. No, 3. Dont Know.

5. Do you get any support from the recruiting agencies?

1. Yes, 2. No.

If yes, what types of benefits do you get? .....

6. Do you think that any labor migration related dispute resolution committee should be set-up in your area? 1. Yes, 2. No.

Yes, 2. No.

If yes, how should this committee be formed?  
.....

7. Are there any overseas skill training centers present in your area? 1. Yes, 2. No

If yes, please mention the name of training center?  
.....

8. What is your opinion about the services of District Empowerment and Man Power Office (DEMO) office?

1. Very Satisfied, 2. Moderately satisfied, 3. Satisfied, 4. Dissatisfied.

If dissatisfied, what are the reasons of dissatisfaction?  
.....

How to solve these types of dissatisfaction?  
.....

9. What is your opinion about the services of Bureau of Manpower, employment and Training (BMET) office? 1. Very Satisfied, 2. Moderately satisfied, 3. Satisfied, 4. Dissatisfied.

Very Satisfied, 2. Moderately satisfied, 3. Satisfied, 4. Dissatisfied.

If dissatisfied, what are the reasons of dissatisfaction?  
.....

How to solve these types of dissatisfaction?  
.....  
.....

10. What are your suggestions for making labor migration more fair and safer in Bangladesh? .....

**(Needs: Returnee Migrants)**

1. From which country did you return? .....

2. What types of work did you do overseas?  
.....

3. Have you experienced any disparity on work type's condition (visa condition) after arriving overseas?

1. Yes, 2. No.

If yes what types of disparity?.....

4. How did you solve your problem?.....

5. What types of problem did you face abroad?  
.....

6. Did you receive any support or assistance form Bangladeshi Embassy during your overseas stay?

1. Yes, 2. No.

If yes, what types of assistance did you get?  
.....

7. What types of support do you expect from Bangladesh Embassy at home and abroad?

Home country.....

Abroad: .....

8. What is the nature for your return from overseas?

1. Forced, 2.Willingly

If forced, please mention the reasons.....

9. Do you have any plan on going abroad again?

1. Yes, 2. No.

10. Do you think migration was changed your life style (economic solvency)? Yes/No

If no then what is the reason.....  
12. What type suggestion you want to say on aspirant migrant? .....

.....

13. What are your suggestions for making labor migration more fair and safe in Bangladesh? .....

.....

*(Thank you for your cooperation)*

# বাংলাদেশের শ্রম অভিবাসন

চ্যালেঞ্জ, শূন্যতা, চাহিদা ও সুপারিশমালা

ইপসা ফেয়ার লেবার মাইগ্রেশন ইন বাংলাদেশ প্রকল্পের একটি গবেষণা

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