



An Assessment of Basic Services and their Access for the Migrant Workers in Countries of Destinations (Global Compact for Migration)

Report Prepared by

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Abbreviations & Acronyms

BAIRA- Bangladesh Association of International Recruiting Agencies

BDT- Bangladeshi Taka

BIGD- BRAC Institute of Governance and Development

BMET- Bureau of Manpower Employment and Training

CODs- Countries of Destinations

DEMO- Divisional Employment & Manpower Office

FGDs- Focused Group Discussion

GCC- Gulf Cooperation Council

GCM- Global Compact for Safe, Orderly, and Regular Migration

IDIs- In Depth Interviews

KIIs- Key Stakeholder Interviews

RAs- Recruiting Agencies

TIB- Transparency International Bangladesh

TTC- Technical Training Center

UAE- United Arab Emirates

WEWB- Wage Earners' Welfare Board

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Executive Summary

The global compact for migration is the first, intergovernmental negotiated agreement, prepared under the auspices of the United Nations, to cover all dimensions of international migration in a holistic and comprehensive manner. The compact was formally endorsed by the United Nations General Assembly on 19 December 2018. The member states who have recently adopted the Global Compact for Safe, Orderly, and Regular Migration (GCM) have pledged to ensure that all migrants, regardless of their migration status, have safe access to essential services and their human rights are upheld. Bangladesh, recognised as a "Champion" country for GCM implementation, is also committed to achieving Objective 15 which aims to guarantee safe access to basic services for all migrants, irrespective of their status. Therefore, urgent action is needed to address the challenges associated with the access to essential services for migrant workers in destination countries (CODs).

This study aims to examine the factors that influence the access of overseas migrants to basic services in CODs, as well as identify potential strategies to overcome the challenges faced by migrant workers. The research employed both qualitative and quantitative methods, including primary surveys with structured questionnaires, Focused Group Discussions (FGDs), In-Depth Interviews (IDIs), and Key-Stakeholder Interviews (KII). Furthermore, the report analysed the roles of middlemen, recruiting agencies (RAs), and Bangladesh Embassy in addressing the problems faced by migrant workers.

From the quantitative study it has been identified that out of 479 migrant workers only 35% have access to health facilities. These rates show that significant number of migrant workers were deprived of health, food and shelter facilities in CODs, and the percentage are 65%, 69% and 44% respectively. Interestingly, out of 30 female respondents 27 lived in owner's house, 2 in company's shelter, and 1 was with other Bangladeshi workers. Even if, more than or equal to 60% had the health services, clean water and sanitation, 43% were deprived of sick leave and rest. For male respondents the rate was 38%. Moreover, 31% respondents had good food facilities in CODs. Though 28% male workers had the adequate food services, 23% workers mentioned that they did not get sufficient food during sick days or even in normal days. When asked the reasons were such that either the employers did not provide nutritious and quality food to those workers or workers had issues with the taste of the foods. As most of the female workers resided in owner's house, 80% got the good food facilities. However, 63% talked about lack of nutritious food during sick days. Total 49 male and 27 female workers worked at owner's house. And, out of 49 males, 14% talked about physical abuse faced while working there. For female, the rate was 41% (11 out of 27). A matter of concern aroused when it had been identified that 7% female workers (2 out of 27) was sexually abused during staying in owner's place. And a big chunk of workers had experienced insult and negligence. For male the rate was 37% and female 67%. There was total 249 respondents working in different companies. During working there, 34% male workers (83 out of 246) experienced negligence and for female the rate was 33% (1 out of 3). Although no female workers had to experience the physical violence, 11% male workers (26 out of 246) faced it. Besides, in both owner's house and in company, workers were mentally abused and the rate is more than 26%.

Through survey we identified some challenges migrant workers faced during staying in CODs. The highest challenges happened with the language and communication issue. The rate was 52% (247 out of 479 workers). Nearly 41% workers had to work for long-hour. 24% had conflict with the employer. 27% (129) workers had insufficient health facilities. 12% (57) talked about bad shelter facilities. Also, 10% (48) had to go through physical harassments; whereas the number for sexual harassment is only 1%. 80 workers (17%) had lack of communication facilities. Besides, 16% (76) required help from RAs and foreign govt. or organization which they did not get. Furthermore, 12% workers (58) did not get any facilities from Bangladesh embassy even after seeking help from embassy. 8% was involved with forced services, and more than 28% workers did not have weekly holidays or leave during festivals. The underlying causes has been analyzed through conducting the FGDs, IDIs and KIIs. According to returnee migrants, 52% suffered due to lack of expertise and experience. 42% suffered due to lack of any person or organization from whom they could seek advice. 32% thought that lack of educational qualification caused the sufferings, while 25% did not have any proper communication channel. And, 22% workers thought of adaptive capacity.

The study findings indicate that Bangladeshi migrant workers have insufficient access to basic services such as health, food and nutrition, shelter, and security. Most of the workers migrate through middlemen brokers, which incurs higher costs compared to government stipulated costs. Due to a lack of expertise, educational qualifications, adaptability, and technical know-how, they encounter challenges in the CODs, resulting in physical, mental, and social abuses. Female migrants working as domestic workers faced different forms of domestic abuse. Moreover, many migrants worked long hours without receiving overtime payments. Communication gaps further exacerbated their difficulties.

The report highlights several factors, including the lack of expertise, presence of middlemen or brokers, lack of interest in training, or limited capacity of trainers, lack of information on migration processes and contract terms, language illiteracy, and lack of adaptive capacity, that contribute to the adverse condition of migrant workers. The link between government authorities and recruiting agencies is also inadequate, further exacerbates the situation. The government should therefore develop future strategies that consider both the demand and supply side of labour migration. The migrant workers should receive mandatory training for at least three months to get them empowered in the CODs. The government should also establish a clear link between recruiting agencies and government-related offices, establish a national database to render information on migration process such as- list, addresses, and contact number of recruiting agencies both government and non-government. There could be a digital interface of migration process just like the interface of "N-Health" through which interested candidates may get the initial information. Another probable solution could be the distribution of RAs throughout Bangladesh especially in migration prone areas. Also, capacity building trainings are required for the personnel in training centers and also for Bangladesh Embassy officials in the CODs. Better consular service, health camp in CODs and coordination among entities are essential to ensure better services for migrant workers. A smooth mechanism along with information symmetry could make it easier for Bangladeshi migrant workers to empower themselves and have better access to basic services in the CODs.

1. Introduction

Overseas employment has become an important strategic sector for Bangladesh. Since 1976, nearly 15 million Bangladeshi citizens have migrated for overseas employment in 165 countries, accumulating remittance of 2,107,944 crores BDT till January 2023 (BMET, 2023). According to the World Bank, Bangladesh is the seventh highest in the world for transferring annual remittances to the country and ranked third highest in South Asia (The Daily Star, 2022). These high volumes of remittances are playing a vital role for the financial and economic development of the country. According to BMET, the top districts in terms of migrations are Cumilla, Chattogram, Brahmanbaria, Tangail, Dhaka, Chandpur, Noakhali, Narshingdi, Munshiganj, and Feni (Mahmud, J. 2021).

The popular destination countries for Bangladeshi Migrant workers are the Middle East and some South Asian countries. According to BMET's data, more than 77 percent of Bangladeshi migrants are headed to the GCC states-Bahrain, Kuwait, Oman, Qatar, Saudi Arabia, and the United Arab Emirates (UAE), which are heavily reliant on foreign labor (Sorkar, 2020). Therefore, sending migrants worker in those countries will be beneficial for Bangladesh foreign earnings. However, the notion of skilled-unskilled labor has caused different problems in staying and working in those countries. BMET data shows that from 1976 to 2019, 50% of the migrant workers were less-skilled, 16% were semi-skilled, 31% were skilled, and only 3% were professional (BMET, 2023). As a huge number of the labor force are of less-skilled categories, they are facing different challenges before and during migration.

Transparency International Bangladesh (TIB) study revealed that the cost of overseas migration is higher than the government-fixed rate, which often benefits the brokers at both the origin and destination countries (BMET). Moreover, corruption at almost every stage of the recruitment process and fraudulent brokers remain substantially unaddressed. To afford the high cost, migrant workers either sell their little assets or borrow money at high interest. In addition to these, procedural difficulties, delayed and very long recruitment processes, and verbal and informal agreements of employment intensify the vulnerability of migrant workers. Also, most pre-departure training focuses on hard skills, whereas soft skills are essential for survival in destination countries. Often, they have little understanding of the culture, leading to problems related to food habits, accommodation, mobility, day-to-day challenges, etc. During migration, the workers encounter troubles related to air travel and payment; face issues that violate their basic needs and rights; face gender-based violence, and so forth. Many times, migrant workers are found to be roaming around the airport, uncertain of their journey. While some manage to fly to their destinations, some are taken advantage of by deceitful people.

Upon their arrival, the problems are intensified as they barely understand the language and are not accustomed to "different" food. The informal employment agreement allows employers in destination countries to harass them. Workers regularly complain about non-payment, underpayment, and delayed payment. There are several cases where after arriving in the host country, the earlier agreement is substituted by a new agreement with low wages, substandard accommodation, no provisions for food, and other lower fringe benefits. In case of an accident leading to the worker's death, it takes years to get compensation from the next of kin due to the complex legal procedures of the host countries. Sometimes workers are repatriated after

becoming handicapped temporarily or permanently due to accidents without getting proper treatment or compensation. Workers are also denied air tickets at the time of exit, and often, their sponsors in the destination country do not adhere to the terms and conditions of employment (The Daily Star, 2022).

Lack of awareness about labor rights in the countries of destinations creates an environment of ill-treatment of migrant workers by their employers. Poor living standards, inadequate health security, and the hazardous nature of work endanger the health of migrant workers. They suffer from sickness, depression, and a gradual decrease in employability. In recent years the number of migrant workers returning deceased kept rising. Female migrant workers, in particular, go through multidimensional issues in destination countries. They have to work for unlimited hours in the household in exchange for very low pay. They are sometimes victims of sexual harassment.

In the recently adopted Global Compact for Safe, Orderly, and Regular Migration (GCM), Member States have committed to ensuring that all migrants, regardless of their migration status, can exercise their human rights through safe access to essential services (objective 15) and other relevant objectives. Bangladesh, as a "Champion" country for GCM implementation, is also aware of Objective 15, which aims to ensure that all migrants, regardless of status, have safe access to basic services. This objective includes several recommendations to facilitate access to basic services by migrants. While the objective focuses on eligibility and access to health care and education, fundamental human rights exist about adequate housing, food, social security, and work, as set out in the International Covenant on Economic, Social, and Cultural Rights. Under Objective 15, migrants should have safe access to basic services in these areas (Hastie, B. 2019). Therefore, this study aims to identify the condition of basic service access in CODs and the associated challenges along with the possibilities to overcome the challenges.

2. Literature review

A study by the BRAC Institute of Governance and Development (BIGD) referred that the Bangladesh government has been involved with the migration process and regulates the migration through the Bureau of Manpower Employment and Training (BMET). BMET authorises the recruitment agencies to recruit and train the migrants (Das et al, 2018).

The process includes recruiting agencies of a country of destination sending a request to a recruiting agency in Bangladesh. Then Bangladeshi recruiting agencies have to get the initial clearance from BMET to facilitate the recruitment of migrants and send them to the recruiting agencies in destination countries. The recruitment process involves interviews, three days of pre-departure training, etc. The recruiting agency of both CODs and Bangladesh are responsible for visa processing and immigration facilities (Das et al, 2018).

However, middlemen play an important role in linking prospective migrants to recruiting agencies. Generally, the middlemen of rural areas are connected with the middlemen of urban areas who are inter-linked with recruiting agencies in the city (Das et al, 2018). In the process, migrants have to bear all the costs related to migration like fees to broker, formal fees and expenses of passport issue or renewal, air ticket, travel insurance, etc. They often pay the entire cost to the immediate middlemen, which allows those middlemen to misguide and overcharge the migrants. Sometimes, they present fake documents and contracts to attract the workers and make a lot of wealth out of the workers' fortune. As most of the migrants are unskilled, have lack of education and awareness, they blindly trust what the middlemen convey to them. Hence, a gap creates what recruiting agencies have to do and what middlemen are implementing at the root level. Due to a lack of knowledge and information, migrants are facing many difficulties to access the services in CODs. In a study of Sabur, A. (2018) mentioned that Bangladeshi workers face high cost of migration, have to work in low-skilled jobs, often get low wages, no job guarantee, etc. These impacting the safe and orderly migration process as well. Therefore, it is important to identify the condition of basic service access of migrant workers during their stay at CODs. It is necessary to identify the challenges they face there to come up with effective solutions to the problem. At the same time, need to consider about the role of recruiting agencies, service providers and Bangladesh Embassy to provide the solution to the existing challenges. Hence, this study will focus on the basic service access in CODs, challenges faced by migrant workers in getting the service, and the way out to for future facilitation.

3. Objectives of the assessment

The main objective of the assessment is to assess the basic services and their access for migrant workers in their countries of destination. The specific objectives are:

- To identify the basic services needed for the migrant workers in their countries of destination;
- To identify the challenges faced by the migrant workers in getting basic services in their countries of destination; and
- To find out the ways to getting basic services from the duty bearers in the countries of destination.

4. Methodology

To identify the answer of the research specific objectives, a descriptive research approach has been followed. We used both qualitative and quantitative methods for data collection. We gathered the perceptions of government officials along with representatives of recruiting agencies; like- BMET, WEWB, BAIRA, etc.

4.1. Quantitative Method

A sample survey has been used in this study to gather quantitative data. The survey has been conducted with the returnee migrant workers. Surveying the current migrant workers would have been ideal for this study. However, considering the budget and timeframe, it was not logical to visit the migrant workers in their destination countries to conduct their interviews. Therefore, the returnee migrant workers have been taken as the proxy respondents for the survey conducted for this study. According to BMET data the number of migrant workers till date is around 15 million. As the number is representative, so the formula to derive the sample size is as follows:

$$n = z^2 pqfk / rve^2$$

n= sample size

z= 1.96 is standard normal variate, for a 95% confidence interval

p= 0.7 is an estimate of key indicator, 70% return migrants are vulnerable (IOM 2020); q = 1-p

f= 1.5 is design effect

k= 5% is anticipated non-response rate

r= 15 million is the proportion of the total population accounted for by the target population, upon which the parameter p is based

v= 4 according to HIES 2016; is the average household size (number of persons per household)

e= 10% is the margin of error to be attained.

The sample size of this study is, $n \cong 479$ migrants.

To conduct the survey, a structured questionnaire has been used. Also, the responses gather through the survey has been analyzed by using Stata. The information from the quantitative survey has been verified by conducting the qualitative study.

4.2. Qualitative Method

For the qualitative inquiry, focus group discussions (FGDs), key informant interviews (KIIs) and in-depth interviews have been applied in the field. A total four FGDs and 12 in-depth interviewees have been conducted at the field level. In the first step, we conducted the FGDs with 10-12 male and female returnee migrants in four districts. The discussion aimed at identifying the situation of basic service access in CODs along with the challenges the returnee migrants faced during staying at the CODs. Also, we collected information about how the returnee migrants think as the solutions to the problems. After that, we conducted the in-depth interviews with 12 respondents; four in Tangail, four in Cumilla, four in Savar, Dhaka. We did not conduct any in-depth interviews in Chattogram as the 12 IDIs conducted in Savar, Tangail and Cumilla yielded similar results. We selected the participants based on their status as returnee migrants. Moreover, 13 KIIs have been conducted; two with government officials, two with recruiting agencies (one government and one non-government), four with DEMOs, four with

TTCs and one with an experienced academician. Separate checklists were used to collect data by using the qualitative methods.

4.3. Study locations and Sample Size

We collected data from the migration-prone districts according to the prominent literature. According to RMMRU (2019) annual report, the high migration prone areas in Bangladesh are- Dhaka, Cumilla, Tangail, Chattogram, Faridpur, Manikganj, Munshiganj. From this list, four districts have been selected from two migration-prone divisions to ensure a better representation of the migrant workers in the study. Considering the sample size of 479 and concentration of migrant workers, the distribution of sample per district has been designed accordingly. The distribution of sample and locations are as follows.

Table 1: The sample size and locations of doing the quantitative survey

Division	District	Quantity of Sample size as per proportionate to population size (PPS)	Types of participants
Chattogram	Cumilla	209	Returnee migrant workers
	Chattogram	123	
Dhaka	Dhaka	67	
	Tangail	80	
Total	4 districts	479	

We selected the samples from the selected four districts. From those districts, we prepared a list of the returnee migrant workers, who returned to Bangladesh from different countries in last three years. From the lists, we randomly picked the required sample size for conducting the sample survey. For conducting the qualitative inquiry, we applied purposive sampling procedure.

4.4. Data analysis

STATA has been used to analyse the survey data. An analytical framework given below has been used to analyse the data. The framework has been developed based on the Expatriate Welfare and Overseas Employment Policy 2016 and the Global Compact for Safe, Orderly and Regular Migration adopted by the UN General Assembly on 18 December 2018. The notion of wellbeing is primarily derived from the access to basic services that enable people to have capabilities to earn and live a quality and dignified life, from the ideas of Sen (2000). For migrant workers, the wellbeing is dependent on the basic service access in countries of destination that ensure a safe and secure work life balance. And, also the intervening factors from within the country to learn expertise, skills, languages to have better negotiation power. Besides, the role of recruiting agencies, service providers, Bangladesh Embassy in countries of destination also enables the workers to lead a good and healthy life. So, the data analysis framework based on the capability approach is given below.

Table 2: Analytical Framework

Dependent variable	Independent variables	Intervening variables
Wellbeing of the migrant workers	Basic services for the migrant workers- Accommodation/ shelter Food Security Job training Health	Knowledge of migrant workers Skills of migrant workers Language barriers Agreement with job providers Protection of law in the destination country Role of recruiting agencies Role of Bangladesh embassy

5. Analysis & Findings

The basic services for migrant workers include the accommodation, shelter facilities, food, health, security and job training. The assessment has been done to look into the situation of basic services available for migrant workers in the countries of destination along with the challenges they faced during their stay.

5.1. Basic information

The quantitative study has been conducted with 479 returnee migrants. Of 479, 94% were males and 6% were females. The highest number of workers were of 40-49 age category and the rate is 35 percent. Around 46 percent workers have primary education, 22 percent have secondary education, and 13 percent have pre-primary education. About 4% have higher secondary education whereas 2% do not have any institutional education. Out of 479 migrant workers, 209 were from Cumilla, 123 from Chattogram, 67 from Dhaka and 80 from Tangail. The percentage of workers lived in major countries of destination (CODs) (latest one) are as follows-

Figure 1: Major Destination Countries for Migration

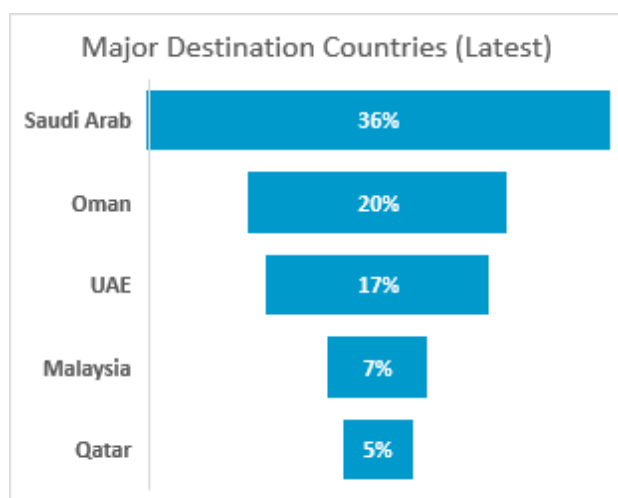
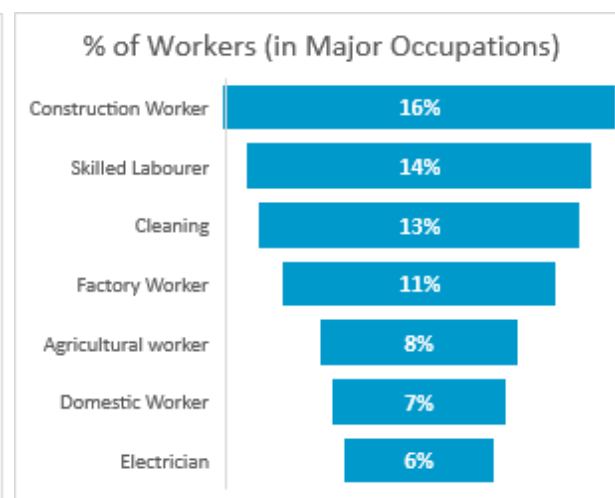


Figure 2: Percentage of Workers in Major Occupations



The highest number of workers worked in Saudi Arabia (about 36%). Second highest was for Oman (20%). Third highest was for UAE comprising of 17% workers. There were other countries like- Algeria, Brunei, India, Jordan, Laos, Mauritius, South Africa, etc. where many workers migrated in search of work.

Figure 3: Percentage of Workers Accommodation in CODs

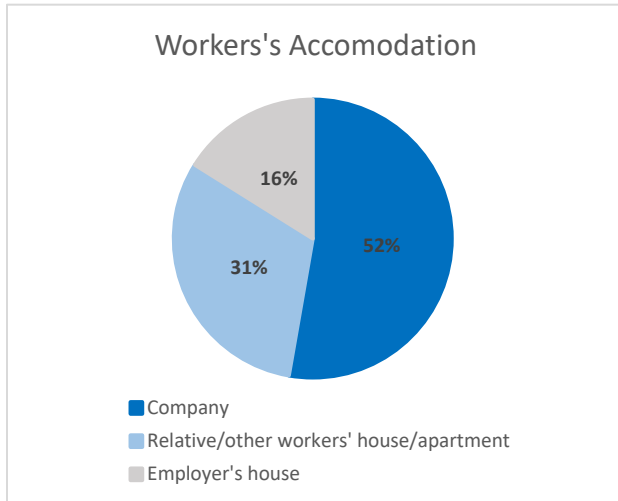


Figure 4: Educational Qualification of migrant workers

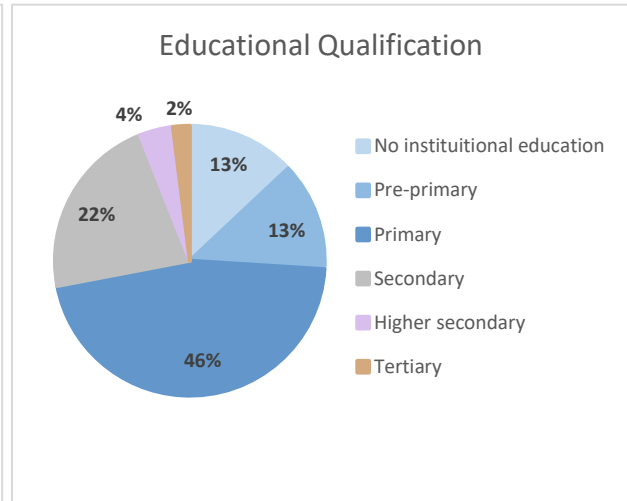


Figure 5: Percentage of Migrant Workers Returned During & After Covid (for Major CODs)

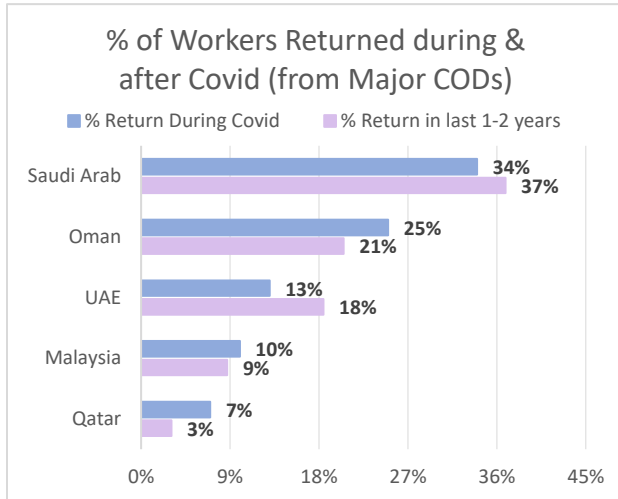
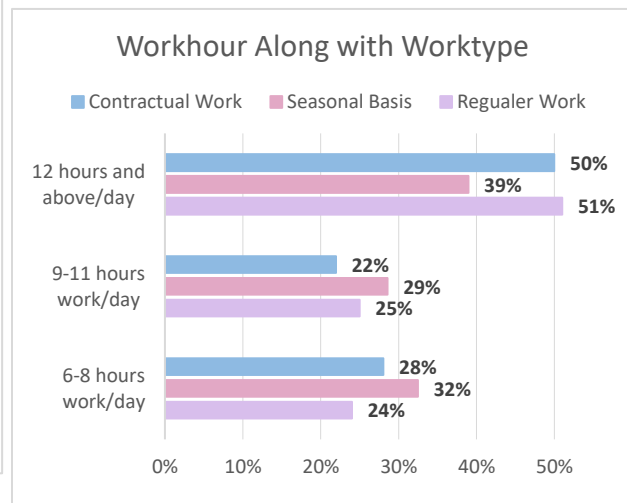


Figure 6: Work type along with Workhour



Of total 479 migrants, 16% migrants worked as construction worker. Second highest was for skilled labourers (14%). Third highest was cleaners comprised of 13%. In the CODs, 52% migrant workers stayed in company provided accommodation. 31% lived with other workers, relatives or managed their own accommodation, and 16% migrants lived in their employer's house.

49 percent workers worked in those CODs more than 5 years, 25 percent worked from 3-5 years, 16 percent for 1-2 years and rest worked for less than a year. **In addition, two-fifth of**

the workers (41%) returned to Bangladesh in last 1-2 years. One-third (34%) from during covid pandemic, 15% in less than a year and 10% in more than 5 years. Interestingly, before migration only 25 percent workers got trainings before their departure to the CODs. Three quarters of workers (75 percent) went without any training.

Migrant workers those who worked as regular workers, more than half of them (51%) worked for more than 12 hours a day. A quarter of them (25%) worked for 9-11 hours, and another quarter of workers (24%) worked for 6-8 hours. Of seasonal workers, 39% workers worked for more than 12 hours a day. One-third of seasonal workers (32%) worked for 6-8 hours, and 29% for 9-11 hours a day. For contractual workers, half of them (50%) worked for more than 12 hours a day; whereas, 28% worked for 6-8 hours and 22% for 9-11 hours a day.

In addition to that, 97% of migrant workers informed that they gave extra money to their recruiting agencies or middleman during the processing of their migration as workers. 57% workers paid less than 3 lac BDT, 32% paid 3-5 lac BDT and 9% paid 6-8 lac BDT. Rest workers paid BDT 8 lac and above.

5.2. Basic Service Access

Health

The data from quantitative study revealed that 45% of the returnee migrants have the health facilities written on the contract. The health facilities comprised services like- taking sick worker to doctor, providing medicine, giving adequate rest if required, etc. Out of 215 workers, 168 got the services as per contract. If we calculate it from the total respondents, we conclude that only 35% of total migrant workers had access to health services. Besides, out of total 449 male migrant workers, only 33% had the access to health services in CODs. For female, the rate was 60% (18 out of 30).

Figure 7: Percentage of Workers Getting Health Facilities

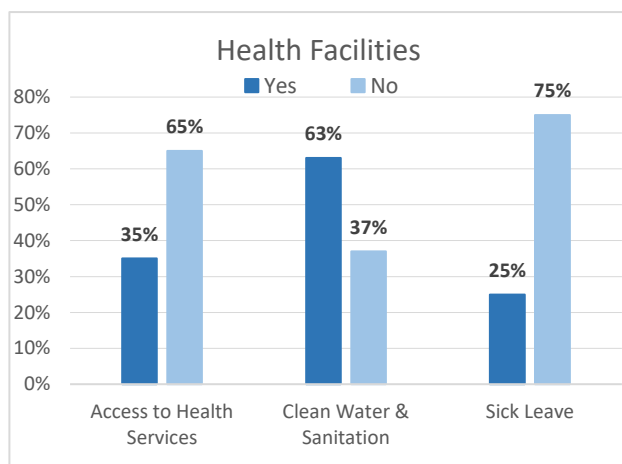
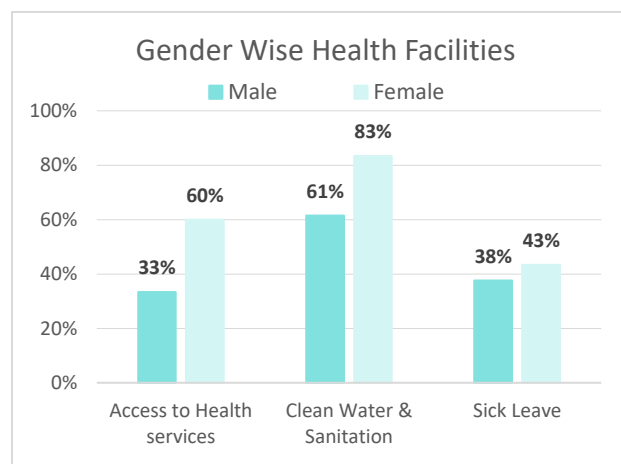


Figure 8: Gender Wise Health Facilities in CODs



For around two-third of migrant workers (63%) always got access to the clean water and sanitation properly. Female workers got better access than male workers (83% vs 61%). During sick days (fever, cold, menstruation, any lower abdomen/gastric pain, etc.) only 25% workers

could ask for sick leave from their employer. Female workers got more sick leave than male workers (43% vs 38%). **Only 43% (13 out of 30) female workers got the services of having sanitary napkin, washroom facilities, adequate rest during their menstruation days.** As a result, they had to spent from their salary to buy necessary things.

Through the FGD and In-depth interview it has been identified that, workers (both male and female) those who worked and lived in company accommodation had got better health facilities than any other arrangements. Sometimes, those who lived by own arrangement, companies provided the health facilities like- taking to doctors, providing medicine, etc. For example- a respondent from Tangail informed that during stay at his own accommodation once he got fever and after informing at the office, officials took initiative to send him to hospital, and provided the medicines prescribed by doctor. But in case of big expenses such as- major operation, workers themselves had to take care of the payment.

Another example could be from a respondent from Savar, Dhaka who stayed in Jordan under company's shelter. Once she got sick while working there. When she informed the authority about her health condition, the authority took her immediately to the hospital and she got well treatment from there.

Food & Nutrition

According to survey data, only around 35% (170) respondents mentioned about the food services. Among them 87% got the services from the employers. **So, compared to total 479 workers, only 31 percent got the food facilities.** These 31% got three-times meal per day. During any issues with bad health condition or deficiencies in food nutrition, 23% (111) got the sufficient food provided by the employers.

among the female workers, 80% (24 out of 30) had access to food as per contract; whereas the ratio for male workers were 28% (127 out of 449). During menstruation days, around 63% (19 out of 30) of female workers got the care and extra foods. Those who did not get the food services written on the contract had to cook for themselves.

Figure 9: Percentage of Workers got the Food Services

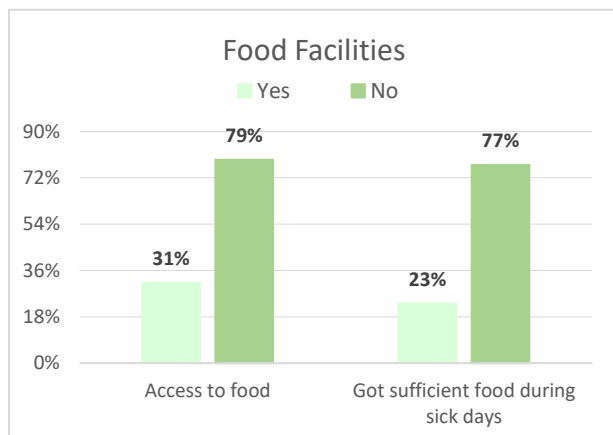
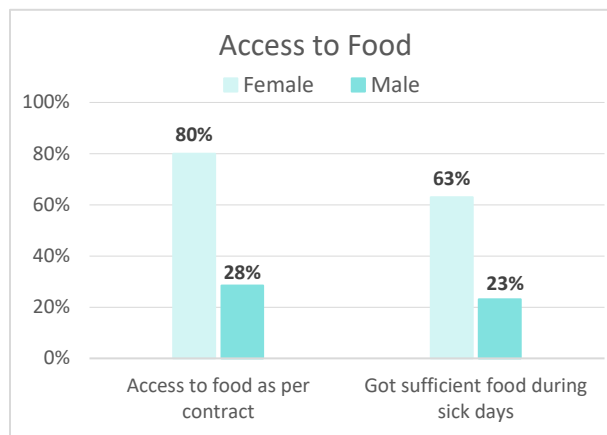


Figure 10: Percentage of Male & Female Migrant Workers in Access to Food Services



Through the FGDs and in-depth sessions it has been identified that, workers those who lived in the employer’s house, or under company’s shelter facilities, got the facilities of food and nutrition. There were cases like- workers both males and females, who lived in Jordan or Lebanon, in company visa got the good food and health facilities from companies. The workers who worked with skilled visa in Singapore or in Dubai also got the proper food services from employers. Many times, workers who lived in company’s shelter in Oman had the conveniences of food and health services.

However, there were some cases where companies or employers provided workers food those were of low quality, or were provided only once in a day. Sometimes, the quality of food was poor or the food were not edible at all. They also faced discriminative behaviors from employers in case of providing the food to Bangladeshi workers compared to other countries (the quantity of item was fewer compared to other countries workers). Some stated that they needed to again cook for themselves. For an example- in Mauritius, in general, Bangladeshi workers would get the food and health facilities from factory and garments companies. They were supposed to be provided with the food three times a day. But during serving the food, Bangladeshi workers got only one piece of chicken and just plain lentil and vegetables. Whereas, the workers of other countries got two pieces of chicken and lentil. There were cases where Bangladeshi workers did not like the taste of food due to ingredients used to cook the food. Often, they cooked their own food beside the company provided food. These matters correspondents with the adaptability issues of workers.

There were also few cases where it has been identified that some household employers did not provide any food at all to workers. For example- there was a woman from Tangail who went to Saudi Arabia as a domestic worker. She stated that-

"I really had to work hard to earn my living. I worked for 14-18 hours every day. However, my employer did not provide me any food during or after my work hours. I got to eat only whenever they took me to visit their relative’s houses. Otherwise, rest of the time I had to eat the residuals of the food left by members of employer’s house. Therefore, I really suffered from malnutrition.

And, after certain period of time when I got sick, they sent me back to Bangladesh and the airfare was taken from my salary. "

Shelter

While working in the CODs, almost 71% percent (341) of workers had the facilities of shelter in the contract with employers. 93% workers got the facilities as per contract. **So, compared to 479 workers, 66 percent workers got the good shelter facilities in the CODs.** Out of 449 male workers, 70% got the facilities while 97% of female workers got the shelter facilities. Female workers shelter facilities are better as they worked as domestic workers in most of the cases (around 90 percent). Only around 7 percent (2) worked in garments factory from where they got the shelter facilities. One lived in a rehabilitation centre.

Table 3: The percentage of male & female migrant worker's accommodation in CODs

Accommodation	Male	Female
Employer's house	11%	90%
Company	55%	10%
Relative/other workers' house/apartment	33%	-

Out of 449 male workers, around 55% stayed at company shelter, 11% at employer's house, and 33% at relative's place. Rest of the workers lived in foreign agency/foreign government's shelter, rehabilitation centre, etc. Yet, total 16 (3.35%) workers demanded good shelter facilities during their stay in the CODs.

Security

From the survey it has been identified that, total 49 male and 27 female workers stayed in owner's place and faced different kind of violences. Out of 27 female domestic worker 41% (11) was the victim of physical violence while staying in employer's place. Moreover, 2 (7%) out of 27 female workers was sexually abused. Also, 56% (15) female workers faced mental abuse, and 67% (18) was victim of insult and negligence by employer. For male workers, 14% (7 out of 49) were physically assaulted. One-third of them (33%) were the victims of mental abuse, and 37% (18) were neglected by their employer.

Figure 11: Percentage of Violence at Employer's Place

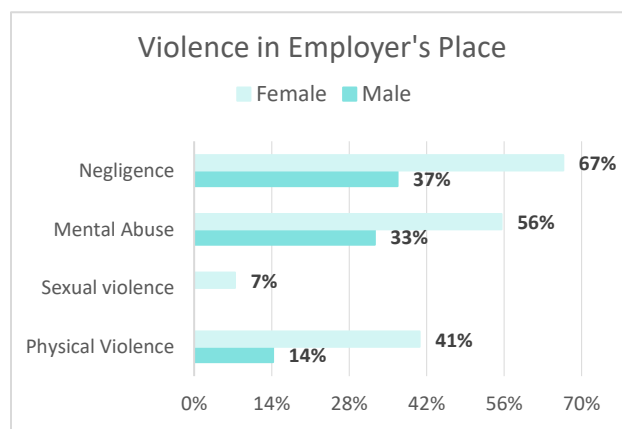
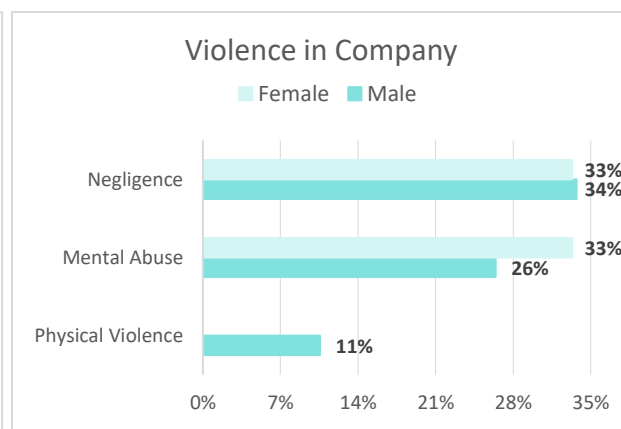
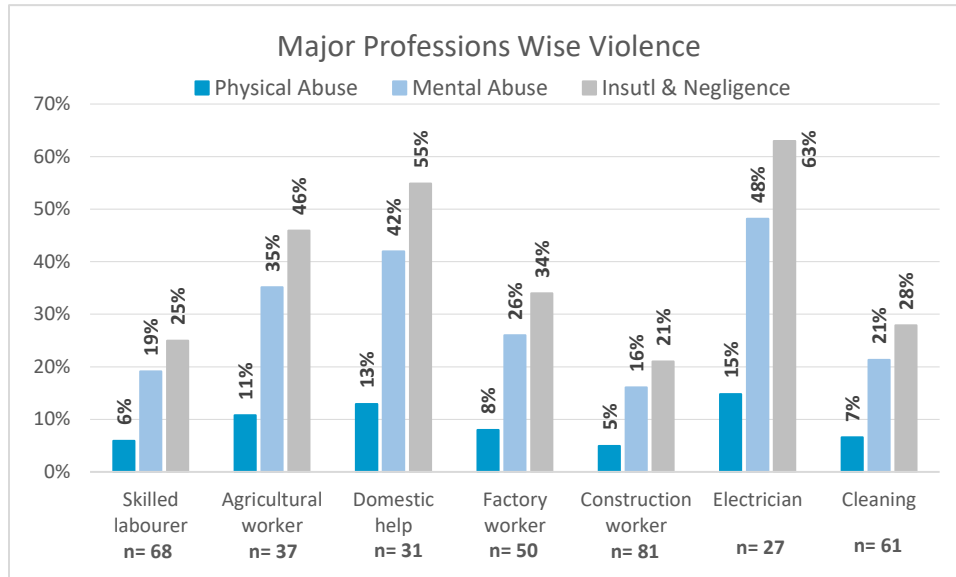


Figure 12: Percentage of Violence at Company



Three female workers among the respondents worked at factory. Out of that, none was physically assaulted. But 11% male workers were the victims of physical violence. One-quarter (26%) of male workers were mentally abused; whereas the rate for female was 33% (1/3). 83 male workers (34%) were the victims of negligence. For females, the rate is 33% (1 out of 3).

Figure 13: Major Professions Wise Percentage of Violence



By comparing among major professions, the graph shows that the highest percentage of physical violence was for domestic workers (13%). Second highest was for agricultural workers (11%). Lowest was for construction workers (5%).

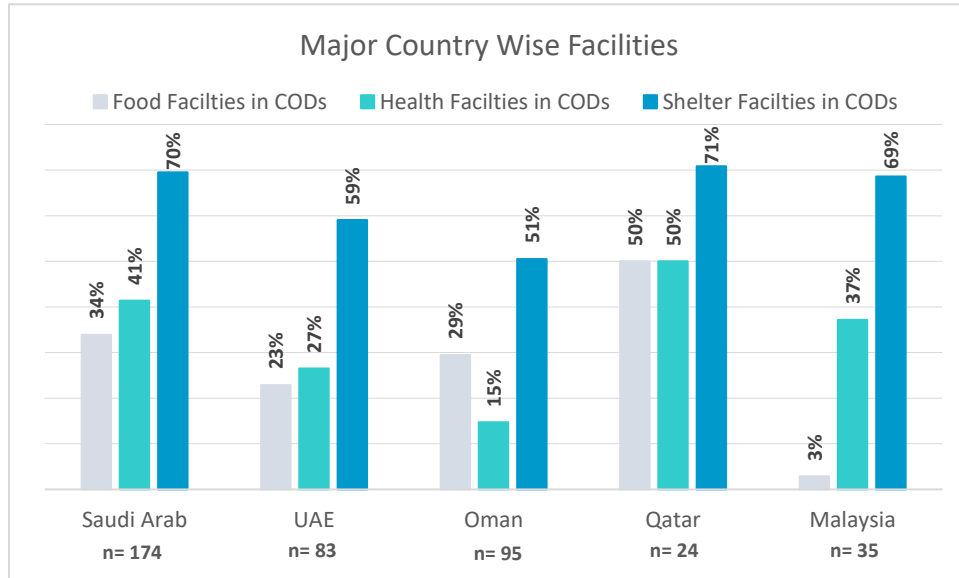
48% electrician was mentally abused, whereas 42% of domestic workers were the victim of same violence. 35% of agri workers were the victims of mental abuse. The lowest was for the skilled labours (19%). And, 63% of electricians were neglected and insulted in workplace. The second highest rate was for the domestic workers (55%). Third highest was for the agricultural workers (46%). Lowest was for the skilled labours (25%).

Overall, electricians, domestic workers and agricultural workers had the highest percentage of violence among all other professions. Altogether, 130 workers (27%) required the workplace and shelter securities. From qualitative data we could match the stated scenario.

A female worker who worked as a domestic worker in Saudi Arab stated that- her employer had abused her mentally, and used to insult her every now and then. Often scolded her by saying that they would lodge a complaint against her so that she could not leave the country. Couple of times the female members of that employer’s house physically abused her. She could not connect anywhere as the employer seized her phone, passport and other documents.

Country Wise Facilities

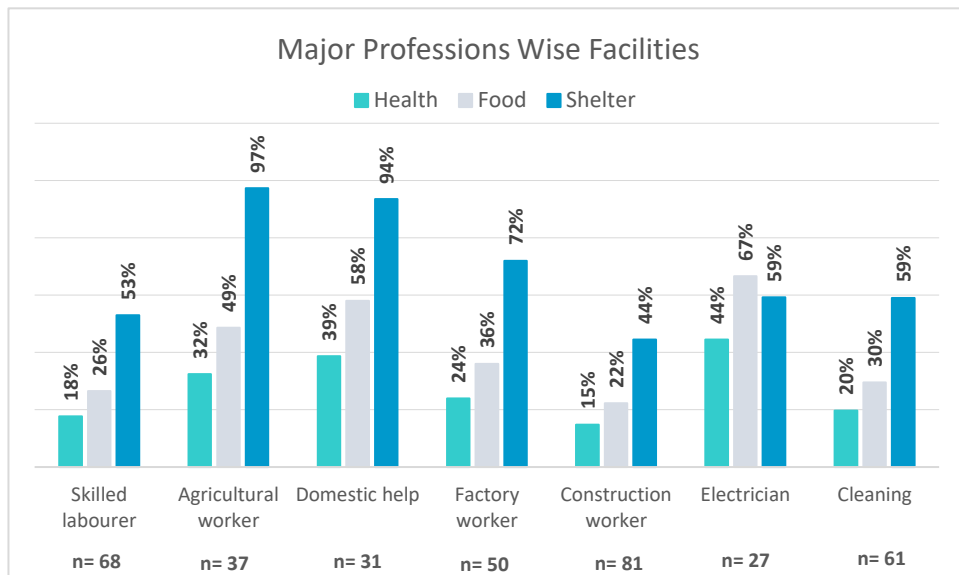
Figure 14: Percentage of Health, Food & Shelter Facilities in Major CODs



From the above graph we see that the workers in Qatar got the highest food facilities (50%). Second was for Saudi Arabia (34%). The lowest was for Malaysia (3%). For health facilities, the highest was again available in Qatar (50%). Lowest was in Oman, around 15% only. In case of shelter facilities, Qatar had the highest percentage (71%). Saudi Arabia had 70%. The lowest rate was in Oman (51%).

Overall, Qatar had comparatively better position among five major CODs. Oman scored lowest in providing health and shelter services. But Malaysia had extreme poor condition in food facilities.

Figure 15: Percentage of Health, Food & Shelter Facilities in Major CODs



Profession wise, the highest number of workers who got the food facilities from their employer was domestic helper (39%). Lowest was for construction workers (22%). The health services were good for the electricians (44%). The lowest percentage was for construction workers. The shelter facilities were good for the agricultural (97%) and domestic workers (94%). Again, construction workers had the lowest percentage of shelter facilities.

A returnee migrant Kamal (pseudonym) went to Oman to work in a shoe company. His statement are as follows.

"I went there through middleman and had to pay more than 2 lakhs. During working in the shoe company, I faced many discriminations. First, they only provided the shelter facility. But we had to arrange food on our own. In case of sickness, the employer only provided the basic medicines such as paracetamol or gastric medicine, upon the verification by the designated doctor of the company. Otherwise, we had to arrange ourselves. Also, manager always behave well with other countries employees."

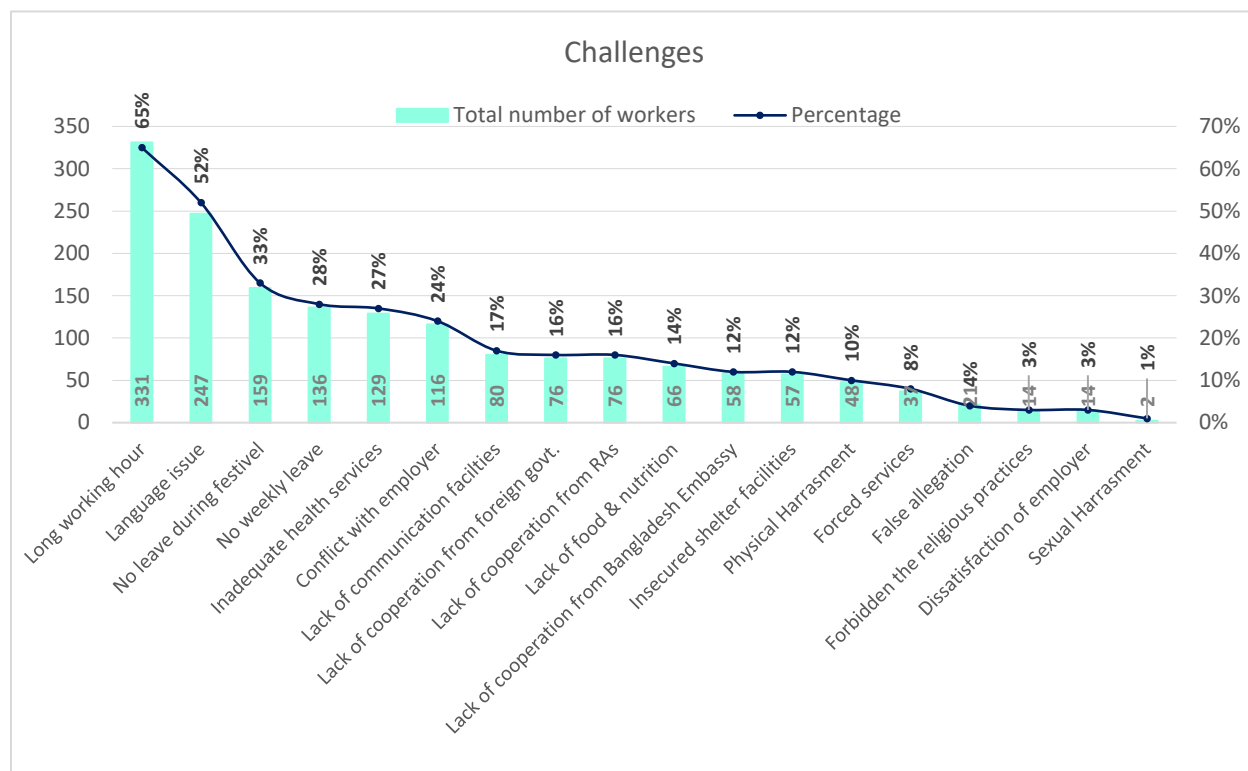
Things required by migrant workers

After doing the survey we asked the migrant returnees about what was required by them which they did not get while staying in CODs. Through the both qualitative and quantitative study we have identified some common requirements of the returnee migrants during stay in the CODs. Most of the cases migrants wanted to have regular or higher salary as they did not get according to the contract. There was also an issue with overtime workhour along with the overtime payment. In this regard, migrants wanted to work for a regular workhour along with an overtime payment for overtime workhour. Many migrants mentioned about "Iqama (contract)". They also talked about the contract relevancy in terms of getting the benefits from their employer. Moreover, many migrants wanted to have proper channel of communication and help from embassy. As there were cases where migrant workers could not get enough food, some mentioned about adequate food facilities. Additionally, migrant workers stated that they required adequate health facilities and secured shelters. Some also mentioned about the legal aid required during facing any legal problems. These requirements are associated with the challenges migrant workers faced during their stay in the CODs. So, the associated challenges are given in the next section.

5.3. Challenges

Following are the challenges faced by workers during staying in CODs.

Figure 16: Challenges Faced by Migrant Workers in CODs



The graph shows the challenges faced by the migrant workers during staying in CODs. The highest challenges happened with the long working hour. The rate was 65% (331 out of 479 workers). Nearly 52% workers had language issues. 33% talked about getting no leave during the festivals. More than 28% workers were not allowed to enjoy weekly holidays or leave during festivals. Moreover, 27% of migrant workers had inadequate health services. 24% had conflict with their employers. 12% (57) talked about bad shelter facilities. Also, 10% (48) faced physical harassments; whereas the incident of sexual harassment is 1%. 80 workers (17%) had lack of communication facilities. Besides, 16% (76) required help from RAs and foreign government or organisation which they did not get. Furthermore, 12% workers (58) did not get any help from Bangladesh embassy even after seeking help from embassy. 8% were involved in forced services.

14 workers mentioned about employer’s dissatisfaction. The reason behind the dissatisfaction were- the work performance of the workers was not up to the mark or expectation of employer, or there was problem regarding salary with employers.

Another aspect was for Bangladesh embassy.

Table 4: Migrant Worker's Communication Status with Bangladesh Embassy

Particulars	Number of Workers	Out of 479 percentage
Could contact to Bangladesh Embassy	159	33%

Got remedy after been contacted	101	21%
Got urgent contact number of Bangladesh Embassy	104	22%

Out of 479 workers, 159 (33%) workers contacted with Bangladesh Embassy. And, 21% got the services for which they had contacted with Embassy. Before leaving country, 22% workers (104) had the emergency contact address of Bangladesh Embassy.

During FGDS and IDIs, workers talked about the challenges or problems they faced while living in their CODs. For example- Ayesha (pseudonym), a female worker went to Saudi Arab as a domestic worker. Her statements are as follows.

"I went to Saudi Arab through a recruiting agency. But prior to leaving I did not receive any training. According to contract I was entitled to food, shelter, health and security facilities. Salary was supposed to be 1200 Riyal which was 30,000 BDT. But after I started working, I realised that I had to work in many other houses; relatives of the house owner. The owner provided only 700 Riyal instead of full 1200. I was physically tortured whenever asked for the exact amount of salary. Eventually, they stopped paying me the salary even though I was skilled doing my job. Also, could communicate them clearly in their language. One day while working in one of the relatives' houses, I got the chance to call 999 (police contact number) and stated my condition. After that, police rescued me and sent to "Safar Centre" which is basically a temporary jail for migrant workers. After staying there without any physical assets, I was sent back to Bangladesh with the outpash that obtained through the Dammam police department. However, I got no facilities even by asking from Bangladesh Embassy. During the days when I was physically assaulted, the employer took my mobile phone set, important contact numbers along with my passport. I had been cut to communicate with my family in Bangladesh. When my family contacted to the Bangladesh embassy in Saudi Arab, they did not render any service to those people. Although I had the experience, skills, language literacy, I was cheated, and received non-cooperation from different entities."

Another female worker named Begum (pseudonym) got the opportunity to work as a garment worker in Jordan. *"With the help of a middleman and one month training session, I went to Jordan. And, I got every facility from the employer as per contract. Only bad thing was that employers along with employees of other countries always look down on Bangladeshi workers. Before leaving for the work, I had the experience, skills, language and training literacy."*

A women called Rekha (pseudonym) got the opportunity to work as a factory worker in Mauritius. Her experience was such- *"In my experience, the health facilities were overall good. The company I worked in provided me the shelter and food facilities along with security. However, the quality of food was poor and I could not use the amenities of shelter properly. I could not use ceiling fan or air condition during our rest period in shelter. The employer always showed a discriminative behavior to the Bangladeshi workers. I had previous experience of work in a factory. But I did not have language literacy and opportunity to develop myself."*

A male worker named Rahim (pseudonym) once got the chance to go Saudi Arab through a middleman. But he was cheated by that middleman. He along with other Bangladeshi workers

which is around 20-22 people lived in a room of a building for 2 months; doing informal works here and there to live on. Rahim did not receive any training nor had the language efficiency.

Another man Abdullah (pseudonym) went to Bahrain with the help of middleman. His statements are as follows.

"Though the middleman told me to work in Saudi Arab before, later I had to go to Bahrain for work. Only advantage I had that I was skilled in doing my work. I had neither language nor training literacy. And there were almost 500 Bangladeshi workers of same category working in that factory. We had problems of less salary. Also, the food was of poor quality. At first, we tried to contact with their employer several times to solve the issue. But always got disappointment from the employer's behavior. Eventually, along with 450 Bangladeshi employees went to Bangladesh Embassy to lodge complaint against the employer. But we did not get benefits from the embassy and the employer continued to exploit us. At last, we had to return to Bangladesh."

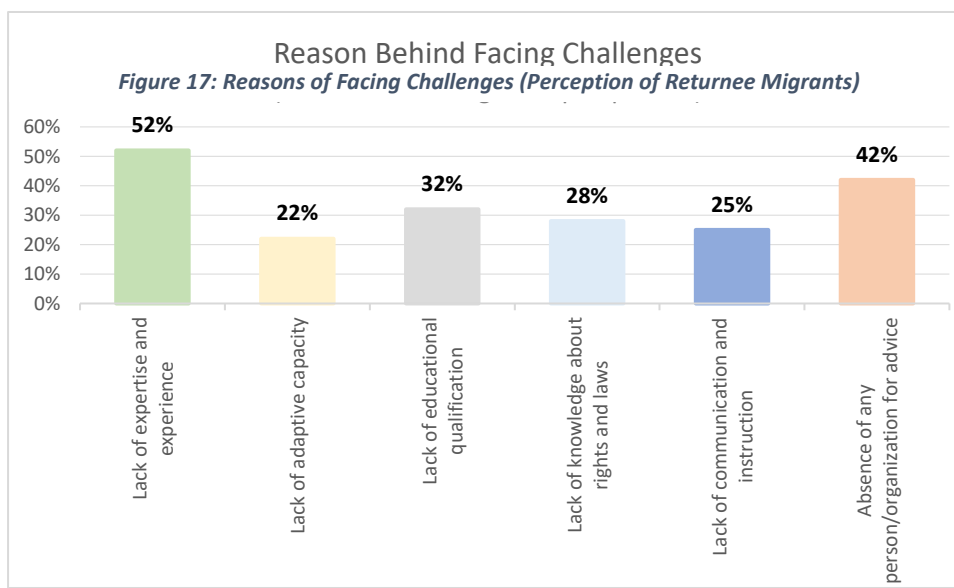
Omar (pseudonym) went to Oman through relative's help. He had not experience, training and language literacy. He got to work as "Mazra"- meaning had to work different kinds of a household works like cultivation, agriculture, manage domestic animals, etc. He used to have only shelter facilities. Food and health were completely managed by himself. As he lived in a rural area, he was always scared for security.

Another male worker Sujon (pseudonym) went to Saudi Arab without having any experience, skills, training literacy. He went through a known person (middleman) from Cumilla. At first, he got to work in a household where he faced difficulties with the work activities. Later when he communicated with his employer about the problem, employer arranged a work in supper shop for him. After that, he got to live there for another 20 years. Due to low wage payment and health issues, he returned to Bangladesh.

There were also cases like- workers had experience but still got discriminative behavior from the employers. Some workers had no language literacy but still survive due to work environment. Some had training and expertise, but due to lack of cooperation from the RAs or Bangladesh Embassy, they could not get any benefits, etc.

5.4. Reasons behind facing challenges

Returnee migrants had their own reasoning behind facing the challenges in CODs. Those are as follows.



More than half of the returnee migrants (52%) think that due to lack of experience and skills they suffered in the CODs. 42% workers did not have any anyone or any known organisation from where they could seek advice and help. Due to lack of educational qualification 32% workers think they had to suffer. Besides, 28% workers think that they had lack of knowledge about their rights, dos and don'ts. Also, lack of communication and adequate information caused 25% of worker to suffer. Interestingly, 22% workers think that they suffered due to lack of their adaptative capacity.

In order to identify the root causes of challenges faced by the returnee migrants in their CODs, several KIIs have been conducted with government delegates, recruiting agencies, government designated training centers (TTC), and offices (DEMO), and experts those have knowledge about migration. Through the analysis several areas and issues have been identified.

From government delegates it has been identified that, problems lie at root level that begin with the selection of migrant candidates. The absence of honest intention of recruiting agencies those are hiring middleman to choose and select the candidates for migration. Middleman in most cases exacerbate the cost of migration from potential workers. Workers have to pay 4-5 times of the costs that has been stated by government. Hence, there is a tendency among middleman to avoid the legal procedure and earn a fortune out of poor worker's fate.

Table 5: Percentage of Workers Migrated through Middleman & Percentage of Illegal Migration

Middleman & Illegal Migration	Number of workers	Percentage (out of 479)
Middleman facilitates the entire process of migration	248	52%
Illegal Migration	37	8%

From the survey it has been identified that, almost 52% (248) workers went abroad through middleman. The ratio of illegal workers was 8% of total 479 migrant workers.

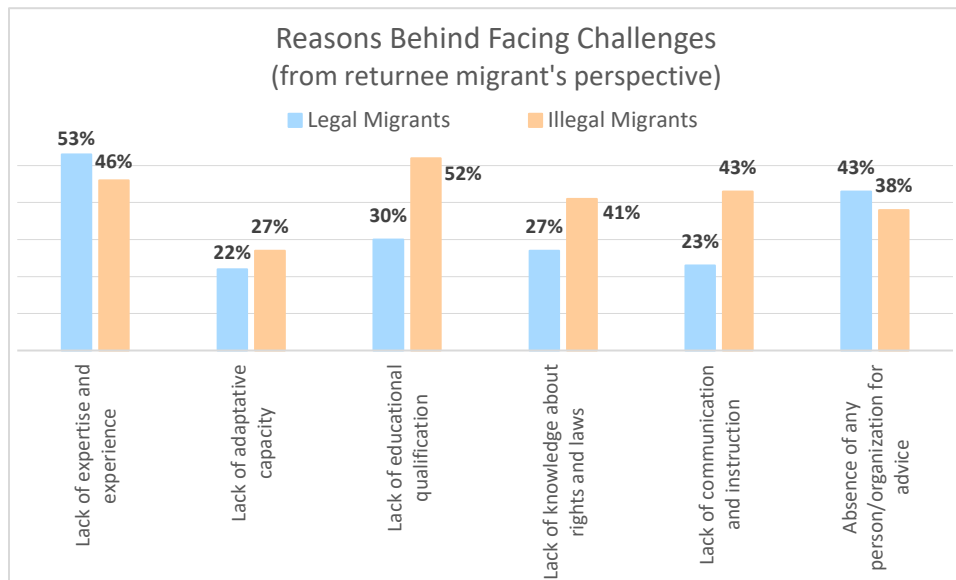
In general, workers lack interest in attending the training sessions designed especially for potential migrant workers. Some might get the 3-days pre-departure training, but the percentage is very low. Through survey it has been identified that **only 25% workers received the training sessions before migration**. In addition, the respondents from KIIs mentioned that the teachers or instructors working in those training centers lack teaching skill. In many cases trainees could

not get any obliging information or knowledge from the training classes or from instructors. Besides, cohesiveness has become an issue that no entities like- recruiting agencies, government offices or individuals could connect. There is no national database from where interested migrants could get exact and prompt information about where to start and how to start. Instead of going through the patchy system with government or agencies, people tend to go to the middleman or work through known people/relatives working in different countries. As a result, they lack knowledge, skills, have disintegrated information about what to do. This helplessness acerbates when they start working in their CODs. The mismatch between expectation and reality colluded with personal interest at the both ends (employer and employee). In one way it impacts the performance. In another way, due to poor performance employers remark Bangladeshi workers negatively. Though there were cases where migrant workers got abused both physically and mentally by employers without any reason, the continuous mismatch between demand and supply side has aggravated the situation. And, those who migrate illegally suffer more.

Compared to the legal migrant workers, illegal migrants also faced challenges. For example, more than half of the workers (54%) had language issues, half of the workers (51%) complained about long-working hour, one-third workers (33%) complained about leave issue. 3% workers were the victims of sexually abuse, 22% workers physically harassed, 8% faced false allegations, 24% experienced shelter problems, 27% had with health and security issues, 19% faced food-related problem and many of them could not contact anywhere due to legal issues.

In terms of stating the reasons behind challenges, following are the conditions of legal migrants versus illegal migrants.

Figure 38: Reason Behind Facing Challenges- in respect of Legal Status of Migrant Workers



For legal in most

cases issues lie with the lack of expertise and experience (53%), and absence of any person or organization with whom they could seek help whenever they faced any challenges (43%). But for illegal migrants, mostly suffered due to lack of educational qualification (52%), lack in skills

migrants, of the

and experiences (46%), and lack of communication channels (43%). Moreover, 27% illegal migrants suffered due to lack of their adaptative capacity.

Also, there are issues with recruiting agencies in migration process. All the RAs are centrally located in Dhaka division. And, people from hard-to-reach areas or rural area have to rely on middleman as they have not any access directly to these RAs. As a result, middlemen ask for more for the migration process that increase the cost of migration. Even though, most of the middlemen are deployed by the RAs at the field level, they are certainly more focused on quantity rather than quality. Hence, all the peripheral problems related with migration aroused that has been impacting the migrant workers as a whole. While discussing with recruiting agencies, they stated that the absence of systematic structure is causing all the problems. The system starts from selecting a worker and ends till sending the workers to the CODs and keep monitoring them. After choosing the applicants, it is required to train them; if possible, with practical knowledge depending on qualification and strengths. Also, examination is required to assess their skills. And, in case they could not pass the exam, they have to go through same process until they become skilled of what they do. As most of the migrant workers do not go through this thorough process, they obviously lack adequate information, skills, and experience that would certainly boost up their confidence and expertise. The things which could ultimately empower them to influence or negotiation with employers would not build up due to lack of system loss. Now, empowerment or having a voice is necessary to solve the challenges the migrant workers face in their CODs. Because, as an empowered worker a person would know about his or her own experience, skills, rights and responsibilities. If they perform well, then there will be no ground for the employers to exploit an efficient individual. Even those who previously abused migrant workers will become aware that those workers have information about exercising rights. So, the cases of exploitation and violence will drop drastically. Also, in this regard the Bangladesh Embassy in those CODs would certainly carry a vital importance.

During the KIIs with TTCs and DEMOs, some common issues have been identified. Most of the cases, people lack willingness to attend the 3-day pre-departure training. Those who attend mostly are unskilled workers. So, this 3-days training is not effective for them. There are programmes of 2-3 months training; those are open for all. And by taking those training sessions, many got benefits in the CODs. For example- the TTC of Cumilla has two such training courses; each has 2-3 months of tenure. The precondition of those training is to select candidates those have at-least primary level education. As a result, those candidates have certain level of basic literacy about different things. At the same time, when they receive hands-on training, their skills and experiences develop to a greater level. As being empowered is a pre-requisite to have negotiation power and voice necessities, therefore, those candidates are doing pretty good while they working as migrant workers in different CODs. Cumilla TTC has developed a monitoring system for those who received training from their center and working outside country. Those workers have comparatively good position than average migrant workers.

becomes a challenge for them to deal with the overall situation. Unskilled or semi-skilled migrant workers lack the technical skills, basic life skills, education, capacity to cope, consciousness, adaptability, and communication skills. As a result, they are not conscious about their dignity, human rights, what to get, where to go, how to communicate, etc. The powerlessness of not knowing anything diminishes the negotiation power, confidence level, and urge to develop themselves. Now, recruiting agencies, and employers in the CODs take the advantage of this helplessness.

The contract includes clauses about the benefits that would be provided to the migrant workers. That includes accommodation, shelter, food, health and life insurance, security, wage/salary, etc. Consequently, employers are required to provide all these facilities to migrant workers. However, the previous experience with Bangladeshi migrant workers gave those employers a competitive advantage to treat them with discrimination. This is also true for recruiting agencies both in the country of destination and in Bangladesh. While recruiting migrant workers, they only provide information about what to do during the immigration process, how to approach the questions, and where to get after getting done with the airport immigration. They do not provide any formal training, do not share information on the rights and regulations, how to deal with any emergencies, to whom they could go, and so on. Thus, migrant workers do not get the opportunity to know and understand things concisely, and definitely. The plot for discrimination hence starts from the beginning. As workers are not well notified about rights, and regulations, employers exploit this opportunity to pay less, or less frequently. There are cases of sexual abuse, violence, harassment, exploitation, bullying, negligence, even murder, and so on. Women are the worst victim of these exploitations. These incidents might have been solved with the appropriate measures taken by the Bangladesh embassy or consulates in the COD. Through the proper monitoring and regulatory framework, any migrant worker could get the solution for the discriminative behavior and act of the employer. However, the practical situation differs way more than imagination. Due to the lack of strong diplomatic relations, willingness to produce productive migrant workers, training, and political agenda, the Bangladesh embassy and consulates play a very benign role for migrant workers in COD. Workers do not know to whom connect to communicate during an emergency. Even if they lodge complaints, the long gestation period makes it difficult to get rid of existing challenges and problems. One reason behind the problems is that workers are getting recruited by agencies, third parties and they are exploiting the workers. Another is focusing more on quantity than quality. For example- the government of Saudi Arabia includes a condition that if Bangladesh sends one female worker, they would intake two male workers. So, the government is more interested to attain this agenda rather than focusing on developing workers' skills. If the government takes full responsibility for the migration process, it would be a more fruitful to develop a skilled worker. For example- at present, the Bangladesh government is sending skilled migrant workers to South Korea by recruiting the workers directly. After recruiting the workers, the government provides training and teaches language efficiency and technical skills along with basic life skills. Besides, these workers have standard educational levels, consciousness, and communication skill. All these helped the workers to have the capacity to work in another nation. Also, it helps to earn more than an average worker which in turn increases foreign earnings. At present, the remittance per worker in Bangladesh is the lowest in South Asia.

So, to improve the situation, if the government of Bangladesh could harden the rules, and monitoring system and control the whole migration process, it is possible to earn more and have skilled workers. In addition, the implementation of existing policies is imperative. Along with a strong diplomatic stance, proper information dissemination, and a learning process, it is possible to cultivate more skilled workers in the country that could build a strong workforce for migration.

6. Recommendations

After conducting the KIIs there are certain solutions identified as solution to the existing challenges faced by returnee migrants. The challenges related to basic access are related with the expertise, skills, experience, negotiation power of migrant workers. These traits are interconnected with the development of a migrant workers; initially from the phase of selecting, grooming, and empowering them through training, education and information dissemination. And, relevant parties have the responsibilities to ensure that a potential migrant worker should develop those traits- expertise, skills, experience and know-how. Through the study, some discrepancies have been identified at the root level where different parties act to prepare a migrant worker for future endeavor. Therefore, in this section some solutions have been added by considering the whole scenario of migrant workers in CODs.

1. **Pre-decision orientation on a larger scale is needed:** Pre-decision orientation can be introduced on a large scale so that the potential migrants and their family members can make learning about the cost of migration, Laws, rules and regulations, social norms, risks, and vulnerabilities in the destination country and they can make informed decisions. It also helps potential migrants to access legitimate sources of work and finance along the migration process.
2. **Mandatory training for skill, language and communication:** it has been suggested to empower migrant workers through adequate training. The curriculum of training should consist all the required information along with communication and language literacy. And, the 3-months skill-based training module should be made mandatory for all prospective migrants.
3. **Collaboration among related entities:** Government and recruiting agencies should come to a consensus that they will mutually operate and manage the whole migration process. For example- recruiting agencies after selecting the prospective migrant workers will send them to the government designated training centers where they will get the mandatory training sessions and collect the certificate to process further. A one stop service can also help everyone.
4. **Decentralization of recruiting agencies:** Another probable solution could be the outskirt the recruiting agencies outside Dhaka city specially in the migration prone areas. If recruiting agencies could operate Upazila wise, they would manage more effectively that might reduce the fraudulent activities occurred through middleman.
5. **Migration cost should be controlled:** According to the BBS survey, male workers spend around Tk 4.71 lakh each on average, while female workers' recruitment costs Tk 1 lakh to

migrate to their countries of employment. The report says Bangladeshi workers need nearly 18 months on average to recover their migration costs. The cost so high because of the recruiting agencies, middlemen, and fraudulent agencies who purchase and sell visas at high prices. The migration process in Bangladesh is still driven by middlemen, who charge hefty amounts for their services. Visa trading is also a common practice where several middlemen are involved in illegal selling and buying of work visas, ultimately increasing the cost of migration. The problem is the same in the destination countries. Though the government has fixed the migration cost for 14 countries at a maximum of Tk 1.66 lakh, in almost every case, job-seekers have to pay way more than that. These should be controlled.

6. **Migration process must be digitalized:** The entire migration process must be digitalized. Registration on a digital platform can be a good alternative to middlemen. If anyone wants to go abroad, they would have to register, and the digital platform would create a functional database according to their skills. Then the agencies can hire potential migrants according to their skills listed in the database. Same way the employer can use the digital platform. There should be a national database on migration related information which has to be accessible anytime from anywhere. If we reduce the risk of information asymmetry at the root level, then an accurate channel of communication might be established by the authority.
7. **Capacity build-up training:** Furthermore, adequate training and capacity build up has become a mandate issue for teachers of training centers and personnel of Bangladesh Embassy. Also, government should allocate more budget for this purpose to facilitate the management of MOEWOE.
8. **Mobile interface and one-stop services:** There should be a phone number for example- 1234 where any interested person could text to get the initial info. During the first message one has to write the basic info like- name and address in Bengali. In return message, it will ask about the Zila and Upazila of the sender. Upon answering the message requirements, they will get a third message where there will be a phone/cell number of nearby recruiting agencies/government offices from where they could seek help. This interface could be named as "mInfo" just like the interface of "N-Health". After getting the preliminary information through the message, potential workers may go to the nearby RAs/government designated offices to find out more information on work. It will be a one-stop services to the interested worker as they will get the primary information about dos and don'ts. Upon confirming their intention to become migrant workers, further procedure will be followed. At that point cost of migration should be introduced. In addition to this method, government may use the TVC to publicize the "mInfo"- phone number and show the relevant activities afterwards in those videos. It will also ease the dissemination of information.
9. **Better Consular Services in a Coordinated Way:** The research found that many of the migrants are deprived of health, food, and shelter facilities in CODs. Many migrants don't get the proper salary. Their living conditions are also not good. Female migrants have some more challenges. They often complain they don't get proper care in the embassy to get consular related services. To deal with such problems consular services need to be enhanced in a systematic way with proper manpower and logistics.
10. **Health Camp in abroad:** A large number of Bangladeshi died abroad most due to brain stroke, and heart diseases and they also face many diseases like kidney problems or others. Sometimes irregular migrants cannot go to check with doctors as they don't have

proper documents. Even legal migrants are also afraid that it would cost a huge amount for health checkups. So, Bangladesh embassy in coordination with doctors may arrange health camps regularly in CODs.

11. **Coordination with other institutions:** Consular and embassy people can regularly coordinate with other sending countries and find out what they are doing to protect their migrants. Good examples can be taken. Also, they can make collaboration with other governments and non-government agencies in the destination countries to ensure the service for migrants.
12. **More options for Sending Remittances:** Even though everyone is urged to send remittances through the legal channel, hundi traders have been increasingly luring them into using the illegal channel. Migrants take into consideration how quickly and easily they could send money to their families, and how good the rate is. Unless, these issues are addressed, it will be difficult to prevent them from preferring the use of hundi. Better care and services for migrant workers, along with some special incentives can increase remittances or even double it. So, the banks need to get closer to them or develop special digital services and products targeting migrants. It needs to be asked what facilities do migrants get for sending remittances for 10-20 years. Do they get any pension schemes? Is there any One-Stop Centre for migrants to invest in Bangladesh, Better care and services for migrant workers, along with some special incentives can increase remittances or even double it. So, the banks need to get closer to them or develop special digital services and products targeting migrants. The government should take initiatives to honor and appreciate migrant workers.

7. Conclusion

In the recently adopted Global Compact for Safe, Orderly, and Regular Migration (GCM), the member states have committed to ensuring that all migrants, regardless of their migration status, can exercise their human rights through safe access to essential services (objective 15) along with other relevant objectives. Bangladesh, as a "Champion" country for GCM implementation, is also aware of Objective 15, which aims to ensure that all migrants, regardless of status, have safe access to basic services. Therefore, the aim of this study was to identify the condition of basic service access in CODs and the associated challenges along with the possibilities to overcome the challenges.

Thorough the study certain issues have been identifies. There is a gap exist between demand and supply of migration workers in terms of their skills, experience and capacity to adapt with different environment. During staying in CODs, some of the major challenges they faced include long working hours, language issues, inadequate health facilities, improper shelter facilities, communication gap with Bangladesh Embassies, etc. Moreover, the lack of expertise, experience, basic life-skills, language literacy, and reluctance to go through the training programs are binding the process of empowerment of potential workers. Also, the interconnection among different related entities is missing. For example- there should be a national database which has to be accessible anytime from anywhere. Anyone interested to get

information could easily access to that site. And, recruiting agencies after selecting and recruiting the potential migrants should send them for training to designated places of government. All these have been missing in the migration process. Though the Bangladesh Embassy has important role to play, there are difficulties in manpower and capacity to render service to migrant workers. After conducting some KIIs, certain underlying issues have been identified.

Migration starts when different countries require the supply of labors to work for them in those countries. They also need the skillful and efficient workers to do the chores accordingly. The complications start when there is a mismatch between expectation and Reality. This discrepancy inert the employers in CODs to do the discrimination attitude, exploitive behavior. These gradually incorporated year by year before becoming an issue of concern. And, Bangladeshi migrant workers are facing challenges due to this reason. The lack of expertise, skills, communication skill along with language efficiency are limiting the empowerment of those workers. As empowerment exerts the negotiation power in workers, the deficiencies would certainly cause them to face discriminative behavior in CODs. Consequently, they are suffering.

According to qualitative study, the problems start at the root where people always tend to go CODs through middleman; paying more than the government stipulated costs. Most of the time migrants do not attend the training courses which are designed for potential migrant workers. The main moto of the training programs is to develop the expertise and communication skills of potential migrant workers. As workers tend to avoid those courses, they could not develop themselves which exerts inefficiencies in them. As a result, those workers suffer while working at CODs. On the other, there is gap between collaboration of government related officials, and recruiting agencies. Recruiting agencies supposed to send selected workers to government designated places for training. But most of the cases they do not ensure that. Also, from government side there are lack of management and capacity constraints. All these together deliberate the discriminative situation in CODs. If the authority wants to develop condition, then collaboration among related entities need to be established along with the empowerment of migrant workers.

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Appendix

তারিখ

উত্তরদাতা নং.

জরিপ প্রশ্নমালা

এসডি ১৬: অভিবাসী শ্রমিকদের জন্য মৌলিক সেবা এবং তাদের প্রাপ্যতা মূল্যায়নের উপর একটি গবেষণা: প্রেক্ষাপট গন্তব্য দেশ (অভিবাসনের জন্য গ্লোবাল কমপ্যাঙ্ক)

ব্র্যাক গন্তব্য দেশগুলিতে মৌলিক সেবার বিধান এবং তাদের প্রাপ্যতা বোঝার জন্য একটি গবেষণা পরিচালনা করছে। এই গবেষণার উদ্দেশ্য হল-

- অভিবাসী কর্মীদের তাদের গন্তব্যের দেশে প্রয়োজনীয় মৌলিক সেবাগুলি সনাক্ত করা;
- অভিবাসী শ্রমিকরা তাদের গন্তব্যের দেশে মৌলিক সেবা পাওয়ার ক্ষেত্রে যেসব সমস্যার সম্মুখীন হয় তা চিহ্নিত করা;
- গন্তব্যের দেশগুলিতে কর্তব্যরতদের কাছ থেকে মৌলিক সেবা পাওয়ার উপায়গুলি খুঁজে বের করা।

গন্তব্য দেশগুলিতে মৌলিক সেবাগুলির কিছু তথ্য সংগ্রহ করতে আমরা আপনাকে কয়েকটি প্রশ্ন জিজ্ঞাসা করব। আপনার দেওয়া তথ্য শুধুমাত্র গবেষণায় ব্যবহার করা হবে। আপনার নাম, পরিচয় এবং প্রদত্ত তথ্য গোপনীয় থাকবে। আপনি কি জরিপে অংশগ্রহণ করতে ইচ্ছুক?

1. হ্যাঁ
2. না

জনতাত্ত্বিক তথ্য

1.1 লিঙ্গ a. পুরুষ b. নারী c. অন্যান্য	1.2 বয়স (সংখ্যা)	1.3 জেলা-উপজেলা a. কুমিল্লা- b. চট্টগ্রাম- c. ঢাকা- d. টাঙ্গাইল-
1.4 শিক্ষাগত যোগ্যতা a. প্রাতিষ্ঠানিক শিক্ষা নেই b. প্রাক প্রাথমিক শিক্ষা c. প্রাথমিক শিক্ষা d. মাধ্যমিক শিক্ষা e. উচ্চ মাধ্যমিক শিক্ষা f. স্নাতক এবং স্নাতকোত্তর	1.5 বৈবাহিক অবস্থা a. বিবাহিত b. অবিবাহিত c. তালাকপ্রাপ্ত d. বিছিন্ন e. বিধবা/বিপত্তিক	1.6 পরিবারের এর সদস্য সংখ্যা

1.7 মাইগ্রেশনের সময় উপার্জনকারী সদস্যের সংখ্যা

- a. এককভাবে
b. অবদানকারী সদস্যের সংখ্যা _____ (উত্তরদাতা ছাড়া)

1.8 আপনি কোন দেশে (গুলি) ছিলেন? (একাধিক উত্তর হতে পারে)

- a. সৌদি আরব b. সংযুক্ত আরব আমিরাত c. বাহরাইন d. ওমান
e. কুয়েত f. কাতার g. মালয়েশিয়া h. লেবানন
i. দক্ষিণ কোরিয়া j. সিঙ্গাপুর k. জর্ডান l. তাইওয়ান
m. অন্যান্য _____

1.9 সর্বশেষ কোন দেশে ছিলেন?

1.10 কতদিন হলো দেশে ফিরে এসেছেন?

- a. ১ বছরেরও কম
b. ১-২ বছর
c. ৩-৫ বছর
d. ৫ বছরেরও বেশি

1.11 শেষ গন্তব্যের দেশে কাজের মেয়াদ?

- a. ১ বছরের কম
b. ১-২ বছর
c. ৩-৫ বছর
d. ৫ বছরেরও বেশি

1.12 প্রশিক্ষণ এর মেয়াদ

- a. প্রশিক্ষণ পাইনি
b. ১ মাসের কম
c. ১-২ মাস
d. ২ মাসের বেশি

মাইগ্রেশনের সময়

2.1 অভিবাসন প্রক্রিয়া সহজতরকারী সংস্থার নাম -

- a. বাংলাদেশের সরকারী সংস্থা _____
b. বাংলাদেশের বেসরকারি সংস্থা _____
c. বিদেশী সরকারী সংস্থা _____
d. এজেন্সি (দেশী) _____
e. এজেন্সি (বিদেশী) _____

2.2 অভিবাসনে সহায়তাকারী সংস্থাসমূহতারা যেসব সেবা প্রদান করেছে এবং মাইগ্রেশনের পর যা যা করার প্রতিশ্রুতি দিয়েছে (একাধিক উত্তর হতে পারে)-

যা প্রদান করা হয়েছে	প্রতিশ্রুতি
a. নথিপত্র নিষ্পত্তির অনুমোদন	a. বিরোধ নিষ্পত্তিতে সহায়তা
b. ডকুমেন্টেশন	b. নিশ্চিত চাকরির চুক্তি
c. প্রস্থানের আগে আশ্রয় সুবিধা	c. আইনি সাহায্য প্রদান
d. চিকিৎসা	d. প্রত্যাভাসন এর সুবিধা
e. শ্রম অধিকার সম্পর্কে তথ্য দিয়েছেন	e. অন্যান্য _____
f. অন্যান্য _____	

2.3 আপনার কি সেই সংস্থাগুলিকে কোনো অর্থ প্রদান করতে হয়েছিল?

- হ্যাঁ
- না

2.4 যদি হ্যাঁ হয়, তাহলে কত টাকা খরচ হয়েছিল?

- ৩ লাখের কম
- ৩ - ৫ লক্ষ টাকা
- ৬ - ৮ লক্ষ টাকা
- ৮ লাখ টাকার বেশি
- অন্যান্য

2.5 আপনি কি জানতেন যে গন্তব্যের দেশে পৌঁছানোর পরে কার সাথে যোগাযোগ করতে হবে?

- হ্যাঁ. যদি হ্যাঁ হয়, তাহলে কার সাথে?
 - রিক্রুটিং এজেন্সি
 - বাংলাদেশ দূতাবাস ও কনসুলেট
 - বিদেশী সরকারী সংস্থা/ আন্তর্জাতিক সংস্থা
 - গন্তব্যের দেশে বসবাসকারী পরিচিত/আত্মীয়/স্বজন
 - কোম্পানি
 - অন্যান্য
- না

মাইগ্রেশনের পরবর্তী অবস্থা

3.1 শেষ গন্তব্যের দেশে অবতরণ করার পর অভিবাসনের সময় আপনি কি কোনো চ্যালেঞ্জের সম্মুখীন হয়েছিলেন?

- a. হ্যাঁ.
- b. না

3.2 যদি 3.1 এর উত্তর "a" হয়, তাহলে চ্যালেঞ্জগুলি কী কী ছিল (একাধিক উত্তর হতে পারে)

- a. ডকুমেন্টেশন প্রক্রিয়া জটিল ছিল
- b. জিজ্ঞাসাবাদের জন্য বিমানবন্দরের সেলে অবস্থান করতে হয়েছে
- c. ভাষাগত সমস্যা
- d. সে দেশের মানুষের অসদাচরণ
- e. বন্দ স্বাক্ষরের জন্য বাধ্য করা হয়েছে
- f. অবৈধ ফি দিতে বলেছে
- g. অন্যান্য দেশের অভিবাসী শ্রমিকদের তুলনায় বৈষম্যমূলক মনোভাব ব্যবহার করেছে
- h. অন্যান্য উল্লেখ করুন _____

3.3 কোনো নিয়োগকর্তা দ্বারা নিয়োগ পাওয়ার আগে কোথায় দিন কাটাতেন?

- a. অন্যান্য বাংলাদেশী শ্রমিক/আত্মীয়/স্বজনদের সাথে
- b. নিয়োগকৃত সংস্থার আশ্রয় কেন্দ্র
- c. বিদেশী সরকারী সংস্থা/ আন্তর্জাতিক সংস্থা
- d. অন্যান্য; নির্দিষ্ট করুন _____

3.4 যদি কেউ প্রশ্ন নম্বর 3.3 এর a, b বা c উত্তর দেয়, তাহলে জিজ্ঞাসা করুন আপনার থাকার সময় রিক্রুটিং এজেন্সি/ সংশ্লিষ্ট প্রদানকারী/ বাংলাদেশ দূতাবাস থেকে আপনি কী কী সুবিধা পেয়েছিলেন? (একাধিক উত্তর হতে পারে)

- a. কনস্যুলার এবং আইনি সুরক্ষা
- b. বাসস্থান/আশ্রয়
- c. খাদ্য
- d. স্বাস্থ্যসেবা
- e. ডকুমেন্টেশন
- f. কারিগরি দক্ষতা উন্নয়ন প্রশিক্ষণ
- g. কর্মসংস্থান চুক্তি সম্পর্কে তথ্য
- h. নিয়োগকর্তা এবং কর্মচারী উভয়ের অধিকার এবং দায়িত্ব সম্পর্কে তথ্য
- i. অন্যান্য; নির্দিষ্ট করুন _____

3.5 রিক্রুটিং এজেন্সি/ সংশ্লিষ্ট প্রদানকারীরা থাকার সময় কোনো আশ্বাস কী দিয়েছিলেন?

- a. হ্যাঁ. যদি হ্যাঁ হয়, তাহলে কী কী আশ্বাস ছিল (একাধিক উত্তর হতে পারে) -
 1. হয়রানি, অতিরিক্ত কাজ, চুক্তি পূরণ না হওয়া ইত্যাদি সংক্রান্ত কোনো অভিযোগের মোকাবিলা করা
 2. চাকরির চুক্তির প্রতিস্থাপন নবায়ন
 3. নির্দিষ্ট কর্মসংস্থান চুক্তি
 4. আইন সহায়তা

5. আটকে পড়া শ্রমিকদের প্রত্যাবাসন
 6. চিকিৎসা এবং জীবন বীমা
- b. না.
- 3.6 তারা কি আপনাকে বলেছে (যারা মধ্যপ্রাচ্যের দেশগুলিতে থাকতেন) যে নিয়োগকারী সংস্থাগুলি অভিবাসী শ্রমিকের আগমনের প্রথম ৩ মাসে নিয়োগকর্তা এবং কর্মচারী উভয়ের অনুরোধে ৩ বার পর্যন্ত কর্মক্ষেত্র পরিবর্তন করতে পারে?
- a. হ্যাঁ
 - b. না
- 3.7 নিয়োগকারী সংস্থা/ কোম্পানি কি আপনার কি কি অধিকার আছে সে সম্পর্কে কোনো তথ্য দিয়েছিলো?
- a. হ্যাঁ
 - b. না
- 3.8 চাকরি শুরু করার আগে পরিষেবা প্রদানকারী, রিক্রুটিং এজেন্সি বা সাব-এজেন্টদের এর সাথে কাজ করার সময় যে যে সমস্যার সম্মুখীন হন? (একাধিক উত্তর হতে পারে)
- a. কোনো সমস্যা হয়নি
 - b. জাল নথি করা
 - c. অতিরিক্ত ফি চার্জ করা
 - d. মিথ্যা প্রতিশ্রুতি/চুক্তি করা
 - e. চুক্তি ভঙ্গ করা
 - f. বন্ধুত্বহীন মনোভাব এবং অপমান
 - g. অন্যান্য

গন্তব্যে দেশে কাজ সম্পর্কিত প্রশ্ন

- 4.1 কাজের ধরণ
- a. পূর্ণকালীন
 - b. খণ্ডকালীন
 - c. চুক্তিভিত্তিক
- 4.2 কাজের ক্ষেত্র -
- a. আনুষ্ঠানিক
 - b. অনানুষ্ঠানিক
- 4.3 পেশা (বাংলাদেশ এ)
- a. দক্ষ শ্রমিক

- b. ব্যবসা
- c. কৃষি শ্রমিক
- d. গৃহ পরিচালিকা
- e. পোশাক শিল্প শ্রমিক
- f. কারখানা শ্রমিক
- g. রাজমিস্ত্রি
- h. কাঠমিস্ত্রি
- i. ড্রাইভার
- j. রেস্টুরেন্টে কাজ
- k. ইলেকট্রিশিয়ান
- l. নির্মাণ শ্রমিক
- m. ক্লিনিং
- n. দিনমজুরি
- o. অন্যান্য

4.4 পেশা (শেষ গন্তব্যের দেশে)

- a. দক্ষ শ্রমিক
- b. ব্যবসা
- c. কৃষি শ্রমিক
- d. গৃহ পরিচালিকা
- e. পোশাক শিল্প শ্রমিক
- f. কারখানা শ্রমিক
- g. রাজমিস্ত্রি
- h. কাঠমিস্ত্রি
- i. ড্রাইভার
- j. রেস্টুরেন্টে কাজ
- k. ইলেকট্রিশিয়ান
- l. নির্মাণ শ্রমিক
- m. ক্লিনিং
- n. দিনমজুরি
- o. অন্যান্য

4.5 আপনি কাজ শুরু করার আগে কোন চুক্তি স্বাক্ষর করেছিলেন?

- a. হ্যাঁ
- b. না

4.6 সারা বছরে কত মাস কাজ করতেন?

- a. ১ - ৩ মাস
- b. ৪ - ৬ মাস
- c. ৭ - ৯ মাস

d. ৯ মাস- ১২ মাস

4.7 নিয়োগকর্তার কাছ থেকে চুক্তি অনুসারে আপনার কী কী সুবিধা পাওয়ার অধিকার ছিল? (একাধিক উত্তর হতে পারে)

- | | | |
|--|----------|--------|
| a. চিকিৎসা সুবিধা | i. হ্যাঁ | ii. না |
| b. খাবার (দিনে খাবারের সংখ্যা _____) | i. হ্যাঁ | ii. না |
| c. বীমা | i. হ্যাঁ | ii. না |
| d. উৎসব ভাতা | i. হ্যাঁ | ii. না |
| e. সাপ্তাহিক ছুটি | i. হ্যাঁ | ii. না |
| f. আশ্রয়স্থল | i. হ্যাঁ | ii. না |
| g. বিশুদ্ধ জল এবং স্যানিটেশন | i. হ্যাঁ | ii. না |
| h. যোগাযোগ সুবিধা যেমন- সিম/মোবাইল বা ল্যান্ডলাইনে কল বা মেসেজ | i. হ্যাঁ | ii. না |
| i. যাতায়াত সুবিধা (গাড়ি) | i. হ্যাঁ | ii. না |
| j. অন্যান্য _____ | | |

4.8 চুক্তি অনুযায়ী আপনি আপনার নিয়োগকর্তার কাছ থেকে কোন কোন সুবিধা পেয়েছিলেন (4.7 প্রশ্ন এর উত্তর এর সাথে সম্পর্কিত)-

	পুরোপুরি একমত	একমত	নিরপেক্ষ	অসম্মত	পুরোপুরি অসম্মত
a. চিকিৎসা সুবিধা					
b. খাবার (দিনে খাবারের সংখ্যা _____)					
c. স্বাস্থ্য বীমা					
d. উৎসব ভাতা					
e. সাপ্তাহিক ছুটি					
f. আশ্রয়স্থল					
g. বিশুদ্ধ জল এবং স্যানিটেশন					
h. যোগাযোগ সুবিধা যেমন- সিম/মোবাইল বা ল্যান্ডলাইনে কল বা মেসেজ					
i. যাতায়াত সুবিধা (গাড়ি)					
j. অন্যান্য _____					

4.9 আপনার জন্য কী কী সুবিধা দরকার ছিল কিন্তু আপনি চাকরির সময় পাননি?

4.10 কর্মঘণ্টা (দৈনিক)

- ৬ ঘণ্টার কম
- ৬-৮ ঘণ্টা
- ৯ - ১১ ঘণ্টা
- ১২ - ১৪ ঘণ্টা
- ১৪ ঘণ্টার বেশি

4.11 মজুরি পরিসীমা (মাসিক নীট আয়)

- ১০০০০ হাজার টাকার নিচে
- ১০০০১ টাকা- ২০০০০ হাজার টাকা
- ২০০০১- ৫০০০০ হাজার টাকা
- ৫০০০০ টাকার বেশি

4.12 বেতন পরিশোধ এর ধরণ?

- কিছুই পরিশোধ করেননি.
- আন্ডার পেমেন্ট
- বিলম্বিত পেমেন্ট
- নিয়মিত পেমেন্ট

4.13 চাকরির সময় কোন কোন চ্যালেঞ্জের সম্মুখীন হয়েছিলেন (একাধিক উত্তর হতে পারে)

- ভাষাগত সমস্যা
- দীর্ঘায়িত কর্মঘণ্টা
- নিয়োগকর্তার সাথে মতবিরোধ
- সাপ্তাহিক ছুটি দিতে না
- উৎসব এর সময় ছুটি দিতে না
- যৌন নির্যাতন
- শারীরিক জবরদস্তি/নিপীড়ন/শোষণ
- অনেক মানুষ এর জন্য সেবা দিতে বাধ্য করা হয়েছে
- মিথ্যা অভিযোগ
- যোগাযোগ সুবিধার অভাব
- খারাপ অবস্থা/বাসস্থান/আশ্রয়
- চিকিৎসা সুবিধার অভাব
- জীবনের নিরাপত্তাহীনতা
- মৌলিক খাদ্য এবং পুষ্টির অভাব
- বিদেশী সরকারী সংস্থা/ আন্তর্জাতিক সংস্থার সহযোগিতার অভাব
- রিক্রুটিং এজেন্সি থেকে সহযোগিতার অভাব
- সাব-এজেন্ট বা বিডি দূতবাসের সহযোগিতার অভাব

- r. ধর্মীয় বিধিনিষেধ পালনে বাধা দেওয়া
- s. ধর্মীয় বিধিনিষেধ মানতে জবরজস্তি
- t. সাংস্কৃতিক দমন (বোরকা/নির্দিষ্ট পোশাক পরতে বাধ্য করা)
- u. নিয়োগকর্তার অসন্তোষ

4.14 যদি কেউ উত্তর দেয়- নিয়োগকর্তার অসন্তুষ্টি, কারণ (গুলি) জিজ্ঞাসা করুন_____

- 4.15 চ্যালেঞ্জ এর সম্মুখীন হওয়ার কারণ (একাধিক উত্তর হতে পারে)
- a. দক্ষতা এবং অভিজ্ঞতার অভাব
 - b. উভয় পক্ষ থেকে মানিয়ে চলার এবং গ্রহণযোগ্যতার অভাব
 - c. শিক্ষাগত যোগ্যতার অভাব
 - d. আইন ও অধিকার সম্পর্কে জ্ঞানের ঘাটতি
 - e. যোগাযোগ সুযোগ এবং নির্দেশিকা অভাব
 - f. সমস্যাগুলি নিয়ে আলাপ করার জন্য সহায়তাকারীর অভাব
 - g. অন্যান্য_____

4.16 চ্যালেঞ্জের কারণে ভোগান্তি (একাধিক উত্তর হতে পারে)-

- a. দীর্ঘস্থায়ী অসুখ
- b. বিষণ্ণতা
- c. সারাক্ষণ ভয় আর অভিমানে বসবাস
- d. প্রতিবন্ধী হয়ে যাওয়া
- e. আত্মবিশ্বাসের অভাব
- f. মানুষের উপর অবিশ্বাস
- g. রাগের সমস্যা
- h. প্রতিহিংসামূলক চিন্তা/হত্যার মনোভাব
- i. মনোযোগের অভাব
- j. নিজে কে গুটিয়ে নেয়া
- k. দেশে ফিরে আসতে বাধ্য হতে হয়েছিল
- l. অন্যান্য_____

স্বাস্থ্য ও খাদ্য সম্পর্কিত প্রশ্ন

4.17 খাদ্যাভ্যাস/ পুষ্টির অভাব বা খাবারের সমস্যা (যদি ঘটে থাকে) দূর করার জন্য কি উদ্যোগ গ্রহণ করা হয়েছিল?
(একাধিক উত্তর হতে পারে)

- a. কোনো উদ্যোগ নেয়নি
- b. পর্যাপ্ত খাবার খেতে দিয়েছিলো
- c. ডাক্তারের কাছে নিয়ে গিয়েছিল
- d. পরিমাণ মতো বিশ্রাম করতে দিয়েছিল
- e. অন্যান্য_____

- 4.18 অসুস্থ হলে কী ব্যবস্থা গ্রহণ করা হতো? (একাধিক উত্তর হতে পারে)
- ডাক্তারের কাছে নিয়ে গিয়েছিল
 - জরুরি ওষুধ দিয়েছিলো
 - পরিমান মতো বিশ্রাম করতে দিয়েছিল
 - কোনো উদ্যোগ নেয়নি
 - অন্যান্য _____
- 4.19 আপনার অসুস্থ দিনগুলোতে কি কোনো সুবিধা দেওয়া হয়েছিল যেমন- জ্বর, মাসিকের সময়, বা অন্য কোনো সমস্যা?
- হ্যাঁ
 - না
- 4.20 আপনি যে বাথরুম ব্যবহার করতেন তা স্বাস্থ্যসম্মত ছিল কিনা?
- হ্যাঁ
 - না
- 4.21 (নারী অভিবাসী কর্মী- নির্দিষ্ট প্রশ্ন) আপনার চাকরির নিয়োগ চুক্তিতে কি স্বাস্থ্যবিধি রক্ষণাবেক্ষণ সংক্রান্ত সুবিধাগুলি দেয়া ছিল (বাথরুমের সুবিধা, ন্যাপকিনের প্রাপ্যতা, অসুস্থ দিনগুলিতে বিশ্রামের সময়কাল ইত্যাদি)?
- হ্যাঁ
 - না
- 4.22 (নারী অভিবাসী কর্মী- নির্দিষ্ট প্রশ্ন) যদি না হয়, তাহলে আপনি সেই সমস্ত জিনিস কিভাবে ব্যবস্থা করেছিলেন?
- বেতন থেকে খরচ করে
 - অন্যের কাছ থেকে টাকা ধার করা
 - সাহায্যের জন্য নিয়োগকারী সংস্থা/সেবা প্রদানকারী/ বাংলাদেশ দূতাবাস বা কনস্যুলেটদের সহায়তা নেওয়া
 - দালালদের সহায়তা নেওয়া
 - অন্যান্য. উল্লেখ করুন _____
- 4.23 (নারী অভিবাসী কর্মী- নির্দিষ্ট প্রশ্ন) আপনাকে কি আপনার অসুস্থ দিনগুলিতে পর্যাপ্ত এবং পুষ্টিকর খাবার দেয়া হতো?
- হ্যাঁ
 - না

কর্মস্থল/বাসস্থান/আশ্রয় সম্পর্কিত প্রশ্ন

4.24 চাকরি করার সময় আপনার থাকার ব্যবস্থা কোথায় ছিল?

- নিয়োগকর্তার বাড়ি
- কোম্পানি
- বাংলাদেশ দূতাবাসের আশ্রয়কেন্দ্র
- রিক্রটিং এজেন্সী এর আশ্রয়কেন্দ্র
- বিদেশী সরকারী সংস্থার আশ্রয়কেন্দ্র
- আন্তর্জাতিক সংস্থার আশ্রয়কেন্দ্র
- আত্মীয়/স্বজন/অন্যান্য শ্রমিকদের বাড়ি/অ্যাপার্টমেন্ট
- পুনর্বাসন কেন্দ্র
- অন্যান্য. উল্লেখ করুন _____

4.25 আপনি কি মনে করেন যে আপনার কাজের জায়গা নিরাপদ ছিল?

- হ্যাঁ
- না

4.26 আপনি কি মনে করেন যে আপনার থাকার জায়গা নিরাপদ ছিল?

- হ্যাঁ
- না

4.27 কর্মক্ষেত্রে আপনি কি কি ধরনের সহিংসতার সম্মুখীন হয়েছিলেন (একাধিক উত্তর হতে পারে)-

- কোনো সহিংসতার সম্মুখীন হইনি
- শারিরিক নির্যাতন
- যৌন সহিংসতা
- মানসিক নির্যাতন
- অবহেলা ও অপমান
- অন্যান্য _____

4.28 থাকার জায়গায় আপনি কি কি ধরনের সহিংসতার সম্মুখীন হয়েছিলেন (একাধিক উত্তর হতে পারে)-

- কোনো সহিংসতার সম্মুখীন হইনি
- শারিরিক নির্যাতন
- যৌন সহিংসতা
- মানসিক নির্যাতন
- অবহেলা ও অপমান
- অন্যান্য _____

4.29 বিদেশে কাজ করার কারণে সৃষ্ট সমস্যাগুলো কি বাংলাদেশে ফিরে আসতে বাধ্য করেছিল?

- হ্যাঁ
- না

4.30 যদি হ্যাঁ হয়, তাহলে কেন চলে আসতে হয়েছিল? (একাধিক উত্তর হতে পারে)

- আইনি সমস্যার সম্মুখীন হতে হয়েছিল
- মানসিক সমস্যা হয়েছিল
- স্বাস্থ্য খারাপ হয়ে গিয়েছিল
- অনেকদিন কোনো চাকরি করতে পারেননি
- ভিসা শেষ হয়ে গিয়েছিল
- ওয়ার্ক পারমিটের মেয়াদ শেষ হয়ে গিয়েছিল
- শারিরিক নির্যাতন
- অন্যান্য _____

4.31 আপনি কি কোনো সহিংসতার রিপোর্ট করতে পেরেছিলেন (যদি ঘটে থাকে)?

- হ্যাঁ
- না

4.32 করলে প্রতিকার পেয়েছিলেন?

- হ্যাঁ
- না

সেবা ও আইন সম্পর্কিত প্রশ্ন

4.33 আপনি রেমিটেন্স কিভাবে দেশে পাঠাতেন?

- ব্যাংক
- আর্থিক প্রতিষ্ঠান
- মোবাইল ব্যাংকিং
- নিয়োগকর্তার সাহায্যে
- রিক্রটিং এজেন্সী এর মাধ্যমে
- সার্ভিস প্রোভাইডার এর মাধ্যমে
- আত্মীয়/স্বজন/অন্যান্য শ্রমিকদের মাধ্যমে
- বাংলাদেশ এম্বাসি/কনসুলেট এর মাধ্যমে
- ছন্ডি
- অন্যান্য _____

4.34 বিদেশে বসবাস করার সময় হয়রানি বা সহিংসতার (যদি ঘটে থাকে) ক্ষেত্রে কোথায় জরুরীভাবে যোগাযোগ করতে হবে তা কি আপনি জানতেন?

- হ্যাঁ
- না

4.35 কোনো আইনি সমস্যায় কি পড়েছিলেন?

- a. হ্যাঁ
- b. না

4.36 যদি হ্যাঁ হয়, তাহলে কার সাথে/কোথায় যোগাযোগ করেছিলেন?

- a. রিক্রটিং এজেন্সী এর সাথে
- b. সার্ভিস প্রোভাইডার এর সাথে
- c. বাংলাদেশ এম্বাসি/কনসুলেট এর সাথে
- d. গন্তব্য দেশের আইনি সহায়তা পেয়েছিলেন
- e. কোথাও যোগাযোগ করতে পারেননি
- f. অন্যান্য _____

4.37 আপনি কি মনে করেন আপনি অন্যান্য লিঙ্গের (পুরুষ/অন্যদের) তুলনায় কম বেতন পেয়েছেন??

- a. হ্যাঁ
- b. না

4.38 আপনি কি মনে করেন যদি এটি বিপরীত লিঙ্গ (পুরুষ/মহিলা/অন্যান্য) হতো, তাহলে পরিস্থিতি ভিন্ন হতো?

- a. হ্যাঁ
- b. না

4.39 বিদেশে কাজ করে কারণে সৃষ্ট সমস্যাগুলো কি বাংলাদেশ এ ফিরে আসার পর পরবর্তী কর্মসংস্থান এ যেতে/হতে প্রভাবিত করেছিল?

- a. হ্যাঁ
- b. না

4.40 যদি হ্যাঁ হয়, তাহলে কর্মসংস্থান হতে কতদিন সময় লেগেছিল/

- a. ১ মাসের কম
- b. ১-২ মাস
- c. ৩-৪ মাস
- d. ৪ মাসের বেশি

রিক্রুটিং এজেন্সি এবং বিদেশী সরকারী সংস্থা/ আন্তর্জাতিক সংস্থার ভূমিকা

5.1 আপনার গন্তব্যের দেশে নিয়োগকারী সংস্থা/বিদেশী সরকারী সংস্থার কাছ সাহায্য চাওয়ার কোনো সুযোগ ছিল?

- a. হ্যাঁ
- b. না

5.2 যদি হ্যাঁ, তাহলে আপনি তাদের কাছ থেকে কী কী চেয়েছিলেন? (একাধিক উত্তর হতে পারে)

- চুক্তি অনুযায়ী চাকরি
- চুক্তি অনুযায়ী অর্থ প্রদান
- সময়মত মজুরি
- পর্যাপ্ত খাবার
- বাসযোগ্য বাসস্থান (ঘুমানোর জন্য উপযুক্ত ঘর, পরিষ্কার টয়লেট/বাথরুম, পানি ইত্যাদি)
- ডাক্তার ও ঔষধ সহ চিকিৎসা
- মাইগ্রেশন নথি ব্যবস্থাপনা
- চুক্তি অনুযায়ী কাজের সময়
- রেমিটেন্স পাঠানোর সুবিধা
- কর্মী হিসাবে ক্ষতিপূরণ পেতে বাংলাদেশ হাইকমিশন থেকে সেবা
- কোনো প্রয়োজন ছিল না; তাই কিছুই চাইনি
- অন্যান্য _____

5.3 রিক্রুটিং এজেন্সি (গুলি) এবং বিদেশী সরকারী সংস্থা/ আন্তর্জাতিক সংস্থা কি কখনো আপনার নিয়োগকর্তার বাসায় আপনার থাকার তথ্য সংগ্রহ করার জন্য আপনার সাথে যোগাযোগ করেছে?

- হ্যাঁ
- না

5.4 বিদেশী সরকারী সংস্থা/ আন্তর্জাতিক সংস্থা আপনার জন্য কী কী করেছে? (একাধিক উত্তর হতে পারে)

- খারাপ সময়ের মধ্যে থাকার ব্যবস্থা
- স্বাস্থ্য বীমা
- নিরাপত্তা বীমা
- টাকা পাঠানো বা জমা করার জন্য ব্যাংকিং সুবিধা
- অভিযোগ প্রতিকার
- ডকুমেন্টেশন
- প্রয়োজনীয় প্রশিক্ষণ
- রেমিটেন্স পাঠানোর সুবিধা
- কিছুই করেনি
- অন্যান্য _____

বাংলাদেশ দূতবাসের ভূমিকা

6.1 আপনি কি আপনার অভিবাসিত দেশে বাংলাদেশের দূতবাস এবং কনস্যুলেটগুলির সাথে যোগাযোগ করতে পেরেছিলেন?

- হ্যাঁ
- না

6.2 যদি হ্যাঁ হয়, তাহলে কেন যোগাযোগ করেছিলেন? (একাধিক উত্তর হতে পারে)

- a. জরুরী সেবা (যুদ্ধের সময়, রাজনৈতিক অস্থিরতা, প্রাকৃতিক দুর্যোগ)
- b. কর্মসংস্থান সংক্রান্ত বিষয়
- c. নিরাপত্তা ব্যবস্থা সংক্রান্ত বিষয়
- d. অভিযোগ দায়ের এবং তদন্ত
- e. পাসপোর্ট নবায়ন
- f. ওয়ার্ক পারমিট
- g. রেমিটেন্স পাঠানোর সুবিধা
- h. নিয়মিত পরিদর্শন
- i. অন্যান্য _____

6.3 যদি যোগাযোগ করে থাকেন, তাহলে যেই কারণে যোগাযোগ করেছিলেন সেগুলোর কোনো সমাধান পেয়েছিলেন কিনা?

- a. হ্যাঁ
- b. না

6.4 বাংলাদেশ ত্যাগ করার সময়, আপনি কি বাংলাদেশের দূতাবাস বা কনস্যুলেটের সাথে যোগাযোগের জন্য কোনো জরুরি তথ্য পেয়েছেন?

- a. হ্যাঁ
- b. না

6.5 কোনো সমস্যায় পড়লে কোথায় যোগাযোগ করতে হতো সেই তথ্য জানা ছিল?

- a. হ্যাঁ
- b. না

6.6 ভাষা বা যোগাযোগ সমস্যা দূর করার জন্য বাংলাদেশের দূতাবাস এবং কনস্যুলেট কি কি উদ্যোগ গ্রহণ করেছিল?

- a. কোনো উদ্যোগ নেয়নি
- b. ট্রেনিং এর ব্যবস্থা করেছিলো
- c. ভাষা শিক্ষার জন্য ভাতা দিয়েছিলো
- d. শিক্ষার জন্য বিদেশী সহকর্মী ঠিক করে দেওয়া হয়েছিল
- e. অন্যান্য _____

6.7 বাংলাদেশী শ্রমিকরা যৌন হয়রানি বা অন্যান্য সহিংসতার শিকার হলে বাংলাদেশের দূতাবাস এবং কনস্যুলেট কি কি সহায়তা প্রদান করেছিল?

- a. কোনো উদ্যোগ নেয়নি
- b. আইনি সহযোগিতা করেছিল
- c. পুনর্বাসন এর সহায়তা দিয়েছিল
- d. দেশে ফিরে আসতে সহায়তা করেছিল

e. অন্যান্য _____

6.8 ভবিষ্যতে আবার বাইরে কাজ করার সুযোগ পেলে কী আশা করবেন? (একাধিক উত্তর হতে পারে)

- a. নির্দিষ্ট কাজের চুক্তি
- b. বেতন/মজুরি সংগ্রহ নিশ্চিত করা
- c. জরুরী পরিস্থিতির জন্য সঠিক যোগাযোগ চ্যানেল
- d. বিরোধ নিষ্পত্তি
- e. সঠিক প্রশিক্ষণ এবং তথ্য প্রচার
- f. যে কোনো ধরনের অপব্যবহার/সহিংসতার বিরুদ্ধে নিরাপত্তা এবং সুরক্ষা
- g. পর্যাপ্ত চিকিৎসা, খাবার ও থাকার ব্যবস্থা
- h. অন্যান্য _____

অবৈধ অভিবাসন

6.9 আপনি যেভাবে কিংবা যাদের সাহায্যে বিদেশে গিয়েছিলেন সেটা কি অবৈধভাবে ছিল?

- a. হ্যাঁ
- b. না

6.10 যদি অবৈধ অভিবাসন হয়, তাহলে আপনি কি কোন অসুবিধার সম্মুখীন হয়েছেন?

- a. হ্যাঁ
- b. না

6.11 যদি উত্তর হ্যাঁ হয়, তাহলে কি কি সমস্যার সম্মুখীন হয়েছিলেন? _____

ফোকাস গ্রুপ আলোচনার জন্য প্রশ্ন (FGD)

এসডি ১৬: অভিবাসী শ্রমিকদের জন্য মৌলিক সেবা এবং তাদের প্রাপ্যতা মূল্যায়নের উপর একটি গবেষণা :
প্রেস্কাপট গন্তব্য দেশ (অভিবাসনের জন্য গ্লোবাল কমপ্যাক্ট)

সাধারণ তথ্য	
অংশগ্রহণকারীর নাম	
মোবাইল ফোন নম্বর	
অভিবাসী শ্রমিক হিসেবে কাজের মেয়াদ	
জেলা	

সাধারণ প্রশ্ন

1. আপনারা বাংলাদেশের বাইরে কাজ করার জন্য প্রশিক্ষণ পেয়েছিলেন কিনা? পেয়ে থাকলে, আপনি কি মনে করেন সেগুলো আপনাকে সাহায্য করেছে কিনা এবং কিভাবে?
2. যদি না হয়, তাহলে আপনারা কিভাবে অভিবাসী শ্রমিক হিসেবে কাজ করলেন? আপনারা কি মনে করেন যে এই প্রয়োজনীয় দক্ষতা না থাকা অন্যদের তুলনায় আপনাদের কাজের গতিকে প্রভাবিত করেছে?
3. গন্তব্যের দেশে অভিবাসন প্রক্রিয়া চলাকালীন, আপনারা কোন চ্যালেঞ্জের সম্মুখীন হয়েছিলেন? আপনারা কি সেই সময়ে সাহায্য চাইতে কোনো কর্তৃপক্ষ/প্রতিষ্ঠান/ব্যক্তির সাথে যোগাযোগ করতে পেরেছিলেন? যদি না হয়, তাহলে আপনারা সেগুলো কিভাবে সমাধান করেছেন?
4. আপনার নিয়োগকর্তার দ্বারা নিয়োগ পাওয়ার আগে আপনি কার সাথে থাকতেন? - রিক্রুটিং এজেন্সি/সেবা প্রদানকারী/বাংলাদেশ দূতাবাস বা কনসুলেট/আত্মীয়/স্বজন/অন্যান্য বাংলাদেশী কর্মী।
5. আপনি তাদের সাথে থাকার সময় কি কি সমস্যার সম্মুখীন হয়েছিলেন?

মৌলিক সেবা-সম্পর্কিত প্রশ্ন

গন্তব্যের দেশে আপনার থাকার সময়কার ব্যবস্থা সম্পর্কে কথা বলা যাক।

6. নিয়োগকর্তার জায়গায় একজন অভিবাসী কর্মী হিসাবে কাজ করার সময় আপনার মর্যাদা সম্পর্কে আপনারা কেমন অনুভব করেছিলেন? (অভিবাসী শ্রমিক হিসাবে কাজ করার সময় বা অন্য অভিবাসী শ্রমিকদের সাথে বসবাসের সময় অপমানের ইতিহাস সংগ্রহ করুন, যোগাযোগের সমস্যা)
7. একজন অভিবাসী কর্মী হিসাবে আপনাদের দৈনন্দিন জীবন সম্পর্কে একটি সংক্ষিপ্ত বিবরণ দিন।
8. সেখানে কাজ করার সময় আপনাদের স্বাস্থ্যের অবস্থা কেমন ছিল? (স্বাস্থ্য, খাদ্য গ্রহণ এবং পুষ্টিগত খাদ্য সম্পর্কিত সমস্যা চিহ্নিত করতে)।
9. (নারী শ্রমিক সম্পর্কিত প্রশ্ন)- আপনার অসুস্থ দিনগুলোতে আপনারা কি বিশ্রাম পেতেন? এছাড়াও, আপনারা সেখানে যে ধরনের সহিংসতার সম্মুখীন হয়েছেন তা অনুগ্রহ করে বর্ণনা করুন।

10. সেসব দেশে আপনাদের বসবাসের অবস্থার একটি সংক্ষিপ্ত বিবরণ দিন? (জীবনের নিরাপত্তা, নিরাপদ আশ্রয়/পরিচ্ছন্ন বাসস্থান সম্পর্কে জিজ্ঞাসা করুন)
11. আপনারা কিভাবে আপনাদের নিয়োগকর্তার সাথে কোন ধরনের সমস্যা নিয়ে যোগাযোগ করেছেন এবং তাদের কাছ থেকে প্রতিক্রিয়া কি ছিল?
12. সামগ্রিকভাবে, অভিবাসী কর্মী হিসেবে আপনারা যে চ্যালেঞ্জ/সমস্যাগুলোর মুখোমুখি হয়েছেন অনুগ্রহ করে আমাদের বলুন।
13. কিভাবে আপনারা সেই সমস্যা/প্রতিবন্ধকতা কাটিয়ে উঠতে পেরেছেন? লাইক- রিক্রুটিং এজেন্সি/সার্ভিস প্রোভাইডার/বাংলাদেশ দূতাবাস বা কনসুলেট/আত্মীয়/স্বজন/অন্যান্য বাংলাদেশী কর্মী/দালাল/কেউ থেকে সাহায্য চাওয়া।
6. কেন এই সমস্যাগুলি ঘটেছে এবং কে বা কারা আপনাদেরকে সাহায্য করলে এই চ্যালেঞ্জগুলি নাও থাকতে পারতো?
7. আপনারা কি জরুরী সময় এ অন্যদের সাথে যোগাযোগ করতে পেরেছিলেন?

নিয়োগকারী সংস্থা, সেবা প্রদানকারী এবং বাংলাদেশ দূতাবাস/কনসুলেটের ভূমিকা

8. আপনারা কি রিক্রুটিং এজেন্সি, সেবা প্রদানকারী কাছ থেকে কোন সাহায্য চাইতে পেরেছিলেন?
- a. হ্যাঁ. যদি হ্যাঁ, আপনি তাদের কাছ থেকে কি ধরনের সুবিধা/সহায়তা চান। এবং তাদের প্রতিক্রিয়া কি ছিল?
- b. না.

এই সংস্থাগুলি এবং বাংলাদেশ দূতাবাসের সাথে মোকাবিলা করতে আপনারা কী চ্যালেঞ্জের মুখোমুখি হয়েছিলেন?

নিবিড় সাক্ষাত্কারের জন্য প্রশ্ন

এসডি ১৬: অভিবাসী শ্রমিকদের জন্য মৌলিক সেবা এবং তাদের প্রাপ্যতা মূল্যায়নের উপর একটি গবেষণা : প্রেক্ষাপট গন্তব্য দেশ (অভিবাসনের জন্য গ্লোবাল কমপ্যাক্ট)

সাধারণ তথ্য	
উত্তরদাতার নাম	
মোবাইল ফোন নম্বর	
অভিবাসী শ্রমিক হিসেবে কাজের মেয়াদ	
জেলা	

প্রশ্ন

1. আপনি কতদিন ধরে মাইগ্রেশন প্রক্রিয়ার সাথে জড়িত আছেন?
2. অভিবাসী কর্মী হিসাবে নিয়োগের পরে এজেন্সি (রিক্রুটিং এজেন্সি/সেবা প্রদানকারী/বাংলাদেশ দূতাবাস বা কনস্যুলেট) দ্বারা আপনাকে যে সুবিধা গুলো দেয়া হয়েছিল এবং ব্যবস্থা করে দেওয়া হয়েছিল অনুগ্রহ করে বর্ণনা করুন.
3. আপনি কি রিক্রুটিং এজেন্সি/ সেবা প্রদানকারীদের প্রতিশ্রুতি অনুযায়ী পরিষেবাগুলি পেয়েছেন কিনা তা ব্যাখ্যা করতে পারেন.
4. অভিবাসী কর্মী হিসাবে থাকার সময় মালিক পক্ষের সাথে কাজ করার কোন চুক্তি স্বাক্ষর হয়েছিল এবং চুক্তিতে অনুযায়ী আপনি সুবিধা গুলো কি পেয়েছিলেন?
5. অভিবাসী কর্মী হিসাবে আপনার দৈনন্দিন জীবন সম্পর্কে একটি সংক্ষিপ্ত বিবরণ প্রদান করুন.
6. নিম্নলিখিত মৌলিক সেবা সমূহ সম্পর্কে আপনার অভিজ্ঞতা বর্ণনা করুন-
 - a. স্বাস্থ্য পরিচর্যা
 - b. খাদ্য, স্বাস্থ্যবিধি এবং জল স্যানিটেশন
 - c. আশ্রয়/আবাসন সুবিধা
 - d. জীবনের নিরাপত্তা এবং আইন, প্রবিধানের সাহায্য
 - e. বাসস্থান, স্বাস্থ্য, নিরাপত্তা, ব্যাঙ্কিং, অভিযোগ নিষ্পত্তি, আগমন-পরবর্তী পরিষেবা, ডকুমেন্টেশন, প্রশিক্ষণ ইত্যাদির ক্ষেত্রে নিয়োগকারী সংস্থাগুলির পরিষেবা।
 - f. সেবা প্রদানকারীর সেবা; যেমন- বাসস্থান, স্বাস্থ্য, নিরাপত্তা, ব্যাঙ্কিং, অভিযোগ নিষ্পত্তি, আগমন-পরবর্তী পরিষেবা, ডকুমেন্টেশন, প্রশিক্ষণ ইত্যাদি।
7. জরুরী সময়ে, আপনি কি বাংলাদেশ দূতাবাস বা কনস্যুলেটের এর সাথে যোগাযোগ করতে পেরেছিলেন? সেখান থেকে আপনি কি সহযোগিতা পেয়েছিলেন?

এই সংস্থাগুলি এবং বাংলাদেশ দূতাবাসের সাথে মোকাবিলা করতে আপনি কী কী চ্যালেঞ্জের মুখোমুখি হয়েছিলেন?

কিই স্টেকহোল্ডার ইন্টারভিউ প্রশ্ন

এসডি ১৬: অভিবাসী শ্রমিকদের জন্য মৌলিক সেবা এবং তাদের প্রাপ্যতা মূল্যায়নের উপর একটি গবেষণা : প্রেক্ষাপট গন্তব্য দেশ (অভিবাসনের জন্য গ্লোবাল কমপ্যাঙ্ক)

সাধারণ তথ্য	
উত্তরদাতার নাম	
মোবাইল ফোন নম্বর	
পদবি	
সংস্থা	

অভিবাসী শ্রমিকদের নিয়ে কাজ করে এমন সরকারি-বেসরকারি সংস্থা, গবেষণা প্রতিষ্ঠান, রিক্রুটিং এজেন্সি ইত্যাদি থেকে সাক্ষাৎকার প্রদানকারী বাছাই করতে হবে। তাদেরকে যেসব প্রশ্ন করতে তার সার-সংক্ষেপ হলো:

_1_9_2_coun try_last_ne w	_4_9_workhour					Total
	less than	6-8 hours	9-11 hour	12-14 hou	More than	
Saudi Arab	1 0.57	41 23.56	47 27.01	64 36.78	21 12.07	174 100.00
UAE	4 4.82	21 25.30	19 22.89	34 40.96	5 6.02	83 100.00
Bahrain	0 0.00	3 30.00	1 10.00	6 60.00	0 0.00	10 100.00
Oman	1 1.05	13 13.68	20 21.05	57 60.00	4 4.21	95 100.00
Kuwait	0 0.00	7 50.00	3 21.43	2 14.29	2 14.29	14 100.00
Qatar	0 0.00	5 20.83	14 58.33	4 16.67	1 4.17	24 100.00
Malaysia	0 0.00	15 42.86	7 20.00	12 34.29	1 2.86	35 100.00
Lebanon	0 0.00	1 25.00	0 0.00	2 50.00	1 25.00	4 100.00
Singapore	0 0.00	3 50.00	2 33.33	0 0.00	1 16.67	6 100.00
Iraq	0 0.00	6 40.00	3 20.00	2 13.33	4 26.67	15 100.00
Maldives	0 0.00	2 40.00	2 40.00	1 20.00	0 0.00	5 100.00
Others	0 0.00	3 21.43	3 21.43	6 42.86	2 14.29	14 100.00

_4_9_workhour	_4_10_inc_mon				Total
	Below 100	10001-200	20001-500	Above 500	
less than 6 hours	4 66.67	1 16.67	1 16.67	0 0.00	6 100.00
6-8 hours	3 2.50	52 43.33	56 46.67	9 7.50	120 100.00
9-11 hours	4 3.31	33 27.27	79 65.29	5 4.13	121 100.00
12-14 hours	5 2.63	63 33.16	113 59.47	9 4.74	190 100.00
More than 14 hours	2 4.76	18 42.86	20 47.62	2 4.76	42 100.00
Total	18 3.76	167 34.86	269 56.16	25 5.22	479 100.00

Pearson chi2(12) = 78.6702 Pr = 0.000

_4_11_salary	_4_9_workhour					Total
	less than	6-8 hours	9-11 hour	12-14 hou	More than	
Paid nothing	3 17.65	2 11.76	3 17.65	5 29.41	4 23.53	17 100.00
Under payment	1 3.57	5 17.86	10 35.71	7 25.00	5 17.86	28 100.00
Delayed payment	0 0.00	31 19.38	37 23.13	78 48.75	14 8.75	160 100.00
Regular payment	2 0.73	82 29.93	71 25.91	100 36.50	19 6.93	274 100.00
Total	6 1.25	120 25.05	121 25.26	190 39.67	42 8.77	479 100.00

Pearson chi2(12) = 62.5570 Pr = 0.000