MODEL WORKER

Jamal Abdulnasir Mohamed Kasbi

Senior Driving Instructor
Singapore Safety Driving Centre Ltd

Nominated by the Singapore Industrial & Services Employees' Union.

Jamal Abdulnasir Mohamed Kasbi has been a driving instructor at Singapore Safety Driving Centre since 1986. Now a Senior Driving Instructor, he has served the Singapore Safety Driving Centre Branch as a union leader since 2002.

For more than 20 years, Brother Jamal has proven to be a reliable and personable union leader that members turn to for advice and guidance on employment-related matters in the company. His stable and calm demeanour helps younger branch leaders to manage the industrial relation (IR) landscape. His ability to communicate clearly and reasonably made him a valued and respected friend to the management and employees.

He stepped down as Branch Chairman in 2020 to pave the way for younger leaders. As the branch valued his commitment and worker engagement experience, he took on the role of Branch Counsellor.

Brother Jamal is involved in every Annual Increment, Variable Bonus and Collective Agreement negotiation, giving feedback, and taking in comments in a justified manner. To ensure he can serve workers better, he took up the foundational and advanced IR certifications from the Ong Teng Cheong Labour Leadership Institute, and bite-size courses from NTUC LearningHub's Learning eXperience Platform.

Noting the importance of customer engagement in his job, Brother Jamal participated in company-provided courses to learn how to communicate more effectively, guide students to improve passing rates and manage difficult students. He also leveraged technology to improve student engagement via updates on their learning progress and subsequent training plans. This improves the transparency and communication between instructor and student.

Brother Jamal is a strong example of a committed and conscientious union leader and worker who does his best to serve the employees at the Singapore Safety Driving Centre.

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