

MODEL WORKER

Chua Loh Yong

Taxi Driver

Trans-cab Services Pte Ltd

Nominated by the National Taxi Association

Chua Loh Yong is the chairman of his branch and one of the most reliable leaders in handling smartphones. Well-versed in Mandarin and dialects, Brother Loh Yong always offers his service to help other members regardless of branch.

When he knew that NTUC U Care Grant had to be fully submitted online, he stepped up as a volunteer and stationed himself at the branch office to help any members who faced difficulties in submission. Brother Loh Yong knew many drivers would need help navigating their smartphones and uploading the necessary document. He patiently taught members on operating their smartphones and reviewed members' documents, speaking with their families to ensure the correct documents were submitted. In fact, Steven was also conducting digital training for drivers, supporting the national agenda of educating older persons with basic digital literacy.

Brother Loh Yong also volunteered to be stationed at the centralised site that was self-initiated by the National Taxi Association (NTA). His willingness to help all NTA members is commendable, especially when he is also a taxi driver. As NTA general secretary, Brother Loh Yong has been instrumental in bringing issues on the ground to authorities like Land Transport Authorities and the Traffic Police. Through the feedback, the authorities considered the ground sentiments and introduced schemes that benefit drivers.

At the NTA level, he also tries to explain the rationale for certain decisions made at the national level. With his help, members see the bigger picture and are more aligned with the Labour Movement and the national agenda.