

Indonesia

Business Travel Guide

Compiled by:

Swiss Business Hub

Jakarta, March 2022

ARRIVAL AND DEPARTURE

COVID-19 situation

Swiss passport holders must have a valid visa/residence permit and must have a local sponsor to obtain the visa. The following types of visa/permit:

1. Official Visa
2. Diplomatic Visa
3. Visitor Visa
4. Temporary Stay Visa
5. Official Stay Permit
6. Diplomatic Stay Permit
7. Temporary Stay Permit; and
8. Permanent Stay Permit.

To obtain a visa, the local sponsor is required to:

1. Apply for an electronic visa (e-Visa), OR
2. Apply for a visa authorization.

The visa application is centrally managed by the Indonesian Immigration and accessible at visa-online.imigrasi.go.id. Please also refer to the information provided the Indonesian Embassy in Bern: https://kemlu.go.id/bern/en/pages/jenis-jenis_visa/1304/etc-menu.

Guidelines for the application is available at bit.ly/bukumanualevisa. Official information regarding e-Visa available at <https://www.imigrasi.go.id/en/> > Immigration Information > Immigration Services > for foreign nationals > Apply for Indonesian Visa.

Starting on 22 March 2022, the Indonesian Government begins to issue Visa on Arrival for Tourism in Bali and applicable ONLY for entry through Denpasar Airport and Benoa Seaport, and ONLY to holders of the passports for selected countries, including Switzerland.

Transfer from the airport to the city center:

Taxis or rental car with chauffeur for hire is readily available at the airport:

<https://www.jakartaairportonline.com/transportation/>

Taxi counters are located on the Arrivals level after customs and outside at the taxi stand. It is recommended to take taxi from Blue Bird Group:

- Blue Bird taxis are blue and provide basic taxi service from a reliable company.
- Silver Bird taxis are black and provide premium taxi service at slightly higher rates.
- Golden Bird is a limousine service.

<https://www.bluebirdgroup.com/executive-taxi/>

HEALTH REQUIREMENTS

Every international traveler who will go to Indonesia must comply with the following health protocols:

1. Show a card/certificate of having been fully vaccinated against COVID-19
2. Download an Indonesian mobile application PeduliLindungi (available on Google Play; App Store, App Gallery)
3. Register your Covid-19 vaccine certificate at www.vaksinln.dto.kemkes.go.id/sign/in (your verified certificate will appear on your PeduliLindungi app) for your access to indoor public places in Indonesia
4. Complete an electronic health alert card (e-HAC) on PeduliLindungi
5. Bring a negative PCR test result; the test is valid for 2x24 hours, from when the sample was taken to the time of your departure to Indonesia
6. Take another PCR test upon arrival in Indonesia
7. You will have clearance to continue your journey in Indonesia if test result is negative.

In the case of a positive PCR test results upon arrival in Indonesia:

- Isolate at an approved hotel facility or at a hospital.
- Foreign citizens must bear their own isolation expenses.

This updated policy is effective from 8 March 2022 until further notice.

For further information about the compulsory health protocols upon arrival in Indonesia, please refer to:

<https://kemlu.go.id/bern/en/news/17810/entering-indonesia-updated-on-21-march-2022>

PUBLIC SECURITY / RECOMMENDED PRECAUTIONS

The information about the local law: <https://www.indonesia.travel/gb/en/general-information/local-law>

Please review FDFA Travel Advice page of Indonesia:

<https://www.eda.admin.ch/countries/indonesia/en/home/travel-advice/current-situation.html>

TIME ZONE

THERE ARE THREE TIME ZONES IN INDONESIA:

Offset	Time Zone	Abbreviation & Name
UTC +7	WIB	Western Indonesian Time

Offset	Time Zone	Abbreviation & Name
UTC +8	WITA	Central Indonesian Time
UTC +9	WIT	Eastern Indonesian Time

Time difference between Switzerland and:

Sumatra, Java and provinces of West and Central Kalimantan	Central European Time 5 hours
Jakarta (The Capital City)	CET 5 hours
The provinces in the East and South Kalimantan, Sulawesi, Bali and Nusa Tenggara	CET 6 hours

“Daylight Saving Time: clocks are turned forward by one hour on the second Sunday in March and turned back on the first Sunday of November.”

BUSINESS HOURS

	Weekdays	Saturdays	Sundays and Nationals Holidays
Government Offices	8:00 to 16:00	Closed	Closed
Banks	8:00 to 15:00	8:00 to 13:00	Closed
Shops	10:00 to 22:00	10:00 to 22:00	10:00am to 22:00

Many Government offices closed between 11:30 - 13:30 on Friday for Muslim prayer time.

PUBLIC HOLIDAYS 2022

Good Friday	April 15
Labour Day	May 1
Lebaran (in Indonesia	May 2-3
Vesak	May 16
Ascension Day	May 26
Pancasila Day	June 1
Eid al-Adha	July 9
Islamic New Year	July 30
Independence Day	August 17
Prophet's Birthday	October 8
Christmas Day	December 25

NATIONAL TRADE FAIR CALENDAR

The dates of the main trade fairs: <https://www.tradefairdates.com/Fairs-Indonesia-Z99-S1.html>

Due to the corona pandemic (COVID-19), information about trade fairs and events may be out of date. You can get more information from the organizer.

COMMUNICATION: TELEPHONE AND INTERNET

Indonesia's country code is: +62 8xxx. Foreign GSM mobiles phones are compatible with the Indonesian telecommunications network. Internet connections are widely available in the cities connect to 4G LTE and 3G roaming network coverage.

Local SIM card can be bought at the airports where they held a number of local cell phone company providers booths for you to choose with a price range start from \$20 and 6GB data. Foreigners will need either their Passport, or KITAS, or KITAP (the last two is for visitors with a long-term stay) to register the local SIM Card. The officer in the provider's booth will guide you through the registration process for your SIM card.

Important phone numbers:

Police	+62 110/112
Fire department	+62 113
Medical emergency	+62 118

ELECTRICITY SUPPLY

Electricity plug and socket:



The voltage in Indonesia is 230 V with a frequency of 50 Hz. Most power plugs and sockets in Indonesia are type C and F. This plug is the 2 pin socket and plug design which is the standard European plug.

METHODS OF PAYMENT

National currency in Indonesia is the Rupiah (IDR, Rp abbreviated).

Exchange rate as of July 26, 2021: CHF 1 = 15,788 IDR. The Banknotes come in 5'000, 10'000, 20'000, 50'000 and 100'000 amounts.

Credit cards (VISA, MasterCard) are widely accepted in formal establishments (hotel, restaurant, shopping malls).

ATM's are widespread throughout Indonesia's major cities. Cards with Cirrus, Maestro, Plus network seems to be the most prevalent card accepted and could withdraw cash nationwide in most of Indonesia's major bank ATMs. Cirrus and Maestro logo are associated with Mastercard, while Plus is associated with Visa. Be sure to check if the Cirrus, Maestro or Plus logo is displayed in the ATM machine prior to inserting your card.

The online payments are rapidly increasing. Bank transfers are the second most-used e-commerce payment method and the third are digital wallets with leading domestic brands Go-Pay (e-commerce app of Go-Jek) and OVO (investments by Grab)

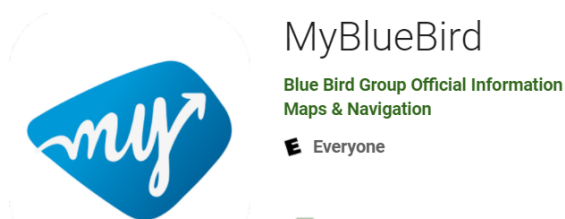
Acceptance of methods of payment:

	everywhere	almost everywhere	limited	not accepted
Cash (national currency)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cash (USD)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
MasterCard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visa	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
American Express	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

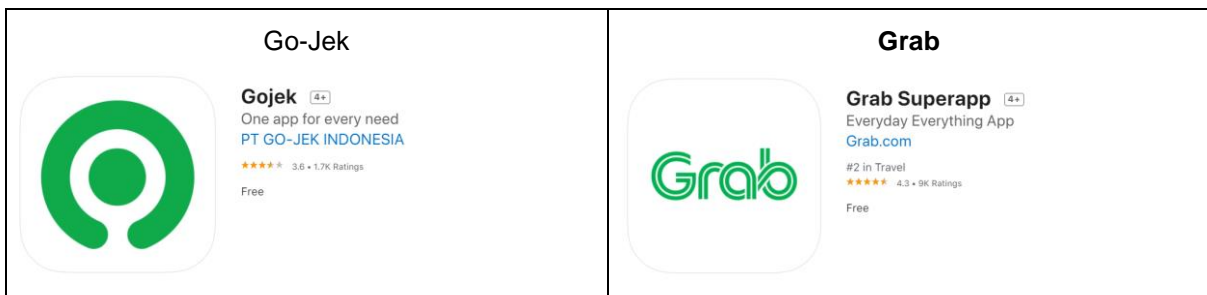
Diner	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Apple Pay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Google/Samsung Pay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
OVO	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GO-PAY	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DOMESTIC TRAVEL, LOCAL TRANSPORT

The most commonly used kind of public transport is Taxi. It is recommended to take taxi from Blue Bird Group (Blue Bird or Silver Bird).



The other online transport services are popular across major cities in Indonesia are:



Go-Jek and Grab are leading for car and motorcycle-taxi services in Indonesia. Not only provide ride-sharing service, but these online transports deliver other services such as food delivery, medicine delivery, and courier service. Ease of use and low cost make online transportation service more favored by consumers.

In Jakarta, the capital city of Indonesia, TransJakarta bus rapid transit system and The Mass Rapid Transit (MRT) are also the common public transportation. The Main method of payment for taxi and subways: Cash and Go-pay / OVO.

Air transport is the most efficient and effective mode of transportations between the major cities throughout the country. Indonesia airlines such Garuda and Citylink are more affordable.

ACCOMMODATION, TEMPORARY OFFICE SPACE

Hotels and overnight accommodations are available in all price categories, ranging from comfortable luxury 5-star hotels to budget hotels in and outside the city. Budget business hotels are getting more popular, with decent price and quality. Business centers are available in 4 and 5-star hotels.

In Jakarta, most of the 4-5 star hotels are situated in M.H. Thamrin Avenue in Central Jakarta, Jenderal Sudirman, Kuningan and Mega Kuningan area in South Jakarta.

There are some office spaces rental for short period:

<https://swiss-indonesia.com/>

<https://www.greenhub.co.id/>

<https://www.wework.com//office-space/indonesia>

LANGUAGES USED FOR BUSINESS

Bahasa Indonesia and English. Take great care to speak English clearly and use simple vocabulary.

BUSINESS PRACTICES

Tips for initiating business contacts

There are a number of basic but yet important for foreign businesses to understand local business etiquettes in Indonesia.

Scheduling Meetings:

Companies may not respond very quickly to emails, particularly if the sender is not well known to them. However, this does not mean they will not turn up for the meeting. Communication via WhatsApp is sometimes more effective than via e-mail. More local businesses using WhatsApp as a platform to communicate with customers. Patience is vital on reconfirmation and punctuality. This is an indication that meetings may not necessarily start on time.

Business attire:

Long-sleeves Batik or Business attire. Trousers, shirts and ties are common.

Introducing yourself:

Indonesians are addressed by first names. When social rank and age are considered, the title prefix-es Bapak (father, Mr) and Ibu (mother, Mrs/Ms) are used. It is considered rude to address senior and elderly individuals without preceding their names with these prefixes. Formal welcome is expressed by a light handshake.

Indonesians are known for their hospitality and friendliness. During first contact, it is important to use a more personal approach with small talks before the meeting. Indonesians generally see themselves as doing business with people, not entities. You represent yourself as an individual more than you do your company. In addition to the strong emphasis in local culture for the maintenance of harmony and conflict prevention, politeness and patience are key aspects of business culture in Indonesia, for example never state dislike or disapproval directly.

Building trust and personal relationships:

The success of your business in Indonesia based on the strength of your relationship buildings of mutual trust and networks. The business relationships in Indonesia must be developing by series of business visits, not just emails or telephone calls. It is important to recognize what are the ranking order of business contacts. Networking and targeted leverage of the useful knowledge of other persons and

maintaining contact with interest groups could eventually lead to the initiation of business contacts with decision makers which may generate business opportunities.

Indonesians are generally indirect in their communication. Speech is ambiguous, often understating the point to be polite. The best way of finding the underlying meaning is to check for clarification several times using open-ended questions. Once the first phase of acquiring knowledge is completed, the next step is concrete development of business. This includes negotiations with decision-makers.

Indonesian people are not rush decision makers thus business negotiations can be very slow. As stated before, relationships in Indonesia must be allowed to grow over time. Indonesians are reluctant to give a "no" response, even when they do not agree with you. Therefore, listen closely to what they say, but also pay careful attention to what they don't say and double check understandings to clarify meaning. Key to successful negotiations is the ability to formulate common interests in the business and to convince all parties. During negotiations, the Indonesian side may propose alternative solutions that may not be immediately appealing. A degree of flexibility on the foreign business part is thus strongly required. Of course, the profit principles with a long-term aim of cooperation for mutual benefit has to conclude clearly in the negotiations.

Offering and accepting gifts and invitations:

The exchange of gifts is not widely practiced but for the hospitality usually be appreciated at the first meeting. To avoid any whiff of corruption, give small, corporate-type gifts.

Sensitive topics:

Indonesians place great emphasis on age, gender and respect towards elders is expected. Many women work in Indonesia, often reaching positions of seniority. Western firms may find it more productive to send older, more mature executives rather than young personnel to negotiate or work in Indonesia. Variables including educational and marital status also affect how easily personal and commercial relationships formed.

Completion of a business contract marks only the beginning of a business relationship. If all parties agree to the outcome, business is sealed with a contract. The contract alone is not sufficient but needs to be followed-up with good relationship between contact persons. In this sense, the quality of the relationship for the future business is crucial. Other aspects that are also considered by Indonesian people and motivated are rewards and money, yet the harmony and work environment are still above.

In contrast to the international business culture, Indonesians perceive contracts as less binding but the business relationship as a "marriage". Breach of contract only means a breach of trust that cause a business relationship to end earlier on. Conflict resolution by Indonesians is through friendly consensus-building process, to be resolved outside the court.

Overall, understanding Indonesian culture and applying it to management and negotiating situations can generate substantial commercial and personal benefits for foreign businesses operating in Indonesia. Given the time required to establish relationships and networks, business people should plan for longer business penetrations to achieve returns.

BUSINESS RISKS

Entry into the Indonesian market requires knowledge of the statutory provisions and treatment of assets when dealing with local authorities. Strategies for dealing with the market as well as the selection of a suitable business partner is important. An in-depth market study can only be successful when taking into account of these factors.

There are several ways to operate or develop a business in Indonesia including establish a representative office, appoint an agent, distributor or importer, and to set up a joint venture.

Legal disputes with an Indonesian partner may cause unpleasant surprises for the inexperienced. Experience shows that the demand for compensation connected with premature termination of a contract. Foreign businesses in contract work should sufficiently take this risk into account.

In addition to legal uncertainty, registration, protection and enforcement of IPR in Indonesia continue to be a concern for foreign investors. Many of the laws passed by the Indonesian government on IPR, although welcomed and viewed as positive steps are difficult to enforce and significant changes remain

to be seen. Uncertainty concerning the outcome and findings of court cases and perceived corruption are equally troubling hurdles for Indonesia with regard to greater access of foreign investment.

Please find further information such as the risk of fraud and corruption in <https://risk-indexes.com/global-corruption-index/>). Please review link to the CRC risk classification of the country (<https://www.serv-ch.com/coverpractice/list#>)

Swiss Export Risk Insurance SERV insures political and *del credere* risks involved in exporting goods and services.

[Products for exporters](#)

[Product for service providers](#)

[Products for financial institutions](#)

The full range of services and products offered by SERV can be obtained at www.serv-ch.com.

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IMPORT OF SAMPLES AND CATALOGUES

Indonesia is not a member of the ATA Convention. For temporary import of goods, the Indonesian importer must sign an undertaking with the competent customs office and provide a reclaimable guarantee equivalent to the amount of the good with customs and tax duties factored in. This is not necessary when participating in exhibitions because larger fair warehousing (bonded warehouse) would declare the goods.

Indonesia is a member of the World Trade Organization and adopts the Harmonized System Code for Customs Tariff. Import duties generally vary between 0% and 100%. Some equipment may incur tariffs of up to 225%. The tariffs are calculated based on the CFR or CIF value, net of the specific weight or volume-averages.

For the calculation of import tariff, the CIF value serves as the basis for this assessment, provided that the insurance with a foreign insurance company has been completed. The following links could be use:

<http://www.beacukai.go.id/?page=apps/browse-tarif-dan-lartas.html>

USEFUL LOCAL WEBSITES

Business news	https://www.thejakartapost.com/news/business
Customs hotline	https://www.beacukai.go.id/websitenev2/index.html
About Indonesia	https://www.indonesia.travel/gb/en/general-information

ADDRESSES OF EMBASSY AND CONSULATES OF SWITZERLAND

Embassy of Switzerland

Embassy of Switzerland
Jl. H.R. Rasuna Said
Blok X 3/2, Kuningan
Jakarta-Selatan 12950
Indonesia
Phone: +62 21 525 60 61
Emails:
Consular services: jakarta.cc@eda.admin.ch
Headquarters: jakarta@eda.admin.ch
Visa jakarta.visa@eda.admin.ch
Website: <http://www.eda.admin.ch/jakarta>

Opening times:

08:30 - 16:00
09:00 - 12:00 (For Swiss Citizens – appointment)

Consulate General in Bali

Honorary Consulate of Switzerland
Jalan Ganetri 9D
Gatot Subroto Timur
80235 Denpasar
Bali – Indonesia
Phone: +62 361 264 149
Emails: bali@honrep.ch

Opening times:

08:30 - 16:00

ADDRESSES BILATERAL, NATIONAL AND LOCAL CHAMBER OF COMMERCE

Ministry of Trade of the Republic of Indonesia Directorate General of Foreign Trade (DGDAGLU)

Main Building 8th Floor
Jl. M.I. Ridwan Rais No. 5
Jakarta 10110
Tel: +62-21-384 1961 / 62
E-mail: contact.us@kemendag.go.id
Website: <http://ditjendaglu.kemendag.go.id/>

Ministry of Investment (BKPM)

Jl. Jend. Gatot Subroto No. 44
Jakarta 12190
Tel.: +62 21 5252 008 (hunting)
Mob : 08071002576 atau 1500765 (Contact Center)
E-mail: info@bkpm.go.id
Website: <https://www3.bkpm.go.id/en/>

Indonesian Chamber of Commerce and Industry (KADIN)

Jl. HOS. Cokroaminoto No.122
Menteng, Kec. Menteng
Jakarta 10310
Tel +62-21-527 4484
Email: sekretariat@kadinindonesia.or.id, kadin@kadinindonesia.or.id
Website: www.kadin-indonesia.com

SwissCham Indonesia (SwissCham)

Millennium Centennial Center (MCC), 52nd Floor
Jalan Jenderal Sudirman Kav. 25
Jakarta 12920
Tel: +62 21 3971 9523
E-Mail: secretariat@swisscham.or.id
Website: <https://www.swisscham.or.id/>

Swiss Centre Indonesia (SCI)

Roseville Soho Suite Sunburst CBD
Floor 6th Unit 0603
BSD City, Tangerang
Indonesia 15321
Tel.: +62 21 39070 3000
E-mail: sari.effha@swiss-indonesia.com
Website: www.swiss-indonesia.com

European Business Chamber of Commerce Indonesia (Eurocham)

Wisma Metropolitan 1, 13th Floor
Jl. Jend Sudirman Kav. 29-31, Jakarta 12920
Tel +62-21-571 0085
E-mail: info@eurocham.id
Website: www.eurocham.id

German-Indonesian Chamber of Industry and Commerce (EKONID)

AHK Indonesien | EKONID
Jl. H. Agus Salim No. 115
Menteng, Jakarta 10310 – Indonesia
Tel: +62 21 5098 5800
Website: <https://indonesien.ahk.de/en/>

British Chamber of Commerce Indonesia (Britcham)

Wisma Metropolitan 5/15
Jl. Jend Sudirman Kav 29-31
Jakarta 12920
Tel: +62-21-522 9453
E-Mail: communications@britcham.or.id
Website: <https://www.britcham.or.id>

ADDRESSES OF THE EMBASSY OF INDONESIA IN SWITZERLAND

Embassy of The Republic of Indonesia in Bern

Elfenauweg 51

3006 Bern

Switzerland

Tel : +41 31 352 098 385

Hotline : +41 796 533 068

Emails:

General Information: bern.kbri@kemlu.go.id

Visa/Passport/Consular: konsuler.bern@kemlu.go.id
(Tel:+41 31 352 0984)

Website: <https://kemlu.go.id/bern/en/>

Honorary Consulate of the Republic of Indonesia in Liechtenstein

Fingastrasse 1B

9495 Triesen

Liechtenstein

Tel. : +423 262 01 14

Mr. Roland A. Jansen

E-mail: r.jansen@motherearth.ch

Opening times:

9:00 – 17:00 (Monday to Friday)

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