

Indonesia

Business Travel Guide

Compiled by:

Swiss Business Hub Southeast Asia + Pacific

Jakarta, April 2025

ARRIVAL AND DEPARTURE

Swiss passport holders require a valid visa or residence permit to enter Indonesia. Visa applications for Indonesia can be submitted through the Indonesian Embassy in Bern.

The following visa types are available:

1. Single Entry
2. Multiple Entry
3. Limited Stay
4. Temporary Stay Visa

Since September 2022, the Indonesian Government has implemented a Visa On Arrival (VOA) policy for visitors, including Swiss citizens. For the most up-to-date information, please consult [the Indonesian Embassy in Bern](#).

Airport Transfer to the City Centre:

Taxi counters are located on the Arrival level after customs and also outside at the taxi stand. It is recommended to use taxis operated by the Blue Bird Group.

- Bluebird taxis (blue) offer standard taxi services.
- Silverbird taxis (black) provide premium taxi services at slightly higher fares.
- Goldenbird offers limousine services.

You can find more information on their website: <https://www.bluebirdgroup.com/executive-taxi/>

HEALTH REQUIREMENTS

As of April 2025, the health requirements for entering Indonesia are as follows:

SATUSEHAT Health Pass (SHHP)

- All international travelers are required to complete an electronic health declaration form called the SATUSEHAT Health Pass (SHHP).
- This form should be completed online before checking in for your flight to Indonesia or upon arrival in Bali.
- After completing the form, a barcode containing your health and travel history will be generated. This barcode will be scanned by Indonesian authorities upon your arrival.
- It is recommended to save the barcode on your phone or bring a printed copy to ensure a smooth process upon arrival.
- This requirement is in place to prevent the spread of diseases, including Mpox.

COVID-19 Vaccination

While proof of COVID-19 vaccination is no longer mandatory for entering Indonesia, it is important to stay updated on any potential changes to these regulations by consulting the Indonesian Embassy in Bern closer to the travel dates.

PUBLIC SECURITY / RECOMMENDED PRECAUTIONS

Please review the 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	WEB	Western Indonesian Time
UTC +8	WITH	Central Indonesian Time
UTC +9	WIT	Eastern Indonesian Time

Time difference between Switzerland¹ and:

Sumatra, Java, and provinces of West and Central Kalimantan	CET plus 5 hours
Jakarta (The Capital City)	CET plus 5 hours
The provinces in the East and South Kalimantan, Sulawesi, Bali, and Nusa Tenggara	CET plus 6 hours
Papua and Maluku	CET plus 7 hours

BUSINESS HOURS

	Weekdays	Saturdays	Sundays
Government Offices	08:00 to 16:00	Closed	Closed
Banks	08:00 to 15:00	08:00 to 13:00	Closed
Shops	10:00 to 22:00	10:00 to 22:00	10:00 to 22:00

Many government offices in Indonesia observe Muslim prayer time on Fridays between 11:30 and 13:30.

PUBLIC HOLIDAYS 2025

Waisak Day	12 May
Waisak Day Holiday	13 May
Ascension Day of Jesus Christ	29 May
Ascension Day of Jesus Christ Holiday	30 May
Pancasila Day	1 June
Eid al-Adha	6 June
Eid al-Adha Holiday	9 June
Islamic New Year	27 June
Independence Day	17 August
Prophet Muhammad's Birthday	5 September
Christmas Day	25 December
Christmas Holiday	26 December

¹ Daylight saving time. The time difference is one hour more during winter

NATIONAL TRADE FAIR CALENDAR

Please refer to the information on the leading trade fairs at https://www.eventseye.com/fairs/c1_trade-shows_indonesia.html. For further information on these leading trade fairs, it is recommended that you contact the organisers directly.

COMMUNICATION: TELEPHONE AND INTERNET

Indonesia's country code is +62 8xxx. Foreign GSM mobile phones are compatible with Indonesia's telecommunications network. Internet connections are widely available in cities, with 4G LTE networks providing excellent service.

Buying a Local SIM Card and IMEI Registration in Indonesia

Upon arrival in Indonesia, you can easily purchase a local SIM card from the booths operated by various mobile service providers located at the airport. These booths offer SIM packages starting at approximately \$20, which typically include at least 6GB of mobile data.

Important Note for Foreign Travelers:

If you intend to stay in Indonesia for more than 90 days, you are required to register your phone's IMEI (International Mobile Equipment Identity) number. The IMEI is a unique 15-digit alphanumeric code assigned to each mobile device.

Registering Your IMEI and Getting a SIM Card

Foreign travelers can readily obtain a SIM card, such as the Telkomsel PraBayar or Telkomsel Tourist Card. The same provider can also register your phone's IMEI number for you. The staff at the booth will guide you through the registration process for both the SIM card and IMEI.

Key Points on IMEI Registration:

- Each foreign visitor is allowed to register IMEI for a maximum of two devices.
- All imported telecommunication devices, including phones and tablets, require mandatory IMEI registration.

Important phone numbers:

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

ELECTRICITY SUPPLY

Electricity plug and socket:



Indonesian voltage is 230 V and the frequency is 50 Hz. Most power plugs and sockets in Indonesia are Type C and F, which is the European two-pin socket and plug design.

METHODS OF PAYMENT

The national currency in Indonesia is the Rupiah (IDR, Rp abbreviated). The exchange rate as of April 28, 2025: CHF 1 = 20,274 IDR. The Banknotes come in denominations of 50'000 and 100'000.

Payment methods in Indonesia

- **Credit Cards:** Visa and Mastercard are widely accepted in established businesses such as hotels, restaurants, and shopping malls.
- **ATMs:** ATMs are readily available in major Indonesian cities. Cirrus and Maestro cards are the most commonly accepted for cash withdrawals at ATMs operated by most major Indonesian banks. Cirrus and Maestro are affiliated with Mastercard, while Plus is linked to Visa. Before inserting your card, look for the ATM's Cirrus, Maestro, or Plus logo.
- **Online Payments:** Online payment options are rapidly growing in popularity. Bank transfers are the second most common method for e-commerce transactions, followed by digital wallets. Leading domestic brands in the digital wallet space include Go-Pay (associated with the Go-Jek e-commerce app) and OVO (a FinTech platform by Grab).

Where various methods of payment are accepted.

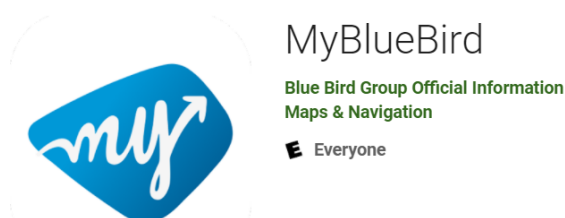
	everywhere	almost everywhere	limited	not accepted
Cash (national currency)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cash (USD)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>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

Indonesia offers a variety of transportation options to suit your needs and budget.

- **Ride-hailing Apps**

Taxis are a popular mode of public transportation in Indonesia. For reliable service, consider using taxis from the Bluebird Group (Bluebird or Silverbird).



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



Gojek and Grab are the leading ride-hailing services, providing car and motorbike taxis as well as additional conveniences such as food delivery, courier services, and electronic payments through their integrated wallets (Go-Pay for Gojek and OVO for Grab). Their ease of use and affordability have made them a popular choice for transportation and everyday needs.

- **Public Transportation in Major Cities**

Major cities like Jakarta boast efficient public transportation systems. The Trans Jakarta bus rapid transit offers a budget-friendly way to navigate the city, while the Mass Rapid Transit (MRT) provides a faster alternative.

- **Air Travel**

Air travel is the most efficient and effective option for journeys between major cities across the vast Indonesian archipelago. Indonesia's national carrier, *Garuda Indonesia*, offers a reliable service. Additionally, several budget airlines provide competitive fares, making air travel a viable option for many travellers.

ACCOMMODATION, TEMPORARY OFFICE SPACE

- **Hotels**

Indonesia offers a range of accommodation options, from luxurious 5-star hotels to budget-friendly choices both within and outside major cities. Budget business hotels are also increasingly popular, providing a good balance between affordability and comfort. For added convenience, most 4 and 5-star hotels also feature business centers.

In Jakarta, many high-end (4- and 5-star) hotels are concentrated in specific areas: MH Thamrin Avenue in Central Jakarta, and Jenderal Sudirman, Kuningan, and Mega Kuningan in South Jakarta.

- **Short-Term Office Space**

Several providers offer flexible rental solutions if you require temporary office space during your stay. You can explore options through these websites:

- <https://www.easyoffices.com/gb-id>
- <https://go-work.com/private-office>

LANGUAGES USED FOR BUSINESS

The official language of Indonesia is Bahasa Indonesia. Although less widely spoken than Bahasa, English is understood in tourist areas and by many business professionals. When speaking English, articulate your words and use simple vocabulary.

BUSINESS PRACTICES

Understanding local business etiquette is crucial for foreign business people in Indonesia. These are tips for building business relationships in Indonesia:

- **Patience with Communication**

Indonesian companies may take longer to respond to emails, especially from unfamiliar contacts. This does not necessarily mean they are uninterested. Consider using WhatsApp, a popular communication platform for businesses in Indonesia, for initial contact or follow-ups.

- **Scheduling Meetings**

Be prepared for potential delays in confirmations or punctuality. Traffic jams and other unforeseen circumstances can sometimes lead to later arrivals. This is not however a reflection of their respect or interest.

- **Business Attire**

For your initial meeting, it is best to wear professional attire. Long-sleeved batik shirts, an Indonesian cultural icon, are a great choice. Western business attire, such as suits and dress shirts, are also perfectly acceptable. Ties are generally reserved for formal occasions.

- **Introductions and Greetings**

Indonesians typically use first names with respectful prefixes. Here's a helpful guide:

- Pak: Use "Pak" for men and "Bapak" to address men who are considerably older or hold a higher position.
- Ibu: Use "Ibu" to address women, regardless of age status. It is a universally respectful term.

Social standing and age are important. Always address senior or elderly individuals with the appropriate prefix before their name. A light handshake is the standard greeting.

- **Building Rapport**

Indonesians are known for their hospitality and prefer a personal approach. During your first encounter, engage in some small talk before diving into business. They value building relationships and tend to see business as people-to-people interactions. Expect questions about your family and personal life. Indonesians are genuinely interested in you as an individual.

- **Building trust and personal relationships**

Business success in Indonesia is based on relationship-building skills and mutual trust. Face-to-face contact is crucial; you cannot rely purely on emails or telephone calls. Indonesian business culture is a high-context culture, mainly depending on networks. Getting into the relevant networks takes time and a great deal of effort.

Indonesians tend to be indirect communicators. To be polite, they might use ambiguous language or understatement. Conflict avoidance and maintaining harmony are key, so avoid directly expressing disapproval.

Indonesians take their time making decisions; thus business negotiations may be prolonged. Additionally, business relationships should be given plenty of time to grow. Indonesians are hesitant to say "no," even if they disagree. Remain flexible and consider alternative solutions they propose.

- **Gift-Giving**

A small token of appreciation at the first meeting is a nice gesture. Please select a corporate-style gift to avoid any perception of impropriety.

- **Contracts and Relationships**

Signing a contract is just the beginning. It is essential to manage the relationship proactively. Unlike Western practices, contracts are viewed as flexible and adaptable to changing circumstances. This highlights the importance of flexibility, underscoring the significance of a strong relationship.

Understanding Indonesian culture and adjusting your approach can lead to significant commercial and personal gains. However, building a successful business in Indonesia requires patience, which may take longer than expected.

BUSINESS CHALLENGES

A good understanding of the market structure, competition, and legal and regulatory requirements can reduce common business risks. It is important to evaluate and professionally execute the market entry strategy thoroughly. New entrants to a market have several avenues to consider, including establishing a representative office, appointing a distributor, forming a joint venture, or creating a wholly foreign-owned subsidiary.

Fraud and corruption are additional risks. Please find further information on this specific topic here:

<https://risk-indexes.com/global-corruption-index/>

<https://www.serv-ch.com/coverpractice/list#>)

The Swiss Export Risk Insurance (SERV) ensures political and *del credere* risks associated with exporting goods and services. The complete range of services and products offered by SERV can be found at

www.serv-ch.com.

As initial errors can be costly and difficult to fix, it is crucial to talk to an expert in market entry at an early stage, such as the Swiss Business Hub Southeast Asia + Pacific in Indonesia. Market entrants may also consult the SBH document "**Legal provisions in Indonesia.**"

USEFUL LOCAL WEBSITES

Customs hotline <https://www.beacukai.go.id/websitenewV2/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. HR Rasuna Said
Blok X 3/2, Kuningan
Jakarta-Selatan 12950
Indonesia
Phone: +62 21 525 60 61
Email:
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
Email: bali@honrep.ch

Opening times:

08:30 - 16:00

USEFUL ADDRESSES

Ministry of Trade of the Republic of Indonesia

Main Building 8th Floor
Jl. M.I. Ridwan Rais No. 5
Jakarta 10110
Tel: +62-21-384 1961 / 62
Email: 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)
Email: info@bkpm.go.id
Website: <https://www3.bkpm.go.id/en/>

Indonesian Chamber of Commerce and Industry (KADIN)

Menara KADIN Indonesia, 24th Floor
Jl. H. R. Rasuna Said X-5 Kav. 2-3
Jakarta 12950 Indonesia
Phone: +62-21-5274503
Email: info@bsd-kadin.id
Website: <https://bsd-kadin.org/>

SwissCham Indonesia (SwissCham)

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

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
Email: 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
Email: communications@britcham.or.id
Website: <https://www.britcham.or.id>

Nordic Chamber of Commerce Indonesia (NordCham)

Menara Rajawali 20th fl.
Jl. Dr Ide Anak Agung Gede Agung
Kawasan Mega Kuningan
Jakarta 12950
Email: contact@nordchamindonesia.com
Website: <https://www.nordchamindonesia.com/>

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 09 83

+41 31 352 09 84

+41 31 352 09 85

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

Email: r.jansen@motherearth.ch

Opening times:

9:00 – 17:00 (Monday to Friday)

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