

Indonesia

Business Travel Guide

Compiled by:

Swiss Business Hub

Jakarta, April 2023

ARRIVAL AND DEPARTURE

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

1. Business Visa
2. Visitor Visa
3. Temporary Stay Visa

Starting October 1, 2022, Indonesia reopened visa applications via the Embassy in Bern. For further information, please refer to [the Indonesian Embassy in Bern](#) and [the Directorate General of Immigration](#).

Since September 23, 2022, the Indonesian Government has issued Special Visa on Arrival to visitors from Switzerland. For the latest details, please refer to [the information](#) provided by the Indonesian Embassy in Bern.

Transfer from the airport to the city centre:

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

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

Taxi counters are on the Arrivals level after customs and outside at the taxi stand. It is recommended that you use a taxi operated by the Blue Bird Group.

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

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

HEALTH REQUIREMENTS

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

1. Travellers arriving in Indonesia must provide a COVID-19 vaccination certificate (physical or digital) with a complete vaccination and booster of COVID-19.
2. Travellers must download and use the **SatuSehat app** on their phone or tablet before arrival.
3. Travellers are no longer required to show a negative RT-PCR test result.

[This updated policy](#) is effective from September 1, 2022, until further notice. Before your departure, consult the latest information from the Indonesian Embassy in Bern.

PUBLIC SECURITY / RECOMMENDED PRECAUTIONS

You will find information about local laws here: <https://www.indonesia.travel/gb/en/general-information/local-law>

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	WIB	Western Indonesian Time
UTC +8	WITA	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

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

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	10:00 to 22:00

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

PUBLIC HOLIDAYS 2023

Eid Al-Fitr	April 22-23
International Labour Day	May 1
Ascension Day	May 18
Pancasila Day	June 1
Vesak Day	June 4
Eid al-Adha	June 29
Islamic New Year	July 19
Independence Day	August 17
Prophet's Birthday	September 28
Christmas Day	December 25

NATIONAL TRADE FAIR CALENDAR

Please refer to the information on the leading trade fairs: <https://www.tradefairdates.com/Fairs-Indonesia-Z99-S1.html> and get further information directly from the organiser.

COMMUNICATION: TELEPHONE AND INTERNET

Indonesia's country code is +62 8xxx. Foreign GSM mobile phones are compatible with the Indonesian telecommunications network. Internet connections are widely available in the cities, with 4G LTE and 3G networks providing an excellent service.

Local SIM cards may be purchased at the airports, where you will find several local cell phone service provider booths offering various SIMS packages with a price range starting from \$20 with 6GB of mobile data.

Foreign travellers who will stay less than three months or 90 days in Indonesia are required to register the IMEI number of their mobile device. IMEI stands for "International Mobile Equipment Identity", a 15-digit alphanumeric combination unique to a particular device.

Foreigners will then be able to purchase a SIM card called Telkomsel PraBayar or Telkomsel Tourist Card. The same telephone company will register your phone's IMEI. The assistant in the provider's booth will guide you through the registration process for your SIM card.

There are two essential things to note when it comes to registering an IMEI in Indonesia namely:

- Each foreign national may register an IMEI for a maximum of two telecommunication devices.
- All imported telecommunication devices must have an IMEI registration.

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 is the European two-pin socket and plug design.

METHODS OF PAYMENT

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

Exchange rate as of April 10, 2023: CHF 1 = 16'483 IDR. The Banknotes come in denominations of 5'000, 10'000, 20'000, 50'000 and 100'000.

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

ATMs are widespread throughout Indonesia's major cities. Cards with Cirrus and Maestro are the most prevalent card types accepted, allowing cash withdrawals nationwide in most of Indonesia's major bank

ATMs. Cirrus and Maestro are associated with Mastercard, while Plus is linked to Visa. Check for the Cirrus, Maestro or Plus logo on any ATM before inserting your card.

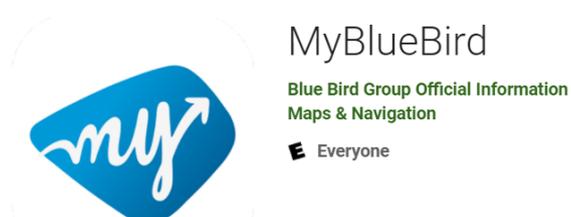
Online payments are proliferating. Bank transfers are the second most-used e-commerce payment method, and the third is digital wallets with leading domestic brands Go-Pay (e-commerce app of Go-Jek) and OVO (FinTech by Grab) dominating.

Where various methods of payment are accepted.

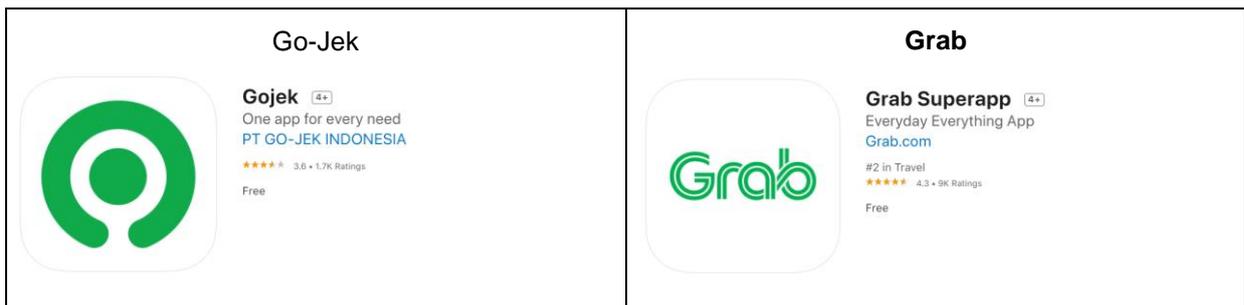
	everywhere	almost everywhere	limited	not accepted
Cash (national currency)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cash (USD)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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 a taxi 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 car and motorcycle taxi services in Indonesia. Besides their popular ride-sharing services, they also provide many others such as food and medicine delivery, courier services and electronic payment. Ease of use and low cost make online transportation and shopping services popular among consumers in Indonesia.

In Jakarta, the capital city of Indonesia, the TransJakarta bus rapid transit system and the Mass Rapid Transit (MRT) are a popular and low-cost means of getting around the city. The primary method of payment for taxis and subway are cash and cashless phone-based apps such as Go-pay / OVO.

Air transport is the most efficient and effective mode of transportation between the major cities throughout the country. Besides the national carrier Garuda, there are several reliable, low-cost carriers to choose from.

ACCOMMODATION, TEMPORARY OFFICE SPACE

Hotels and overnight accommodations are available in all price categories, from comfortable luxury 5-star hotels to budget hotels in and outside the cities. Budget business hotels are getting more popular, offering an acceptable quality-to-price ratio. Business centres are available in most 4 and 5-star hotels.

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

There are many short-term office space rental providers:

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

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

<https://go-work.com/>

LANGUAGES USED FOR BUSINESS

Bahasa, Indonesia and English. When speaking English, articulate your words and use simple vocabulary.

BUSINESS PRACTICES THEM BEING

Tips for initiating business contacts

There are several essential yet important tips for foreign business people regarding local business etiquette in Indonesia.

Scheduling Meetings:

Companies may not respond quickly to emails, particularly if the sender is not well known to them; however, this does not mean they will not attend a meeting. Communication via WhatsApp is sometimes more effective than via email. Most local businesses use WhatsApp as a platform to communicate with

customers. When it comes to reconfirmation and punctuality, be patient; sometimes, Indonesian business people do not show up to meetings on time; however, interpret this as something other than them being impolite or showing a lack of interest, as it is often due to traffic jams or other external conditions outside of their control.

Business attire:

Long-sleeved batik shirts or Western business attire (suit, shirt) are the most appropriate attire for a first-time visit. Ties are rarely worn except on formal occasions.

Introducing yourself:

It is normal to address Indonesian people by their first names and use the prefix Pak² (or Bapak for older men) and Mbak (for younger, unmarried women) or Ibu (for middle-aged or married women). Social rank and age should always be considered at all social and business occasions. It is rude to address senior and elderly individuals without preceding their names with these prefixes. A light handshake expresses a formal welcome.

Indonesians are widely known for their hospitality and friendliness. During first contact, it is essential to use a personal approach with small talk before starting a business discussion. Indonesians tend to see themselves as doing business with people, not entities. You represent yourself as an individual more than you represent your company. Indonesian people are genuinely interested in you as a person. They are not shy about asking personal questions about your family or commenting on your personal situation. You can ask the same questions in return and should show interest in the personal situation of your counterpart. Questions about family, marital status, and age are standard and not considered rude or intrusive.

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 are generally indirect in their communication. Speech can be ambiguous, with understating used to be polite. Good business manners avoid conflict and uphold harmony; therefore, never directly state personal dislikes or disapproval. Politeness and patience are vital in building a stable business relationship. The best way to find the underlying meaning is to check for clarification several times using open-ended questions.

Indonesians take time with decisions; thus, business negotiations may be prolonged, additionally business relationships should be given plenty of time to grow. Indonesians are reluctant to provide a "no" response, even when they disagree with you. During negotiations, the Indonesian side may propose alternative solutions that may not be immediately appealing, however a degree of flexibility on the part of the foreign business partner is to be strongly encouraged.

Offering and accepting gifts and invitations

The exchange of gifts is not widely practiced; however, a small present will certainly be appreciated as a token of gratitude at the first meeting. To avoid any possible hint of corruption, offer a small or corporate-type gift.

Sensitive topics:

Indonesians place great emphasis on age, gender, and respect towards elders. In Indonesia, many women work in senior executive positions. Western firms may find it more productive to send older, more mature executives rather than young personnel to negotiate or work in Indonesia. Personal attributes, including educational and marital status, also affect how easily personal and commercial relationships are formed.

Completing a business contract marks only the beginning of a business relationship. There needs to be more than the contract itself. In contrast to usual Western business practice, proactive management of the ongoing business relationship is also crucial. Indonesian business culture (as in most Asian countries) perceives contracts as flexible and subject to changes in the external environment. This

² The «k» in pak, bapak and mbak is silent

reality requires a great deal of flexibility, which makes a good relationship even more important. Most conflict resolution is made through a friendly consensus-building process outside of 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; however, be patient building a successful business in Indonesia may take longer than originally anticipated.

BUSINESS RISKS

A good understanding of the market structure, the competition and the legal and regulatory requirements can help to mitigate standard business risks. The evaluation and professional execution of the market entry strategy is critical. New market entrants have several options, including establishing a representative office, appointing an agent, distributor, or importer, setting up a joint venture, or establishing 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 insures political and *del credere* risks involved in exporting goods and services. The full 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 at an early stage to talk to an expert in market entry, such as the Swiss Business Hub in Indonesia. Market entrants may also consult the SBH document "**Legal provisions in Indonesia**".

IMPORT OF SAMPLES AND CATALOGUES

In 2020, Indonesia issued Minister of Finance (MOF) Regulation 199/2019 to reduce maximum value of tax-free items on imported consumer goods (known as "consignment goods") from \$75 to \$3 for each shipment.

Indonesia is a member of the World Trade Organization and adopts the Harmonized System Code for Customs Tariff. The tariffs are calculated based on the CFR or CIF value, net of the specific weight or volume-averages.

For the calculation of import tariffs to Indonesia, please view: <https://www.beacukai.go.id/> .

USEFUL LOCAL WEBSITES

Business news	https://www.thejakartapost.com/news/business
Customs hotline	https://www.beacukai.go.id/websitewebV2/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
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

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
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)
Mob: 08071002576 atau 1500765 (Contact Center)
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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