

# Indonesia

## Business Travel Guide

Compiled by:

### **Swiss Business Hub Southeast Asia + Pacific**

Jakarta, May 2024

#### **ARRIVAL AND DEPARTURE**

Swiss passport holders must possess a valid visa or residence permit to enter Indonesia. Visa applications for Indonesia can be made through the Embassy in Bern. The following types of visas are available:

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

For further information, please refer to [the Indonesian Embassy in Bern](#).

Since September 2022, the Indonesian Government has implemented Visa On Arrival (VOA) for visitors, including those from Switzerland. For the most recent information, please consult the Indonesian Embassy in Bern.

#### **Transfer from the airport to the city centre:**

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

- Bluebird taxis (blue colour) provide basic taxi services.
- Silverbird taxis (black colour) offer premium taxi service at slightly higher rates.
- Goldenbird offers limousine services.

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

## HEALTH REQUIREMENTS

Starting June 2023, international travellers are not required to show proof of COVID-19 vaccination to enter the country. However, it's important to review and update your travel documents to ensure they meet the entry requirements, including passport validity and return tickets.

## 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	<a href="#">WEB</a>	Western Indonesian Time
UTC +8	<a href="#">WITH</a>	Central Indonesian Time
UTC +9	<a href="#">WIT</a>	Eastern Indonesian Time

Time difference between Switzerland<sup>1</sup> 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

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<sup>1</sup> Daylight saving time. The time difference is one hour more during winter

## BUSINESS HOURS

	<b>Weekdays</b>	<b>Saturdays</b>	<b>Sundays and National Holidays</b>
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 close for Muslim prayer time between 11:30 - 13:30 on Friday.

## PUBLIC HOLIDAYS 2024

Pancasila Day	June 1
Eid al-Adha	June 17
Eid al-Adha Holiday	June 18
Islamic New Year	July 7
Independence Day	August 17
Prophet Muhammad's Birthday	September 16
Christmas Day	December 25
Christmas Holiday	December 26

## NATIONAL TRADE FAIR CALENDAR

Please refer to the information on the leading trade fairs at <https://www.tradefairdates.com/Fairs-Indonesia-Z99-S1.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 and 3G networks providing excellent service.

## Buying a Local SIM Card and IMEI Registration in Indonesia

Upon arrival in Indonesia, you can conveniently purchase a local SIM card at airport booths operated by various mobile service providers. These booths offer SIM packages starting around \$20, typically including at least 6GB of mobile data.

### Important Note for Foreign Travelers:

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

### Registering Your IMEI and Getting a SIM Card

Foreign travellers can easily acquire a SIM card like 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 May 21, 2024: CHF 1 = 17'575 IDR. The Banknotes come in denominations of 10'000, 20'000, 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. Bank transfers are the second most popular method for e-commerce transactions, followed by digital wallets dominated by leading domestic brands such as 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"/>
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

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).

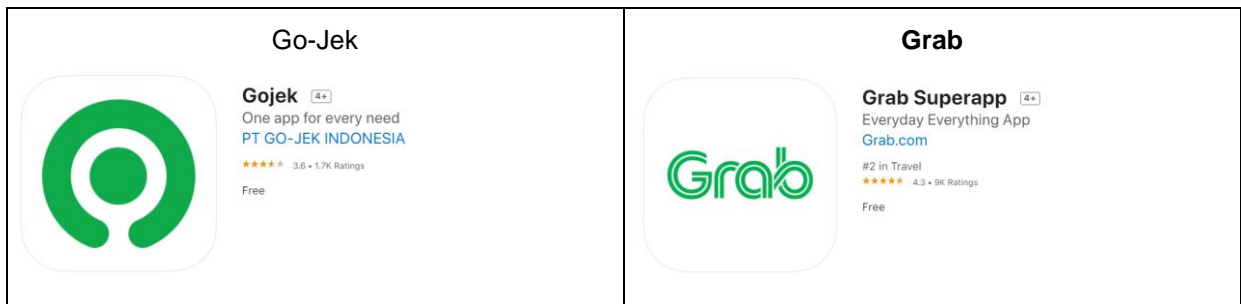


MyBlueBird

Blue Bird Group Official Information  
Maps & Navigation

Everyone

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 and medicine 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 TransJakarta bus rapid transit offers a convenient and budget-friendly way to navigate the city, while the Mass Rapid Transit (MRT) provides a faster alternative. Cash and cashless phone-based apps like Go-Pay and OVO are the primary payment methods for both taxis and the subway.

- **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 wide variety of accommodation options to cater to all budgets, ranging from luxurious 5-star hotels to budget-friendly choices within and outside major cities. Budget business hotels are becoming increasingly popular, offering a good balance between affordability and comfort. Most 4 and 5-star hotels also provide business centres for added convenience.

In Jakarta, many high-end (4—and 5-star) hotels are concentrated in specific areas: MH Thamrin Avenue in Central Jakarta, 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>
- <https://www.regus.com/en-gb/indonesia>

## 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. Remember, this is not a reflection of their respect or interest.

- **Business Attire**

For your initial meeting, it's 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, is 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" for men who are considerably older or hold a higher position. Pronounced "Pa", the "k" remains silent.
- Ibu: Use "Ibu" to address women, regardless of age or marital status. It is a universally respectful term.
- Mbak: This is a more informal term used for younger women. It is best used with caution in business settings unless you have a friendly rapport established. Pronounced "Mba", the "k" remains silent.

Social standing and age are important. Always address senior or elderly individuals with the appropriate prefix before their name. Omitting it can be perceived as impolite. 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. Questions about family are common and not considered intrusive. Indonesians are genuinely interested in you as an individual. Feel free to reciprocate by asking similar questions and showing interest in them.

- **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. Patience and polite inquiries are crucial to understanding their true intentions.

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**

Gift-giving is rare, but 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. Most disagreements are resolved through amicable consensus-building outside of court.

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 RISKS**

A good understanding of the market structure, competition, and legal and regulatory requirements can reduce common business risks. It's crucial to evaluate and professionally execute the market entry strategy thoroughly. New market entrants have various options, such as 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) 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](http://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

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

## 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](mailto:jakarta.cc@eda.admin.ch)  
Headquarters: [jakarta@eda.admin.ch](mailto:jakarta@eda.admin.ch)  
Visa [jakarta.visa@eda.admin.ch](mailto: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](mailto:bali@honrep.ch)

### Opening times:

08:30 - 16:00

## USEFUL ADDRESSES

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

Main Building 8<sup>th</sup> Floor  
Jl. M.I. Ridwan Rais No. 5  
Jakarta 10110  
Tel: +62-21-384 1961 / 62  
Email: [contact.us@kemendag.go.id](mailto: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](mailto: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](mailto: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](mailto:secretariat@swisscham.or.id)  
Website: <https://www.swisscham.or.id/>

**European Business Chamber of Commerce Indonesia (EuroCham)**

Wisma Metropolitan 1, 13<sup>th</sup> Floor  
Jl. Jend Sudirman Kav. 29-31, Jakarta 12920  
Tel +62-21-571 0085  
Email: [info@eurocham.id](mailto:info@eurocham.id)  
Website: [www.eurocham.id](http://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](mailto: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](mailto: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](mailto:bern.kbri@kemlu.go.id)

Visa/Passport/Consular: [konsuler.bern@kemlu.go.id](mailto: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](mailto:r.jansen@motherearth.ch)

### Opening times:

9:00 – 17:00 (Monday to Friday)

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Website: [www.eda.admin.ch/jakarta](http://www.eda.admin.ch/jakarta)