

CHAPTER 9, BUSINESS TRAVEL

A. Business Customs

The best time for an initial business trip is September through June, as school holidays and vacation time in the summer months can impact on the availability of many business people. Visitors should check the local holiday schedule before traveling to Indonesia, and in particular should try to avoid the Muslim fasting month of Ramadhan, during which appointments are often difficult to schedule. The normal business attire is a lightweight business suit or white shirt, tie and slacks for men, and a business suit or dress for women.

Indonesia is a very diverse country, with more than 300 different ethnic groups. Some Indonesians are traditional in culture, others may be considerably "Westernized." Many Indonesians do not conduct business transactions or make decisions in the same direct fashion Americans do, so U.S. business people should be prepared to spend a good deal of time with clients before getting down to the business transaction. Traditional Javanese culture emphasizes harmony and the word "no" is rarely used. This can make it difficult for a Westerner to ascertain exactly how a business proposal is being received. Patience and the development of personal relations is the key. Because Indonesians do business with "friends," people that they know, developing a rapport is crucial. While quality and price are important, they are often secondary to the personal interaction of the business partners.

During business meetings, tea or coffee is almost always served and should be accepted. However, it should not be consumed until the host invites you to do so, which may not occur until the end of the meeting. Generally speaking, it is best to use the right hand in receiving or eating. Although hand shaking is a common practice, avoid hearty handshakes and other physical contact. Do not show the soles of your shoes when seated.

A publication that may be of use to some business executives is "*The Guide for Business Representatives*," available for sale by contacting: Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402, tel.: (202) 512-1800, fax (202) 512-2250. Business travelers to Indonesia seeking appointments with U.S. Embassy-Jakarta officials should contact the U.S. Commercial Center in advance. The U.S. Commercial Center can be reached by telephone at (62-21) 526-2850 or by fax at (62-21) 526-2855. More extensive contact information is available in Chapter XI.

Business Hours:

Commerce:
0730-1600 Monday to Friday*

Government:
0900-1600 Monday to Friday*

Banks:
0900-1500 Monday to Friday*

Shops:
0900-2200 Monday to Saturday

* Moslems are released for prayers every Friday from 1100-1200.
When making a business trip, do not expect to schedule meetings for Friday afternoons or Saturdays.

B. Travel Advisory and Visas

Entrance and Residence Requirements: Tourists and business visitors from the United States may obtain a 60-day short visit pass (visa) upon arrival. All visitors must have at least 6 months validity left in their passports and a round-trip or onward ticket. To extend this pass a trip outside the country is usually required. Visitors departing Indonesia should reserve enough funds to pay the Rp. 100,000 airport departure tax.

A 6-month to 1-year temporary residence visa may be obtained from the Embassy of the Republic of Indonesia, for either single or multiple entries (See Chapter XI for contact information). When requesting residence visas, one should allow sufficient time to meet whatever requirements may be imposed (e.g. sponsorship letters). Note that all residents must pay approximately Rp. 1 million fiscal tax at the airport every time they leave the country.

Employment is not allowed without a work permit from the Ministry of Manpower. In addition, foreign and domestic investors must submit an employment plan to the Capital Investment Coordinating Board (BKPM) to obtain approval for expatriate employee work permits. Permits are issued only for positions that cannot be filled by Indonesian nationals.

Up-to-date travel advisories may be obtained from the U.S. Department of State web site www.travel.state.gov or on the U.S. Embassy home page (<http://www.usembassyjakarta.org>).

Travel advisory: American citizens resident or traveling in Indonesia are advised to exercise caution at all times, be alert to suspicious or unclaimed packages, vary times and routes and other aspects of personal daily routine and keep a low profile. All travel to Aceh, Maluku, West Maluku, Papua (Irian Jaya), West Timor, Central and West Kalimantan (Borneo) and Central and South Sulawesi should be avoided. Throughout Indonesia demonstrations and other violence can occur without warning. Visitors to Indonesia should avoid large gatherings and other situations that could become violent. The amount of petty crime is also on the rise, particularly in the popular tourist areas. Please see note about taxis in the "Transportation" section below.

C. Business Infrastructure and Environment

Transportation: In Jakarta, taxis are inexpensive and widely available except during morning and evening rush hours and Saturday nights during the peak social season, when they become scarce. In Jakarta, make certain the taximeter is turned on. In other cities it may be common for drivers to negotiate a price rather than use the meter. However, one should also exercise extreme caution while using taxis. The number of patrons reporting thefts and assaults in taxis has increased in recent months, and has prompted many expatriates to use only the most reputable taxi companies, opting to summon taxis by telephone rather than flagging them down on the street. In Jakarta, Blue Bird family of taxis (and the sister Silver and Golden Bird luxury taxis) are considered to be the safest and most reliable and they can be summoned by telephone (794-1234).

Business travelers may wish to hire a private car, which can be arranged through their hotel prior to arrival. Rates for this exceed \$100 per day. Alternatively, arrangements can also be made with a taxi driver. Taxi and private limo drivers may not speak much

English or be particularly knowledgeable about the city, and visitors are occasionally taken on roundabout routes. Allow plenty of time between meetings to accommodate Jakarta traffic jams; one half hour between locations in the central city is recommended.

Train and air services are usually used for domestic travel. Domestic flights are the most convenient way to travel to most in-country destinations, but the train from Jakarta to Bandung is perhaps an exception, as it is highly recommended. For inter-city train service, book a first-class (Eksekutif) seat if available, which can be done by travel agents or at the train station one week in advance. Ferry services for people and vehicles link the major islands and many of the smaller islands.

Language: The national language of Bahasa Indonesia is spoken all over Indonesia, in addition to local languages. English is widely spoken and understood in Jakarta by most business people, although much less so in other cities. Most of the better hotels have English-speaking staff, as do the shopping centers that cater to expatriates. International telephone operators also speak English. However, the level of English can vary. Indonesian firms hoping to conduct business with foreigners generally try to employ some English speakers.

Telecommunications: Telephone services vary between areas in Jakarta. They depend largely on the local telephone exchange's capacity to handle traffic. Phone service is good along the main business thoroughfares and the newer residential areas, which are served by fiber optic trunk lines. In the older residential areas service is less reliable, extra phone lines can be costly, and obtaining them can be time consuming. International direct dial (IDD) lines are available and will allow connection to an AT&T, Sprint or MCI operator, but rates are considerably higher than calling from the United States. Cellular services are readily available but the quality of service varies.

Internet: A number of Internet Service Providers (ISPs) operate in Indonesia. The following are some of the largest and most established ISPs in Indonesia:

IBM Internet Connection
PT. Sistelindo Mitralintas
Landmark Center I, 19th Floor
Jl. Jend. Sudirman Kav.1
Jakarta 12910
Tel.: (62-21) 528-99456
Fax : (62-21) 522-3432
E-mail: sistelindo@ittglobal.net
Internet: <http://www.attglobal.net>

CBNnet
PT. Cyberindo Aditama
Gd. Manggala Wanabakti IV, 6th Floor, Suite 618 B
Jl. Jendral Gatot Subroto, Senayan
Jakarta Selatan, 10270
Tel: (62-21) 574-2488
Fax: 62-21) 574-2481
Contact: Dani Sumarsono, President Director
E-mail: sales@cbn.net.id
Internet: <http://www.cbn.net.id>

Radnet
PT. Rahajasa Media Internet
Plaza 89, 6th Floor, Suite 601
Jl. H.R. Rasuna Said Kav. X-7/6
Jakarta 12950
Tel.: (62-21) 252-6363
Fax : (62-21) 252-4777
Contact: Eko Priyono, Marketing Director
E-mail: info@rad.net.id
Internet: <http://www.rad.net.id>

Idola
PT. Aplikanusa Lintasarta
Menara Thamrin, 12th Floor
Jl. M.H. Thamrin Kav.3
Jakarta 10340
Tel.: (62-21) 230-2345
Fax : (62-21) 230-3883
Contact: Ms. Zuraida Boerhanudin, President Director
E-mail: sales@idola.net.id
Internet: <http://www.idola.net.id>

Sistelindo
PT. Sistelindo Mitra Lintas
Landmark Tower I 19th Fl.
Jl. Jendral Suridman No. 1
Tel.: (62-21) 523-8128
Fax: (62-21) 522-3432
Contact: Mr. Vennyzano, President Director
Internet: <http://www.attglobal.net>

Express Delivery & Airlines: DHL, UPS, Federal Express, Airbone Express and BDP (located in Surabaya) operate in the major cities; incoming parcels are subject to delay at customs. Many foreign firms have established their own regular pouch service, using normal airfreight services. Airlines flying into Jakarta include Garuda (the national airline), United Airlines, Northwest Airlines, Qantas/British Airways, Singapore Airlines, Cathay Pacific, KLM, and a number of other regional carriers. Connections can be made to all major airlines, including U.S. carriers, in Singapore or Hong Kong. No U.S. airlines currently fly into Jakarta, although Continental Micronesia Airlines flies into Denpasar, Bali from Guam.

Housing: Housing costs have declined, but vary widely. Depending on the size and location of the residence, one can expect to pay from \$1,000-\$5,000 per month for an expatriate standard house or a luxury apartment in Jakarta. The cost of gas, electricity, and water per month is estimated to be about Rp. 50,000, Rp. 2 million, and Rp. 25,000. Rent is usually paid in U.S. dollars, and leases are typically paid two years in advance.

Health: It is recommended that short term visitors to Indonesia receive the Hepatitis A, Hepatitis B, and Typhoid vaccinations, in addition to all routine childhood immunizations before arrival. The Hepatitis vaccination series takes six months to complete. Those considering travel outside the major cities (Jakarta, Surabaya, Medan, southern Bali,

etc.) should take anti-malaria medication; Mefloquine or Doxycycline are considered adequate prevention measures against malaria. Malarone is also a good choice. Physicians in the United States should be able to answer questions pertaining to immunizations and other health concerns.

Air pollution in the larger cities causes a number of common respiratory ailments to both visitors and long-term residents. Dehydration as a result of intestinal illnesses can be a serious, even life-threatening condition if not treated. Persons suffering from severe diarrhea may obtain powder to make up oral rehydration solution from a local pharmacy. If vomiting makes it impossible to adequately rehydrate, visit a clinic immediately.

There are a few modern, well-equipped clinics and hospitals in Jakarta which are considered adequate for minor illnesses, but expatriates generally prefer to fly to Singapore or their home countries for treatment of serious illnesses and/or operations. An adequate pre-hospital emergency system, similar to the "911" system in the U.S. does not exist in any of the Indonesian cities. Many local hospitals operate their own ambulances, with no common standards. Response time can be prolonged. In the event of illness or emergency, the following clinics and hospitals are among those frequented by expatriates in Jakarta:

Clinics

International SOS (AEA) Medika Clinic

Jl. Pangarang Antasari 10

Cipete, Jakarta Selatan

Tel.: 750-5980 thru 86 - Medical Center and Appointments

750-5973 - Client Services and Information

750-6001 - Emergencies and Alarm Center

Fax : 750-6002, 750-6003

Medikaloka Health Care Center

Graha Irama Building

Mezzanine 1st and 2nd Floor

Jl H.R. Rasuna Said, Block X-1, Kav. 1-2

Jakarta Selatan

Tel.: 526-1118

Fax : 526-1119, 526-1438

International SOS

Setia Budi Building-II, Ground Floor

Jl. H.R. Rasuna Said

Kuningan, Jakarta

Tel.: 525-5367

Fax : 520-7524

Global Doctor

Jl. Patiumura No. 15

Kebayoran Baru

Jakarta

Tel.: 725-0955

Fax.: 725-0955

Note: New clinic operated by an experienced Australian health care company. One unique service they offer is on-site telemedicine consultations with various specialists in Perth, Australia.

Hospitals

R.S. Pondok Indah
Jl. Metro Duta Kav. UE
Pondok Indah, Jakarta Selatan
Tel.: 765-7525
Fax : 750-2324
Emergency : 750-2322

Note: has 24-hour emergency room, own ambulance service and a large clinic.

R.S. Jantung Harapan Kita (National Cardiac Center)
Jl. Letjen S. Parman Kav. 87
Jakarta Barat
Tel.: 568-4085, 568-4093
Fax : 568-4130

Note: Hospital is dedicated to heart problems. There is an intensive care area, and a 24-hour emergency room for cardiac care. This is the place to go for suspected heart attack.

R.S. Cipto Mangunkusumo (Central Hospital)
Jl. Diponegoro 71
Jakarta Pusat
Fax : 314-8991
Emergency : 314-4029, 390-5839

Note: A government hospital with a good intensive care unit. Cardiologist on duty 24 hours/day. For emergency cardiac care, go to the cardiac emergency unit, not to the regular emergency room.

R.S. MMC Kuningan
Jl H.R. Rasuna Said Kav. C-21
Kuningan, Jakarta Selatan
Tel.: 520-3435 thru 3450
Fax : 520-3417
Emergency : 527-3473

Note: 24-hour emergency room and own ambulance service, in addition to a large clinic.

R.S. Medistra
Jl. Jend. Gatot Subroto Kav. 59
Jakarta Selatan
Tel.: 521-0200
Fax : 521-0184

Note: 24-hour emergency room and own ambulance service, in addition to a large clinic.

R.S. Graha Medika
Jl. Raya Perjuangan Kav.8, Kebon Jeruk
Jakarta 11530
Tel.: 530-0887-9
Fax : 532-1775

Note: 24-hour emergency room and own ambulance service, in addition to a large clinic.

R.S. Pantai Indah Kapuk
Jl. Pantai Indah Utara 3
Pantai Indah Kapuk
Jakarta 14460
Tel. 588 0911
Fax. 588 0910

Note: New, very clean and well-operated private hospital in North Jakarta (near Pluit) with 24-hour emergency services.

Food: Exercise reasonable care in food preparation at home and menu selection while eating out because of questionable sanitation practices. Imported meats, vegetables, and packaged foods are readily available from most stores in the Hero grocery store chain (locations through out Jakarta), at Sogo in the Plaza Indonesia/Grand Hyatt complex, and at Kem Chicks in the Kemang district.

Drinking tap water anywhere in Indonesia is not advised. Use commercial bottled water from your hotel or purchased from a supermarket. "Aqua" is one of the more common brands used by expatriates. Avoid buying bottled water from street vendors if possible.

Short-term visitors to Indonesia are well advised to eat only in hotels and restaurants that cater to up-scale visitors. Caution, however, should also be exercised in such "5-star" establishments, with particular attention to fresh vegetables and salads. Do not eat from street stalls. Avoid raw, unpeeled fruits and uncooked vegetables, food that is prepared in advance and then left to stand, and raw or undercooked meats, seafood, and shellfish in questionable eating venues. At home, wash and soak all local fruit and vegetables in Clorox-treated, soapy water.

D. Holiday Schedule

The U.S. Embassy and American Consulate General in Surabaya close on American and Indonesian holidays. Holiday dates through 2003 are listed below.

<u>U.S. Holiday</u>	<u>Indonesian Holiday</u>	<u>Date</u>
New Year's Day	New Year's Day	Jan. 1, 2003
Martin Luther King's Birthday		Jan. 20, 2003
	Chinese New Year	Feb. 1, 2003
	Idul Adha (10 Dzulhijjah 1423 H)	Feb. 12, 2003
Presidents Day		Feb. 17, 2003
	Moslem New Year (1 Muharram 1424 H)	Mar. 4, 2003
	Nyepi (Saka New Year 1925)	Apr. 2, 2003
	Good Friday	Apr. 18, 2003

<u>U.S. Holiday</u>	<u>Indonesian Holiday</u>	<u>Date</u>
	Muhammad's Birthday (12 Rabiul Awal 1424)	May 14, 2003
	Waisak (Buddhist New Year)	May 16, 2003
Memorial Day		May 26, 2003
	Ascension of Christ	May 29, 2003
Independence Day		July 4, 2003
	Independence Day	Aug.17, 2003
Labor Day		Sept. 1, 2003
	Ascension of Muhammad (27 Rajab 1424 H)	Sept. 24, 2003
Columbus Day		Oct. 13, 2003
Veteran's Day		Nov. 11, 2003
	Idul Fitri (1&2 Syawal 1424 H)	Nov. 25-26, 2003
Thanksgiving Day		Nov. 27, 2003
Christmas Day	Christmas Day	Dec. 25, 2003

Note: Many of the Indonesian holidays are based on a lunar calendar, updates may be checked at <http://www.usembassyjakarta.org> or <http://www.holidayfestival.com/Indonesia.html>