

Human Resources / People Operations FAQ

Onboarding and Employment Verification

- **What documents and information do I need to provide during onboarding?** You must submit official ID and employment documents, such as a copy of your **KTP** (National ID card) or passport (for foreigners), **NPWP** (taxpayer ID) if available, family card (**KK**), **diplomas/certificates**, and any required licenses or permits. You may also be asked for a recent photograph, bank account details for payroll, and (if applicable) a **SKCK** (police clearance) or health check. The company will help register you in the national social security systems (BPJS) and with tax authorities. You will sign an employment contract and company policy acknowledgements.
- **What types of employment contracts does the company use?** In Indonesia, employees can be hired on a **permanent (PKWTT)** or **fixed-term (PKWT)** basis. A **PKWTT (permanent)** contract has no fixed end date – it lasts until retirement or termination. A **PKWT (contract)** is for a specific period or project (e.g. up to 3 years total) ¹ ². Under current law, a PKWT must be in writing and typically cannot exceed 3 years (2 years plus an optional 1-year extension) ¹. (Note: the omnibus “Job Creation” law relaxed some limits, but contracts are still limited in duration.)
- **Is there a probation (trial) period for new hires?** Typically yes, for permanent hires. Indonesian law allows a **probation period up to 3 months** for permanent (PKWTT) employees ³. (For fixed-term PKWT contracts, a separate probation cannot be imposed by law – any probation clause in a contract is deemed invalid ³.) Probation terms (duration, objectives) are agreed in your contract. During probation, you receive at least the minimum wage.
- **How does the company verify my employment and qualifications?** The company will check your submitted documents (ID, certificates, references) and may contact previous employers or schools if needed. We also register you with **BPJS Kesehatan** (health insurance) and **BPJS Ketenagakerjaan** (social security) immediately upon hire ⁴. All employees are recorded in these national programs. The company ensures compliance with regulations (e.g. work permits for foreigners) and retains only necessary personal data as required by law.

Attendance, Time Off, and Leave Policies

- **What are the standard working hours and how is attendance recorded?** The typical workweek in Indonesia is **40 hours**. This can be arranged as either 5 days × 8 hours or 6 days × 7 hours ⁵. (The company will specify which schedule we follow.) You are expected to work during our normal business hours and use the company's official attendance system (e.g. swipe card, digital check-in). Any overtime must be authorized by your supervisor and will be compensated according to law. (By law, overtime is limited to **4 hours/day and 18 hours/week**, with higher pay rates for overtime work ⁶.)

- **What is the process if I am late or absent?** You should notify your supervisor or HR as soon as possible if you will be late or absent. Unexcused absences or habitual tardiness can result in disciplinary action. If you need to leave early or arrive late, prior approval from your manager is required. Company guidelines (as per our internal rules) detail the steps for requesting time off or reporting absence.
- **How many days of annual leave (cuti tahunan) do I get?** By law, after **12 months of continuous service** you are entitled to **at least 12 working days of paid annual leave** ⁷. The company may grant additional days beyond the legal minimum as part of our policy. Unused annual leave at year end may be carried over or compensated in cash as per company practice and local regulations.
- **Are there other leave entitlements?** Yes. Indonesian labor law recognizes several other **paid leave** types (often called *cuti*). For example:
 - **Sick leave:** If you are ill, you can take sick leave for as long as a doctor certifies it. For long-term illness, the law guarantees sick pay of 100% of salary for the first 4 months, then 75% for the next 4 months, then 50% for the following 4 months, and 25% thereafter ⁸.
 - **Maternity leave:** Female employees are entitled to **1.5 months paid leave before and 1.5 months after childbirth** ⁹ (total 3 months) at full pay under current law. (A new 2024 law now extends this period up to 6 months in special cases, with 4 months at full pay and 2 months at 75% pay ¹⁰.) During maternity leave, the company pays your salary as required by law.
 - **Paternity leave:** Under recent legislation, fathers are entitled to **2 days paid leave** for the birth of their child ¹¹ (extendable by agreement with the employer).
 - **Personal leave (Cuti Penteng):** Law provides short paid leave for certain personal events ¹². For example, you are entitled to 3 days for your own marriage; 2 days for a child's marriage, your child's circumcision or baptism, and your spouse's childbirth; 2 days for the death of a spouse, child or parent; and 1 day for the death of any other immediate family member ¹². (These are minimum standards; company policy may allow additional leave.)
- **Annual joint leave (Cuti Bersama):** The government may declare extra collective leave days around major holidays (e.g. Eid, Christmas). While only government employees are mandated to take these days, most private companies follow the national schedule. **"Cuti Bersama"** are days off announced by the government (often right before/after Eid or other holidays) ¹³. Our company will inform you of such days when they are scheduled.
- **What are the official public holidays?** Indonesia observes national public holidays set by the government. These include religious and national days (such as Eid al-Fitr, Independence Day, Christmas, etc.). The company generally closes on these days. In addition to official holidays, the government may declare joint leave days (Cuti Bersama) before/after certain holidays ¹³. Our HR calendar will list all paid holidays for the year.
- **How do I request leave?** Leave requests (annual, sick, or personal) should be made through our HR system or by submitting the proper form to HR and your manager, as early as possible. Annual leave requires manager approval and is subject to scheduling needs. Sick leave for more than a couple of days requires a doctor's certificate. Personal leave (for events like marriage, bereavement) should also be requested with appropriate notice and documentation.

Compensation and Payroll

- **When and how is salary paid?** Salaries are paid monthly in Indonesian Rupiah. The payment date (e.g. last working day or first week of the following month) is set by company policy. Payment is made via bank transfer to your nominated account. Payroll calculations include your base salary plus any allowances or bonuses. You will receive a payslip each month detailing earnings and deductions.
- **How are taxes and social security handled?** The company complies with all statutory deductions. We withhold **income tax (PPh 21)** from your salary as required by law and remit it to the tax office ¹⁴. The company also registers you in the national social security programs. **BPJS Kesehatan (health insurance)** contributions are shared: 5% of your gross salary is paid to BPJS (4% by the employer, 1% by you) ¹⁵. **BPJS Ketenagakerjaan (employment/social insurance)** contributions (for work accident, death, old-age/pension) are also paid by both parties. (For example, work-accident insurance is 0.24–1.74% of salary paid by the company ¹⁵. Old-age savings and pension contributions are also mandated.) The company covers the employer portions and remits all contributions on your behalf ⁴ ¹⁵.
- **What is THR (Tunjangan Hari Raya)?** THR is a **mandatory religious holiday bonus** paid at least 7 days before the employee's main holiday (typically Eid al-Fitr for Muslims, Christmas for Christians, Nyepi for Hindus, etc.) ¹⁶. All eligible employees (contract or permanent) receive THR. For employees who have worked ≥ 12 months, THR equals one month's full salary ¹⁷. For those with < 12 months of service, THR is prorated (calculated as $(\text{months of service} \div 12) \times 1 \text{ month's salary}$) ¹⁷. The bonus is paid in full in Rupiah. Non-Muslim employees receive THR before their major religious festival (Christmas, etc.) ¹⁶. If you are eligible for THR, expect it as a separate payment on the holiday schedule. Failing to pay THR on time can lead to penalties.
- **Are there other allowances or bonuses?** Beyond statutory pay, the company may offer performance bonuses, annual bonuses, or allowances (e.g. meal, transport) as per internal policy. These will be communicated in your contract or the company handbook.

Employee Benefits

- **What healthcare benefits do I have?** All employees are covered by **BPJS Kesehatan** (the national healthcare insurance), which provides comprehensive medical coverage for you and, if applicable, your dependents (with the company sponsoring the enrollment) ⁴. In addition, the company may offer supplementary health insurance plans that provide enhanced coverage (such as reimbursement for hospital stays beyond BPJS limits, or coverage for additional family members) ¹⁸. We also conduct annual health check-ups and may subsidize medical or wellness costs.
- **What insurance and social security coverages do we have?** Under BPJS Ketenagakerjaan, you have social security covering work accidents, death, old-age savings (Jaminan Hari Tua) and pension (Jaminan Pensiun). The employer pays the required rates on your behalf, and you contribute a smaller share of salary (e.g. JHT 3.7% employer/2% employee, JP 2%/1%) as mandated. (The company handles all BPJS registration and contribution remittances for you ⁴.) We also provide life or disability insurance as part of benefits if mentioned in your contract.

- **What wellness programs or other benefits are available?** Many companies in Indonesia now offer **wellness programs**. This can include gym or fitness subsidies, yoga or meditation classes, mental health counseling, or employee assistance programs (EAP). We may also have company-sponsored events, workshops or nutrition programs. (For example, leading employers often provide wellness perks like gym memberships or counseling ¹⁹.) Any such programs will be detailed in the company benefits brochure.
- **Do you offer any retirement or education benefits?** Indonesia's BPJS Ketenagakerjaan includes a pension fund component, but some companies also have private retirement schemes or life insurance. Additionally, we may offer reimbursement or subsidies for professional development (training, conferences, certifications) and educational allowances (e.g. for your children's school) under our career development policy. Details of such programs will be provided by People Ops or your manager.
- **Can my family or dependents be covered?** Yes, BPJS Kesehatan covers your immediate family (spouse and children) if you register them. In addition, supplemental health insurance plans often extend coverage to spouses and dependents ¹⁸. Check the benefits booklet or inquire with HR for the scope of dependent coverage and any company support for it.

Performance Reviews and Promotions

- **How often will I have performance reviews?** Employees typically have formal performance evaluations on a regular cycle (often **annually**, sometimes **semi-annually**). During these reviews, you will discuss achievements, goals, and development with your manager. The exact schedule and criteria are set by company policy. Reviews may be tied to salary increases, bonuses or promotion considerations.
- **What is the promotion process?** Promotions are based on merit and company needs. When higher positions become available, qualified candidates (internal or external) are considered. As an internal employee, you can apply or be nominated for promotion. Decisions involve performance record, experience, and ability to meet higher responsibilities. Promotions usually come with a revised job title, responsibilities and compensation adjustment.
- **What if I have feedback or disputes about my review?** We encourage open dialogue. If you disagree with a review outcome, discuss it first with your manager. You may request clarification or a second review. Ultimately, formal appeals or grievance processes are available under company policy to resolve disputes fairly.
- **Are performance ratings linked to pay raises or bonuses?** Generally yes. Our company ties performance ratings to increases and incentive bonuses, but this varies by role and department. High performers may receive larger raises or bonuses. The criteria for raises/bonuses will be explained during review cycles.

Internal Mobility and Career Development

- **Can I apply for other roles or projects within the company?** Absolutely. We support internal mobility. Open positions are usually posted on our internal job board; you are encouraged to apply if you are qualified. Lateral moves (different department) or vertical promotions require manager approval and successful interviewing. You may need to have worked in your current role for a certain period before moving, as per company policy.
- **Does the company offer training or development programs?** Yes. We invest in employee development. This may include on-the-job training, in-house workshops, online courses, external seminars/conferences, and even tuition reimbursement for approved programs. Development programs are designed to help you acquire skills for your current and future roles. Talk with your manager or HR about available courses and how to enroll.
- **Are there mentorship or career planning resources?** Many employees benefit from mentors or coaching. Our company may have formal mentorship programs or encourage you to seek mentors among senior staff. Your manager will help you set career goals and may facilitate a career development plan. We also conduct periodic career discussions to align your aspirations with company opportunities.
- **What about secondments or job rotations?** Occasionally, employees may be seconded to other departments or subsidiaries to broaden experience. If interested, discuss options with HR. Any such arrangements will be in line with company needs and your career plan.

Company Policies (Code of Conduct, Dress Code, Remote Work, etc.)

- **What is expected under the company Code of Conduct?** All employees must adhere to our Code of Conduct and uphold professional standards. This includes acting ethically, maintaining integrity, and complying with laws and regulations (such as anti-corruption statutes and workplace safety rules). The company has strict policies against harassment or discrimination. By law, employers in Indonesia must establish clear anti-harassment policies and include them in employment agreements and company regulations ²⁰. You must treat colleagues with respect, maintain confidentiality of company information, and report any unethical behavior. Violations of the Code may lead to disciplinary action up to termination.
- **What is the dress code?** Our typical dress code is business (or business-casual), reflecting the formal corporate culture. For most office roles, this means collared shirts, blouses, slacks/skirts and closed shoes. On designated "casual" days, neat casual attire is allowed. Certain departments (e.g. client-facing or factory roles) may have specific uniforms or safety gear requirements. Please follow any department-specific rules. Clothing should be clean, professional, and culturally appropriate (covering shoulders and knees in conservative environments).
- **Is remote or flexible work allowed?** Depending on the nature of your role and with managerial approval, you may be eligible for flexible work arrangements (such as occasional work-from-home or adjusted hours). The company will specify its remote-work policy (e.g. core hours during which you must be reachable). If remote work is permitted, you must remain accessible by email/phone and

meet performance standards. The company may provide support for a home office setup (e.g. laptop, internet stipend) on a case-by-case basis. All employees, whether on-site or remote, must adhere to productivity and confidentiality requirements.

- **Are there rules about using company equipment and IT?** Yes. Company computers, phones and other equipment are for business use. Personal use should be limited and reasonable (e.g. checking personal email during breaks). All data should be stored on company systems, and you must follow IT security policies (e.g. using strong passwords, not installing unauthorized software). Company email and communication tools should not be used for illegal or inappropriate purposes (such as piracy, harassment, or sharing confidential data).
- **What are the safety and health guidelines?** The company follows Indonesian occupational safety and health regulations (K3). You must observe safety rules (e.g. wearing protective gear where required) and report accidents immediately. The workplace has designated first-aid officers and emergency procedures. The company may conduct periodic safety drills.

Exit Process and Final Settlement

- **How do I resign or notify HR if I plan to leave?** To resign, you must submit a **written resignation letter at least 30 days before** your intended last working day ²¹. This is mandated by law so the company can arrange handover and replacement. In your letter, indicate your official last work date. You should continue to perform your duties during the notice period and help with the transition (handover documents, train a successor, etc.). You also have the option to mutually agree on a shorter notice, but this requires written consent.
- **What happens to my final pay and benefits when I leave?** On your last working day or shortly thereafter, you will receive your **final paycheck**. This includes: salary earned up to your last day, payment for any accrued but unused annual leave (as mandated by law), and any reimbursements (unclaimed expenses, etc.) ²². If your employment is terminated by the company (not by your own resignation), you may be entitled to severance (“pesangon”) and other compensation according to tenure. For example, severance pay is **1 month’s salary for <1 year of service, 2 months for 1-2 years, up to 9 months for 8+ years** of service ²³. Additional length-of-service awards (“uang penghargaan masa kerja”) may apply for longer tenures, and compensation for unused benefits (such as unpaid leave) must be provided ²⁴ ²². (If you resign voluntarily, typically only accrued salary and leave pay are given, unless the company offers ex-gratia payments.) All final settlements will be calculated per law and company rules.
- **How and when will my final pay be issued?** By law, final payments should be made promptly (often on the last payday or within the next payroll cycle). Our company will process your final paycheck by your final workday or within a week after your last day. You should submit any outstanding claims (e.g. expense reports) before you leave. If you have any questions about your final pay, HR will explain the details.
- **Can I get an employment certificate or reference letter?** Yes. Upon request, we provide an official **Surat Keterangan Kerja** or reference letter stating your dates of employment, position, and duties. This document is your right under Indonesian law when leaving a company. Please ask HR for this

certificate, and we will prepare it once your exit paperwork is complete. It is customary to do an exit interview; any feedback you have about the company is welcome in that process.

- **What other exit procedures are there?** You will need to return any company property (ID badge, laptop, documents, keys, etc.) before leaving. HR or your manager will conduct an exit checklist. If you have company-sponsored benefits, HR will advise you on any conversion or continuation options (e.g. how long you can remain in BPJS after separation). Ensure any outstanding loans or obligations to the company are settled. Once everything is complete and final pay has been arranged, your employment relationship is formally closed.

Sources: Indonesian labor regulations and best practices have been used to compile these FAQs ^{7 10 4}
^{13 17 15 25 26 21 23}. These reflect current laws (Manpower Law No.13/2003 and updates) and customary company policies in Indonesia.

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