



PT ISTECH RESOURCES ASIA

Engineering & Management Consultancy Services



Certificate No. 144955

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Dear Expatriates Consultants,

First off all, we thank you very much for your continuous esteemed support to PT.ISTECH RESOURCES ASIA in providing your consultancy services to our valuable oil and gas PSC Clients.

As we all know, the principle objectives of expatriates utilization is to expand the business opportunity for the companies and transfer of knowledge and skill to locals.

While the implementation taking place in one side, we have been alert by Directorate General of Migas which controls the foreign worker's work permit saying there are Socio-cultural conflict issues exists between foreign workers and locals seen in surface level (artifacts and etiquettes), behaviors, action, language and communication.

Several inter-cultural failures noticed are explained as below:

1. Unaware of the key feature and biases to our own culture.

Ex: Most Indonesians do not realize that they feel impolite speak loud and look to the others at their eyes. In their culture, it is more polite to look at a point at the other's nose bridge when talk to some one, a custom that makes many Americans perceive as avoidance of frankness or even dishonesty.

2. Unable to make sense the behavior of others who are culturally different.

Ex: A Taiwanese might feel astonished to see French kissing his wife's hand. An Indonesian could not understand why an Indian speaks lengthily for a message that can be said in words. A Javanese can not understand a manger from south India who does not nod when he means "YES" instead he shakes his head which in Javanese culture means "NO". American does not understand why his counter part from java does not express openly whether he agrees or not for his proposal.

3. Not realizing that our own cultural orientation is influencing our own behavior.

Ex: Individual independence for an American is one of the basic values. It gives freedom for many of Americans to be different, to explore new path of life etc, for an Asian who values harmony and togetherness, such behaviors are judged as improper, self-fish and immature.

4. Being unable to adjust to another or to work with a group of people from different culture.

In order to avoid the Socio-cultural conflict, firstly expat consultants have to understand the frame works of the Indonesian culture in the surface level (artifacts and etiquettes), behaviors, action, language and communication and then develop a higher cultural intelligence by setting a roadmap such as "prevention of conflict, diffuse it from escalating, bridge the differences during interaction by adjusting the behavior, learn from each other, respect each other".

This cultural intelligence development is a journey that can enrich some one, to achieve this one should prepare to step out from the comfort zone, it is a challenge to this millennium but that will bring the business practices to a high level of competence and success.

In fact, many well planned works have stagnated due to non technical factors. Among others, cross cultural differences often causes unpredicted difficulties lead to a complete halt.

Consequences of not showing the interest to develop the local cultural intelligence, resulting with disputes that was, actually not caused by labor relations aspects but due to "Different ways of Habit".

Sadly many expatriates are forced to leave prior to their contract expiry or soon after their contract finish leaving behind a wide open opportunity for career advancement or business opportunity.

Hence In this regards, we look forward for your cooperation and support to have this cross culture attitude improved from day one of your assignment resulting to a have peaceful and smooth relation among all of us.

Yours truly,



Howard Soman
Director