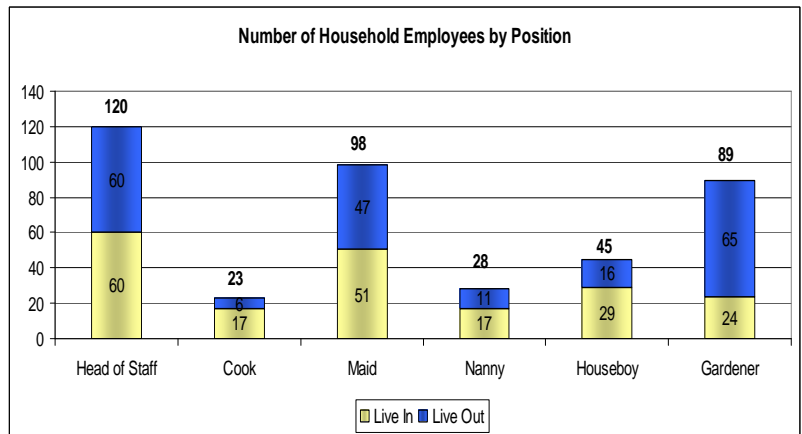


AWA HOUSEHOLD STAFF SALARY SURVEY - JAKARTA 2008

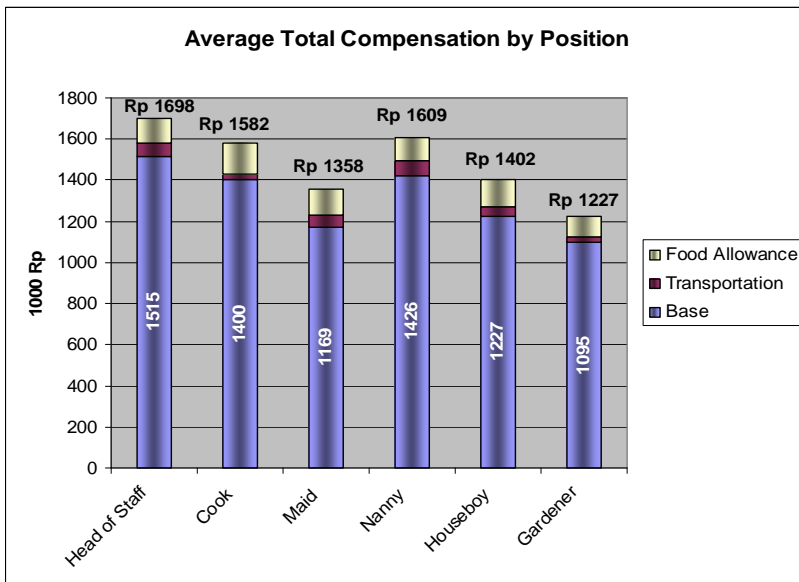
We had 263 overall respondents to our survey. This is almost twice as many responses as our first survey in 2006. A big thank you to you all for your participation!

Of the 263 respondents, 248 employ full time staff. This group employs a total of 407 full time staff members, for an average of 1.6 per household (not including drivers). This is down slightly from 1.8 full time staff per household in 2006.

Please note: all information and calculations are based on the number of responses to that particular question only



MAGIC NUMBER?

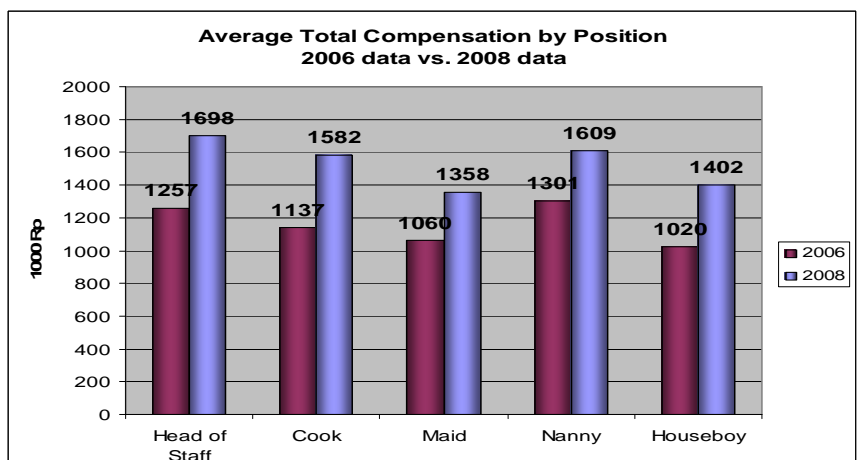


After much deliberation, we have tried to work out a “magic number” for each staff position. This is intended as one way to compare salary levels on an even playing field, regardless of each household’s unique scenarios. The chart shows the average cash compensation per position, per month. The individual components (base salary, food allowance, transportation allowance) are shown separately as part of the total. The Total number represents the value of the “average” employment compensation package – and can give you a point of comparison if you add up the value of all pieces of your employees’ salary packages. Please note that the allowance amounts are small because the average calculation includes those who pay the allowance as well as those who do not.

COMPARISON TO 2006

In the past two and a half years, average salaries have gone up 33%. Salaries for live in staff went up 29% while live out salaries increased 46%. There has been a shift to more live in staff. In 2006, nannies were the only position that had higher than 50% living in. In 2008, every position except gardener (which wasn’t surveyed in 2006), had more than 50% living in.

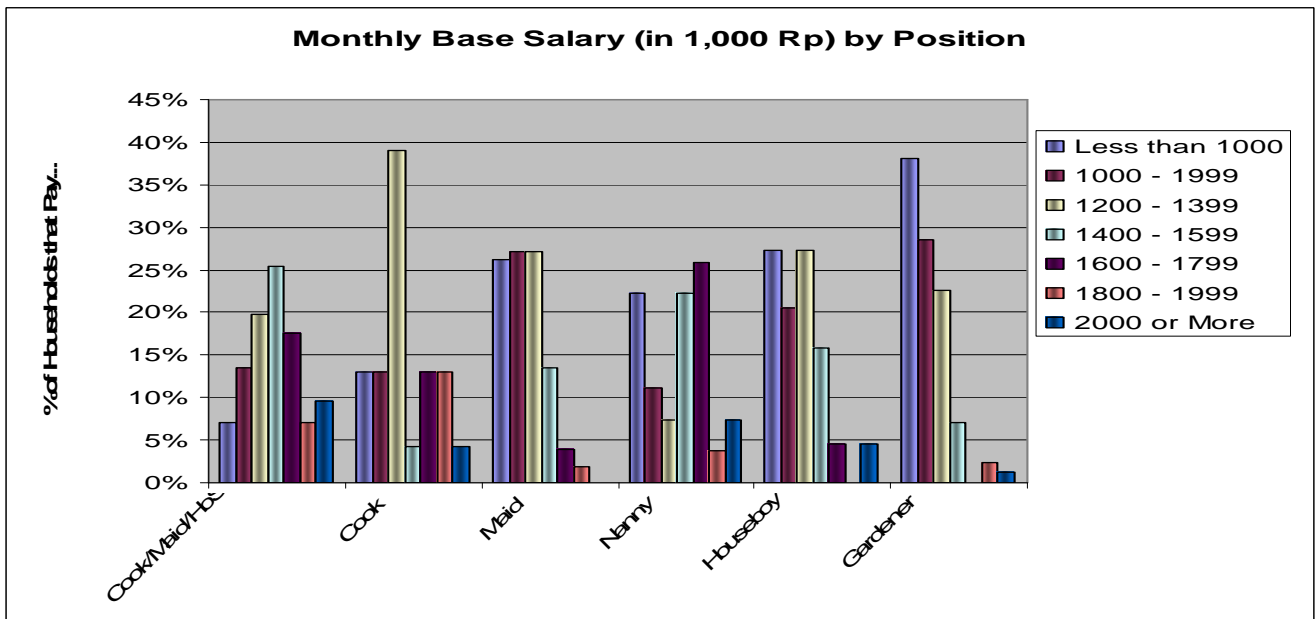
As with the first survey, more people are likely to give food allowances than transportation allowances. The average transportation allowance almost doubled, while the food allowances went up 55%.



Comparison of “Magic Numbers” from 1Q 2006 and 3Q 2008

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SALARIES AND OBSERVATIONS BY POSITION



Head of Household

- Over 70% of respondents do not pay for transportation. If given, average amount given is 200,000 Rp/mo
- 40% do not provide a food allowance, 42% pay between Rp100,000 & Rp299,000
- 66% have worked for their current employer less than 2 years, but over 77% have worked for expats greater than five years – 41% for over 10 years

Cook:

- 90% of respondents do not pay for transportation. If given, average amount is 300,000 Rp/mo
- 25% do not provide a food allowance, 63% pay between Rp100,000 & Rp299,000
- 70% have worked for their current employer less than 2 years, but over 76% have worked for expats greater than five years – 48% for over 10 years
- Most likely position to live-in- 74%! But live in cooks make much less than live out cooks (400,000 less in base pay plus smaller allowances) possibly due to lower English skills and higher amounts of staff

Nanny:

- 67% of respondents do not pay for transportation. 29% pay between Rp100,000 & Rp299,000
- 48% do not provide a food allowance, 38% pay between Rp100,000 & Rp299,000
- 79% have worked for their current employer less than 2 years, but 56% have worked for expats more than 5 years
- Largest difference in base pay between live in and live out (Rp500,000/mo). Those with live in nannies tend to pay all of staff less than average (except gardeners). Nannies get less vacation and are more likely to work red days. Live in nannies seem to be the least experienced and 82% have fair or less English
- Other than Drivers, live out nannies are the highest paid on their staffs (none made less than 1.4 mil Rp/mo base pay). They had the most “excellent” English skills. This is the only group that were rated 100% excellent

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Maid:

- Over 70% of respondents do not pay for transportation. 20% pay between Rp100,000 & Rp299,000
- 35% do not provide a food allowance, 62% pay between Rp100,000 & Rp299,000 but this position along with gardener have the widest spread of food allowances from Rp50,000 to over Rp300,000
- 71% have worked for their current employer less than 2 years, and are the least experienced of positions surveyed- 36% have less than 4 years experience. But highest percentage of same employer for 6+ yrs
- Only 14% report good or excellent English skills

Houseboy:

- 77% of respondents do not pay for transportation. 13% pay between Rp100,000 & Rp199,000
- 44% do not provide a food allowance, 32% pay between Rp 100,000 & Rp299,000
- 56% have worked for their current employer less than 2 years, but 22% have worked for expats between 5 & 10 years and 31% more than 10 years
- 93% speak fair English or less

Gardener:

- 86% of respondents do not pay for transportation. 11% pay between Rp100,000 & Rp299,000
- 40% do not provide a food allowance, 38% pay between Rp 100,000 & Rp299,000
- 68% have worked for their current employer less than 2 years, but 23% have worked for expats between 1 & 4 years, 32% between 5 & 10 years, and 17% more than 10 years
- 38% speak no English

OTHER “NEED TO KNOW” INFO

- **Most Common Food-in-Kind Given:** Over 65% of households provide sugar, tea, coffee and rice on a regular basis. 47% provide cooking oil and 57% dried noodles. 43% provide leftovers.
- **Allowance notation:** Approximately 17% of respondents who gave base salaries skipped the question on food and transportation allowance. If you assume those who skipped the question do not pay those allowances then the averages would be slightly lower.
- **Salary Reviews and Raises:** 75% review salaries and give raises annually. Only 1% do not give raises. 67% give raises in the 5-10% range and 13% give 11-15% raises.
- **Annual Bonus:** is almost always 1 – 1.5 x annual salary.
- **House Size:** 20% of respondents live in apartments, 44% a moderate size home and 36% classified their home as large. House size did not seem to be a big factor in determining salaries.
- **Children:** 41% of respondents have no children, 25% have one child, 25% have 2 children, 7 % have three and 2% have 4 or more. There is no apparent correlation between the number of children in the home and staff base salaries (even for nannies).
- **Pets:** While 51% of respondents reported having pets, there is no real difference between staff base salaries for households with vs. without pets
- **Healthcare:** 91% of all respondents provide some sort of healthcare and only 9% pay none at all. 38% “discuss on a case by case basis”, 25% agree to pay “expenses as incurred” and 21% use other factors to determine the amount paid (most often up to a fixed limit).
- **Vacation:** 50% of staff are given 2 weeks vacation per year. 20+% get 3 or more weeks (37% for nannies) and 20 - 25% get one week (only 11% for nannies).

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- **“Red Days”:** On average, 82% of staff gets the day off on Indonesian National Holidays. Of the remaining 18%, 8% get paid overtime and 10% work as a regular work day.
- **Company reimbursements:** Of the 43 respondents who receive company reimbursement toward staff salary, 86% employ full-time staff only and all tend to pay a bit less in salaries.
- **Variations:** With the exception of apartments, house size and the number of children and pets does not seem to play a big factor in determining salaries.
- **Length of employment:** Interestingly, those who have had their staff members longer reported a lower base salary average, lower English skills and lower satisfaction rating with those employees. Only 1 respondent who had a staff member longer than six years pays a transportation allowance but all are more likely to pay food allowances. These staff members received slightly less vacation time but higher bonuses. Those who have had a staff member less than 1 year are more likely to pay transportation allowance, report slightly better English skills and 82% listed satisfaction level at good or excellent. 80% of these staff members are live in.
- **Common Extra Perks:** Provide loans, pay school tuition and expenses for employee’s children, savings plan, eyeglasses, annual physicals, health insurance, job skills and English language training, airfare to home island or bus fare to home town, uniforms and hand-me-down clothing.
- **Staff Make-up:** 77% of reporting households employ full-time staff members only, 5% employ only part-time help and 18% employ both full-time and part-time staff.
- **Contracts:** 47% of respondents use written contracts
- **Respondent Sources:** 49% of all respondents heard about the survey through AWA, 14% through BWA, 8% ANZA, 17% Colliers and 12% heard of the survey through other contacts.

“2.0 Club”

There were a few respondents who paid an average of Rp 2.0 base pay for certain members of their staff. We thought it important that we outline how those results were calculated.

- 17 respondents paid a total of 18 staff members above Rp 2.0 per month and employed 33 total staff members between them.
- Of those 33 total staff members, 28 received no transport allowance while 3 received 150,000 and 3 received 300,000+.
- 21 of the 33 total staff members received no food allowance while 2 received 75,000, 4 received 150,000, 8 received 250,000 and none received 300,000+.
- By position, of the 18 staff members who made Rp 2.0 base pay 12 were HOS, 1 was a cook, 2 were nannies, 2 were houseboys, and 1 was a gardener. No maids received 2.0 base pay.
- In general, most employees who fell in the Rp 2.0 base range had much better English skills than any other member of the staff.

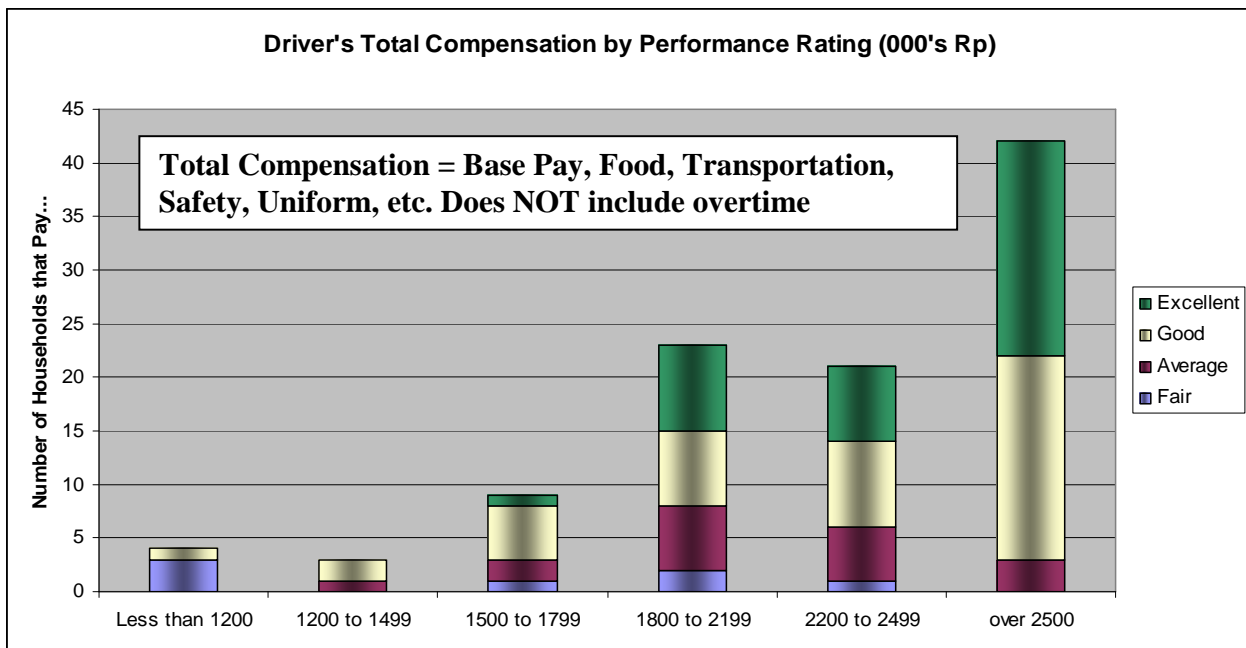
Apartment Dwellers Information

- 41 respondents said they live in apartments. Those 41 employ 42 staff members total (none being gardeners or houseboys).
- These respondents were much less likely to have children and only 1 employed more than one staff member.
- 85% of apartment dwellers have full-time staff members only and most of those live-out and receive a higher transportation allowance.
- On average, English speaking skills are rated lower.

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Driver Information

48% of respondents indicated that they hire their own driver (vs. having a driver supplied by their employer). From those respondents, the following is indicative of total compensation.



Workweek & Overtime

- The majority of respondents have their drivers 6 days per week (75%), some 5 days/week (21%) and very few 7 days/week (4%).
- Those that pay overtime don't start overtime until the driver has worked 10 or more hours/day. Overtime pay ranges from Rp0 to Rp 50,000/hr, averaging at Rp10,000/hr. Some pay for meals during overtime. Some pay a higher day rate for working Sundays and Holidays, which is typically 1.1/2 times the normal overtime rate.
- 71% give their driver's time off on holidays. 80% of those that work their driver on holidays pay overtime.
- Most drivers are paid an annual bonus of 1 months pay
- Some drivers receive medical benefits in the form of insurance or an allowance of up to a month's pay or on an as needed, case-by-case basis.
- English speaking ability had a broad spectrum with 12% reporting their drivers spoke none, 26% listed as poor, 29% as fair, 24% good and 10% excellent.

Thank you to all who responded to this survey.

Survey design and analysis by Tiffany Good and Rena Barron.

For additional results, please contact American Women's Association in Jakarta www.awajakarta.org