

Laporan Keuangan PT. Ericsson Indonesia
2002 - 2006

(dalam Rp.1000)

2006	2005	2004	2003	2002
172.160.944	172.160.944	195.860.354	195.860.354	172.160.944
2.088.469.421	2.088.469.421	1.420.365.049	1.420.365.049	2.088.469.421
172.160.944	172.160.944	195.860.354	195.860.354	172.160.944
117.228.899	117.228.899	144.828.185	144.828.185	117.228.899
54.932.245	54.932.245	51.234.189	51.234.189	54.932.245
117.228.899	117.228.899	144.828.185	144.828.185	117.228.899
24%	24%	47%	74%	88%
45.910.654	45.910.654	894.308	894.308	45.910.654
-26.087.240	-26.087.240	-14.873.492	-14.873.492	-26.087.240
137.062.113	137.062.113	130.646.981	130.646.981	137.062.113
146.404	146.404	282.905	126.001	146.404
83.263.431	83.263.431	2.558.803	457.000	83.263.431
-40.431.468	-40.431.468	-56.761.446	-56.761.446	-40.431.468
0	0	0	0	0
-50.803.527	-50.803.527	-50.240.202	-40.729.326	-50.803.527
-60.022.000	-60.022.000	-11.749.000	-1.575.000	-60.022.000
-258.910.688	-258.910.688	-140.829.912	-92.898.864	-258.910.688
63.486.133	63.486.133	40.038.079	38.607.127	63.486.133
19.000	19.000	1.141.000	23.000	19.000
669.654	669.654	1.834.211	723.359	669.654
900.712	900.712	16.113.490	1.669.751	900.712
1.589.366	1.589.366	19.088.701	3.608.152	1.589.366
-25.429.000	-25.429.000	-3.149.000	-792.000	-25.429.000
-16.504.683	-16.504.683	-18.628.664	-10.269.653	-16.504.683
33.200.453	33.200.453	-22.217.948	-8.411.983	33.200.453
-8.733.230	-8.733.230	-43.998.611	-20.473.636	-8.733.230
247.853.698	247.853.698	73.628.811	23.170.595	247.853.698
247.853.698	247.853.698	73.628.811	23.170.595	247.853.698
-11.041.000	-11.041.000	-16.563.000	-9.620.538	-11.041.000
12.802.000	12.802.000	16.292.865	18.292.865	12.802.000
12.802.000	12.802.000	16.292.865	18.292.865	12.802.000
1.761.000	1.761.000	6.872.327	6.872.327	1.761.000

*Sales 2001 = 129.797.000

2002 25% 2003 12% 2004 42% 2005 76% 2006 32%

sales growth (compare with previous year)

Income statement (1)
NET INCOME
Deferred income taxes
Current income taxes
INCOME BEFORE TAXES
INCOME AFTER FINANCIAL NET
TOTAL FINANCIAL EXPENSES
& L on foreign exchange regarding financial liabilities
Others
Interest to Ericsson companies
TOTAL FINANCIAL INCOME
& L on foreign exchange regarding financial assets
Others
Interest from Ericsson companies
PERFECTING MARGIN (EBIT)
TOTAL OPERATING EXPENSES
License fees and commissions to own BU
General and administrative expenses
Marketing expenses
Selling expenses, other
TOTAL OTHER OPERATING REVENUES
Depreciation and losses on disposal of equipment
Operating revenues from others
ADJUSTED MARGIN
Other adjustments to cost of sales, MU & KA
PERSONAL G & L on foreign exchange
Gross Margin from Net Sales
ROSS MARGIN
COST OF SALES
TOTAL NET SALES
LES (Net Sales + Commission)

Pertanyaan motivasi dan kepuasan karyawan.

Question 10
Here, two people are talking about their work at your unit *UNIT NAME*. Their remarks represent extremes on a scale. If you agree entirely with A, mark next to "A". If you agree entirely with B, mark next to "B". If your views fall somewhere in between, mark the appropriate position on the scale.

A says:
In my job I do what I have to do, therefore no one can complain about me. I see no reason to work harder than I do.

B says:
I feel strongly involved in my job and most of the time I do more than is expected of me.

Person A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Person B
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Question 41
I am overall satisfied with my job

1 Strongly disagree
 2
 3
 4
 5 Strongly agree

Online Customer Satisfaction Form

In this evaluation there are several statements. With each statement we would like to know if you are satisfied and to what extent. Answer by checking the box that corresponds best to your opinion.

- 1 : *Very Dissatisfied/Very Unlikely*
- 2 : *Dissatisfied/Unlikely*
- 3 : *Somewhat Satisfied/Average*
- 4 : *Satisfied/Likely*
- 5 : *Very Satisfied/Very Likely*

How satisfied are you in relation to the following

1. Ericsson's way of performing this project
1F 2F 3F 4F 5F

2. Achievements of the goals according to schedule and deadlines
1F 2F 3F 4F 5F

3. Feedback and progress reporting during this project
1F 2F 3F 4F 5F

4. Communication with Ericsson during this project
1F 2F 3F 4F 5F

5. Contacts resolved your problems quickly
1F 2F 3F 4F 5F

6. How is your overall satisfaction with our service?
1F 2F 3F 4F 5F

7. How would you respond if Ericsson was offering similar services again?
1F 2F 3F 4F 5F

**Ericsson DIALOG 2006
Motivation (q. 26, 27)**

Job satisfaction (renamed question, q.26)

Commitment (q.27)

	Low 1-3	High 4-5
High 4-5		
Low 1-3		
Satisfied		
10%		
Ext. bench		
Previous	Total	Average BINC
	7%	159%
		12%

No answer : 0%

RESEARCH INTERNATIONAL

DIALOG Key Performance Indicators

targets vs. results (Group. vs. EID)

	Corporate Actual 2005	Corporate Actual 2006	MU SEA Actual 2005	MU SEA Actual 2006	EID Actual 2005	EID Actual 2006
	24		15		14	

Corporate target 2005: Robust = 27 ; Commitment = 28 ; Stretch = 29