

## INTISARI

Tujuan penelitian ini adalah untuk mengetahui pelaksanaan perlindungan hukum terhadap pelanggan air minum di PDAM Kota Surakarta dan hambatan-hambatan dalam pelaksanaannya berdasarkan Undang-Undang Nomor 8 Tahun 1999 tentang Perlindungan Konsumen (UUPK).

Penelitian diadakan untuk mendapatkan data sekunder dan data primer. Data sekunder diperoleh melalui penelitian kepustakaan dengan menggunakan alat studi dokumen terhadap bahan tertentu. Sedangkan data primer diperoleh dengan menggunakan questioner dan wawancara. Penelitian dilakukan di PDAM Kota Surakarta.

Data penelitian setelah dianalisis dengan menggunakan metode kualitatif, diperoleh hasil bahwa perlindungan hukum terhadap pelanggan air minum di PDAM Kota Surakarta belum dapat terlaksana dengan baik sehingga hak-hak konsumen dalam UUPK belum semuanya dapat dilaksanakan PDAM Kota Surakarta selaku Pelaku Usaha. Hambatan-hambatan yang dihadapi dalam perlindungan hukum terhadap pelanggan air minum di PDAM Kota Surakarta karena PDAM Kota Surakarta satu-satunya perusahaan yang mempunyai wewenang dalam pelayanan air bersih di Kota Surakarta, kurangnya persediaan sumber air minum dan UUPK relatif belum berlaku lama.

Jadi disarankan kepada PDAM Kota Surakarta untuk lebih meningkatkan pelayanan sehingga dapat memberikan pelayanan air minum kepada pelanggan air minum atau konsumen secara kontinyu dan kualitas sesuai dengan standar yang telah ditentukan sehingga dapat terpenuhinya hak-hak konsumen sesuai dalam UUPK dan mengurangi hambatan-hambatan yang ada dalam pelaksanaan UUPK.

Kata kunci : Perlindungan Hukum, Konsumen

## ABSTRACT

The objective of this research is to find out the implementation of legal protection for drinking water users in Surakarta Regional Company of Drinking Water (PDAM) and the problems in its implementation based on the Laws No. 8 / 1999 on Consumers Protection (UUPK).

The research was conducted to obtain the secondary and primary data. The secondary data were derived from a library research using documentary study on particular materials, while the latter were obtained using interview and questionnaire. The research located in Surakarta Regional Company of Drinking Water (PDAM).

The data analysis using the qualitative method gives the followings that the legal protection for the drinking water users of Surakarta PDAM has not been well implemented. As the result, the users' right as stipulated in the Consumers Protection Law (UUPK) have not been fully observed by the company as a business actor. Meanwhile, the problems identified in the implementation of the legal protection for drinking water users of Surakarta PDAM result from the facts that PDAM is the sole provider for clean water supply in Surakarta, the water resources are limited. There is no special institution which concerns on consumers in Surakarta. The consumers protection Laws had been only recently implemented, and the leak level is still high. In addition, other economic factors, such as the increase of fuel and electricity prices, also give contribution on the problems.

Therefore, it is suggested that Surakarta PDAM improves its service in order to maintain the continuity and high quality of water supply according to the set-up standard. This will give the consumers the rights as stipulated in the consumers protection laws and minimize the problems encountered in the implementation of the laws.

Keywords : Legal protection, consumer.