UNIVERSITAS
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**Pelindungan Hukum bagi Konsumen Pengguna Jasa Laundry Akibat Wanprestasi oleh Pelaku Usaha Laundry
di Kecamatan Depok, Kabupaten Sleman**
Khairunnisa Alfitra Ramadhini, Herliana, S.H.,M.ComLaw., Ph.D.
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PELINDUNGAN HUKUM BAGI KONSUMEN PENGGUNA JASA *LAUNDRY* AKIBAT WANPRESTASI OLEH PELAKU USAHA *LAUNDRY* DI KECAMATAN DEPOK, KABUPATEN SLEMAN

Oleh:

Khairunnisa Alfitra Ramadhini[1]*

INTISARI

Penelitian ini bertujuan untuk mengetahui dan menganalisis pelaksanaan pertanggungjawaban pelaku usaha *laundry* atas wanprestasi terhadap konsumen berdasarkan Kitab Undang-Undang Hukum Perdata dan Undang-Undang Nomor 8 Tahun 1999 tentang Pelindungan Konsumen serta pelindungan hukum bagi konsumen pengguna jasa *laundry* akibat wanprestasi oleh pelaku usaha *laundry* di Kecamatan Depok, Kabupaten Sleman.

Penelitian ini merupakan penelitian yuridis empiris yang bersifat deskriptif analitis. Data primer diperoleh melalui penelitian lapangan dengan melakukan wawancara terhadap pelaku usaha dan konsumen *laundry* di Kecamatan Depok, Kabupaten Sleman. Data sekunder diperoleh melalui studi kepustakaan terhadap bahan hukum primer, bahan hukum sekunder, dan bahan hukum tersier. Seluruh data dianalisis secara deskriptif kualitatif.

Hasil penelitian menunjukkan bahwa pelaksanaan pertanggungjawaban pelaku usaha *laundry* terhadap wanprestasi dilakukan melalui pemberian ganti rugi atas keterlambatan penyelesaian jasa, kerusakan pakaian, pakaian tertukar, dan kehilangan pakaian berdasarkan ketentuan Pasal 1239, Pasal 1243, dan Pasal 1246 Kitab Undang-Undang Hukum Perdata serta Pasal 19 Undang-Undang Nomor 8 Tahun 1999 tentang Pelindungan Konsumen. Pelindungan hukum bagi konsumen telah diwujudkan melalui pemberian informasi, penyelesaian sengketa secara musyawarah, dan pemberian ganti rugi. Namun demikian, pelaksanaannya belum optimal karena masih terdapat perbedaan mekanisme pertanggungjawaban antar pelaku usaha, belum optimalnya penyampaian informasi kepada konsumen, serta masih digunakannya klausula pembatasan tanggung jawab yang belum sepenuhnya sesuai dengan ketentuan Undang-Undang Nomor 8 Tahun 1999 tentang Pelindungan Konsumen.

Kata Kunci: Wanprestasi, Pertanggungjawaban Pelaku Usaha, Pelindungan Hukum, Pelindungan Konsumen, Jasa *Laundry*.

[1] Mahasiswa Strata-1 (S-1) Departemen Hukum Perdata, Fakultas Hukum Universitas Gadjah Mada

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LEGAL PROTECTION FOR CONSUMERS OF LAUNDRY SERVICES AGAINST BREACH OF CONTRACT BY LAUNDRY BUSINESS ACTORS IN DEPOK DISTRICT, SLEMAN REGENCY

By:

Khairunnisa Alfitra Ramadhini[2]*

ABSTRACT

This research aims to identify and analyze the implementation of the liability of laundry business actors for breaches of contract toward consumers under the Indonesian Civil Code and Law Number 8 of 1999 concerning Consumer Protection, as well as the legal protection afforded to consumers of laundry services resulting from such breaches in Depok District, Sleman Regency.

This research employed an empirical juridical method with a descriptive-analytical approach. Primary data were obtained through field research by conducting interviews with laundry business actors and consumers in Depok District, Sleman Regency. Secondary data were collected through library research on primary, secondary, and tertiary legal materials. The collected data were analyzed using a qualitative descriptive method.

The results indicate that the implementation of business actors' liability for breaches of contract is carried out through compensation for delays in service completion, damaged clothing, exchanged clothing, and lost clothing pursuant to Articles 1239, 1243, and 1246 of the Indonesian Civil Code as well as Article 19 of Law Number 8 of 1999 concerning Consumer Protection. Legal protection for consumers has been implemented through the provision of information, dispute resolution through deliberation, and compensation for losses. However, its implementation has not been optimal due to differences in liability mechanisms among business actors, inadequate disclosure of information to consumers, and the continued use of limitation of liability clauses that are not fully consistent with Law Number 8 of 1999 concerning Consumer Protection.

Keywords: *Breach of Contract, Business Actors' Liability, Legal Protection, Consumer Protection, Laundry Services.*

[2] Undergraduate Student in Civil Law Department at Faculty of Law Universitas Gadjah Mada