

INTISARI

PERLINDUGAN TERHADAP KONSUMEN PADA PELAKSANAAN PERJANJIAN PENGIRIMAN HEWAN MELALUI JASA ANGKUTAN LOGISTIK (STUDI KASUS PADA PT. KERETA API LOGISTIK (KALOG) DI YOGYAKARTA)

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Penelitian hukum ini bertujuan untuk mengetahui dan mengkaji bentuk perlindungan konsumen pada pelaksanaan perjanjian pengiriman hewan melalui jasa angkutan logistik PT. Kereta Api Logistik di Yogyakarta, serta mengetahui dan mengkaji bentuk pertanggungjawaban pihak perusahaan angkutan logistik terhadap kerugian yang diderita konsumen bila terjadi permasalahan dalam pelaksanaan pengiriman hewan.

Penelitian hukum ini bersifat normatif-empiris. Jenis data dalam penelitian ini berupa data primer dan data sekunder yang diperoleh dari penelitian lapangan dan penelitian kepustakaan. Teknik pengumpulan data yang dipakai adalah penelitian kepustakaan dan melakukan wawancara secara langsung dengan responden untuk penelitian lapangan. Analisis data yang digunakan adalah metode kualitatif yang menghasilkan uraian bersifat deskriptif kualitatif.

Berdasarkan hasil penelitian, dapat ditarik 2 (dua) kesimpulan. Pertama, bentuk perlindungan terhadap konsumen pada perjanjian pengiriman hewan melalui PT. Kereta Api Logistik diwujudkan dengan bentuk represif dan represif yang terbagi dalam tiga tahapan yaitu pra-perjanjian, pelaksanaan perjanjian, dan pasca perjanjian. Kedua, bentuk pertanggungjawaban perusahaan jasa angkutan logistik PT. Kereta Api Logistik terhadap kerugian yang diderita oleh konsumen akibat pelaksanaan perjanjian pengiriman hewan melalui layanan Kurir dan Kargo adalah dengan memberi kompensasi ganti kerugian.

Kata kunci: Pengiriman Hewan, Perlindungan Konsumen, Pertanggungjawaban

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ABSTRACT

CONSUMER PROTECTION ON THE IMPLEMENTATION OF ANIMAL DELIVERY AGREEMENT THROUGH LOGISTIC SERVICE (CASE STUDY OF PT. KERETA API LOGISTIK (KALOG) IN YOGYAKARTA

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The purpose of this legal research is to knowing and examine any forms of consumer protection especially on the implementation animal delivery agreement by logistic transport service P.T. Kereta Api Logistik in Yogyakarta, also to understand and analyzing forms of responsibility provided by the logistic transport service company towards the losses suffered by the consumer during animal delivery process.

This legal research used normative-empirical method. Types of data within research are primary and secondary which obtained from field research and literature research. Method data collection which chosen is literature research and direct interview conduct with respondent to obtain field research data. Analysis data which been used is qualitative method which resulted descriptive qualitative description.

According to the result of research, there are two conclusion that could be taken. First, forms of consumer protection towards consumer within animal delivery using P.T. Kereta Api Logistik service is realized with repressive form and repressive that could be divided into 3 stages consists of pre-agreement, enactment of agreement, post-agreement. Second, forms of logistic transport delivery service company responsibility of P.T. Kereta Api Logistik towards the loss of consumer caused by the implementation of animal delivery agreement through courier and cargo is by giving loss compensation.

Keyword: Animal Delivery, Consumer Protection, Responsibility

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