

PERLINDUNGAN KONSUMEN DALAM PERJANJIAN JUAL BELI MOTOR BESAR BEKAS DI PREMIER GARAGE KABUPATEN KLATEN

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ABSTRAK

Penulisan hukum ini bertujuan untuk mengetahui dan mengkaji penerapan perlindungan konsumen dalam perjanjian jual beli motor besar bekas di Premier Garage Kabupaten Klaten serta untuk mengetahui dan mengkaji standar operasional pelayanan yang diberikan Premier Garage terhadap konsumennya sesuai dengan pengaturan klausula baku berdasarkan Undang-Undang Nomor 8 Tahun 1999 tentang perlindungan konsumen.

Penelitian ini merupakan penelitian yang berjenis yuridis empiris karena mendasarkan kepada kenyataan dan permasalahan di lapangan yang dihubungkan dengan peraturan perundang-undangan yang berlaku dan sumber-sumber hukum yang ada di masyarakat. Jenis data dalam penelitian ini berupa data primer dan data sekunder yang diperoleh dari penelitian lapangan dan penelitian kepustakaan. Teknik pengambilan data dilakukan dengan melakukan wawancara terhadap responden dalam penelitian lapangan dan penelusuran dokumen serta bahan pustaka untuk penelitian kepustakaan. Analisis data dilakukan dengan metode kualitatif yang menghasilkan uraian yang bersifat deskriptif kualitatif.

Berdasarkan hasil penelitian dan pembahasan, didapatkan beberapa kesimpulan. Pertama, penerapan perlindungan konsumen dalam perjanjian jual beli telah diterapkan dengan baik dan memperhatikan hak konsumen sesuai Undang-Undang Nomor 8 Tahun 1999 tentang Perlindungan Konsumen. Kedua, sebagian dari standar operasional pelayanan Premier Garage telah sesuai dengan ketentuan klausula baku berdasarkan Undang-Undang Nomor 8 Tahun 1999 tentang perlindungan konsumen. Sebagian lainnya dari standar operasional tersebut kemudian perlu dilakukan pembenahan agar sesuai dengan pengaturan dalam Undang-Undang Nomor 8 Tahun 1999 tentang perlindungan konsumen.

Kata Kunci : Perlindungan Konsumen, Perjanjian Jual Beli, Perjanjian Standar

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CONSUMER PROTECTION ON USED BIG BIKE BUY AND SALE AGREEMENT AT PREMIER GARAGE KLATEN

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ABSTRACT

This Legal Writing has a purpose to understand and to examine the implementation of consumer protection on used big bike buy and sale agreement at Premier Garage Klaten, and to also understand and examine the operational service standard that was given by Premier garage to its customer according to the regulation of standard contract as mentioned on Law Number 8 of 1999 on Consumer Protection.

This research is a normative-empirical type of research that based its research on the facts and problems that were found on the field in which will be compared to the prevailing laws and regulations and other legal sources that applies in the current society. Data types on this research are primary data collected from field research and secondary data obtained from literature research. Data Collection methods that were used in this research are direct interview conduction with respondents on field research and document and literature sourcing on literature research. Analysis on the data obtained on this research were done with qualitative method in which produces a qualitative description type of analysis.

Based on the results of the research, it has obtained some conclusions. First, the implementation of consumer protection on the buy and sale agreement at Premier Garage is well done applied with regards to the consumer rights according to Law Number 8 of 1999 on Consumer Protection. Secondly, a partial of the operation service standard of Premier Garage has been done in accordance with the standard contract regulation as mentioned on Law Number 8 of 1999 on Consumer Protection. Some other parts of those operational standard service needs some improvement by the Premier Garage itself to meet accordance with the standard contract regulation as mentioned on Law Number 8 of 1999 on Consumer Protection.

Keywords : Consumer Protection, Buy And Sale Agreement, Standard Contract

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