



Consumer protection of users of nipah-sadu crossing transportation services in nipah panjang district, tanjung jabung east reGENCY

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ABSTRACT

The approach used is a normative juridical approach supported by an empirical juridical approach. The data used are primary data and secondary data. The data collection technique used is through a literature study/document study and interviews. The data obtained is presented in a qualitative descriptive form. The result of the research is that the rights and obligations of consumers of Nipah Panjang – Sadu ferry services are not in accordance with the regulations, for example there is no compensation, compensation and/or reimbursement in the event of an accident and tickets have not been provided as proof of the crossing transportation agreement. Likewise, the rights and obligations of business actors have not been implemented because there is no good faith from the business actors in carrying out their business activities, correct, clear and honest information has not been given regarding the conditions and guarantees of the goods and/or services used. There is no quality assurance. goods and/or services used.

ABSTRAK

Data yang digunakan adalah data primer dan data sekunder. Adapun teknik pengumpulan data yang digunakan adalah melalui studi kepustakaan/studi dokumen dan wawancara. Data yang diperoleh disajikan dalam bentuk deskriptif kualitatif. Kesimpulan dari penelitian ini adalah: pertama, pada dasarnya pelaksanaan hak dan kewajiban pelaku usaha dan konsumen jasa angkutan penyeberangan Nipah Panjang – Sadu belum sesuai dengan aturan yang ada. Hal tersebut karena adanya beberapa hak dan kewajiban dari pelaku usaha dan konsumen yang belum sesuai dengan ketentuan yang ada sebagaimana diatur dalam UU Nomor 8 Tahun 1999 tentang Perlindungan Konsumen dan UU Nomor 21 Tahun 1992 tentang Pelayaran. Kedua, hak dan kewajiban konsumen jasa angkutan penyeberangan Nipah Panjang – Sadu tersebut berupa hak konsumen untuk memperoleh informasi dari pengusaha jasa angkutan penyeberangan belum terlaksana termasuk hak untuk memperoleh kompensasi ganti rugi atau mengganti uang pelayanan yang tidak sesuai dengan pelayanan. Demikian juga dengan konsumen jasa angkutan penyeberangan Nipah Panjang – Sadu belum menggunakan tiket sebagai tanda bukti terjadinya perjanjian angkutan penyeberangan.

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I. INTRODUCTION

Service in the field of transportation services is an activity in the transportation system determined by the Government which aims to meet the needs of the community. To meet the needs of the community in the field of transportation, the government is trying to continue to improve transportation services. This is because it is the government's responsibility to provide facilities and infrastructure as well as service facilities, including following up on various public complaints regarding transportation services.

Transportation is a field of activity that is very important in the life of Indonesian society (Alam, 15 Mei 2019). Transportation is defined as the activity of transporting and moving cargo (goods and people/people) from one place (place of origin) to another (destination) (Bima Guntara, 2021). The importance of transportation activities for people in Indonesia because of the geographical location in Indonesia consists of vast oceans and large and small islands that surround the archipelago (Putra, 2020). Recognizing the importance of the role of transportation as one of the driving wheels of the nation's economy, transportation must be arranged in a unified national transportation system that is integrated and capable of realizing the provision of transportation services that are balanced or in accordance with the level of need and the availability of good transportation services, easily accessible to the needs of passengers (Paikah, Juli 2018).

One of the services in the field of transportation services is crossing transportation services which have an important role. With the importance of crossing service transportation, it must be arranged in an integrated national transportation system and be able to realize the availability of crossing transportation services that are in accordance with the level of shipping needs and crossing transportation services that are orderly, comfortable, fast, regular, smooth and at a cost that is affordable to the purchasing power. Public. Ferry services as part of the national transportation system must develop their potential and role to realize security, safety, order and smooth running in the context of supporting economic development and regional development.

Ferry transportation services are services in the field of crossing either by river or sea which are provided for the community to be utilized by the community as consumers. Users of ferry services are any person and/or legal entity using ferry services for both people and goods. Because the transportation here is the transportation of people, the service user is hereinafter referred to as a passenger. While the carrier is a party that binds itself to organize the transportation of goods and/or passengers.

To guarantee the safety and comfort of passengers in the transportation sector, the government has established Standard Operating Procedures (SOP). In improving the quality of sea transportation services, and to achieve the goal of providing safety and comfort for users of sea transportation services, the Ministry of Transportation issued Ministerial Regulation (PM) Number 20 of 2015 concerning Safety Standards and PM Number 37 of 2015 concerning Sea Transportation Passenger Service Standards. These two regulations are an effort by the Ministry of Transportation to meet the Minimum Standards (SPM) for users of sea transportation modes.

Consumer protection is part of the law that contains principles or rules that are regulatory in nature and also contain properties that protect the interests of consumers (Widastri, Agustus 2022). Based on Ministerial Regulation Number 20 of 2015 concerning Shipping Safety Standards covering human resources (HR), facilities and infrastructure in Standard Operating Procedures (SOP), environment and sanctions. Meanwhile, Ministerial Regulation Number 37 of 2015 concerning Sea Transportation Service Standards aims at the types and quality of shipping that are entitled to be obtained by sea transportation service users. Sea transportation service standards include sea transport service standards at the terminal and service standards on board (Hadijahalaydrus, 2023).

Furthermore, the Ministry of Transportation has issued five new regulations to tighten and improve the safety of crossing transportation. The five regulations are: Ministerial Regulation (PM) Number 25 of 2016 concerning List of Crossing Passengers and Transport Vehicles, Ministerial

Regulation Number 27 of 2016 Regulation and Control of Vehicles Using Crossing Transportation Services, Ministerial Regulation No. 28 of 2016 concerning Obligations of Passengers of Crossing Transport to Have Ticket, Ministerial Regulation Number 29 of 2016 concerning Obligations to Improve Vehicles on Crossing Transport Ships. These five regulations clearly regulate the obligations of four related parties, namely: port operators, ship operators, passengers as service users, and the government as a regulator, so that crossing transportation operators can run safely, securely, in an orderly and smooth manner.

With this regulation, it is hoped that the safety and security of crossing transportation operations will increase. The Nipah Panjang – Sadu crossing service in Nipah Panjang District is the Nipah Panjang – Sadu crossing service which crosses the Batang Hari river, Jambi.

The Nipah Panjang – Sadu ferry service in Nipah Panjang District, East Tanjung Jabung Regency is a ferry service managed by the private sector. Nipah Panjang – Sadu ferry services use pompons and are managed by the private sector. The Nipah Panjang – Sadu ferry route is from Ancol Nipah Panjang pier to Parit Tiga pier, Sungai Jeruk Village and vice versa. Regarding crossing trips starting at 07.00 WIB and ending at 22.00 WIB. The number of operating fleets is seven pumps with a sequence system. When there are events, especially the implementation of the Safar bathing tradition in Air Hitam Laut Village, ferry trips can operate until 24.00 WIB or even later. The fare currently being charged for the Nipah Panjang – Sadu crossing for one person is Rp. 5000 per person and for motorbikes it is Rp. 20,000, -/unit, while motorbikes carrying luggage/goods are subject to a fee of Rp. 25.000,-/unit.

The problem that is often encountered at the Nipah Panjang – Sadu crossing is that there is transportation that exceeds capacity, especially on certain days. For example, pompong, which only has a capacity of four motors, is converted into five motors. Referring to the existing conditions, the issues raised in this study are: How is the implementation of the rights and obligations of consumers of the Nipah Panjang – Sadu ferry service? and how is the implementation of the rights and obligations of the Nipah Panjang – Sadu ferry service business actor? Based on these considerations, the authors are interested in conducting research with the title: "Consumer Protection of Users of Nipah Panjang - Sadu Crossing Transportation Services in Nipah Panjang District, East Tanjung Jabung Regency".

The theory used in this study is the theory of consumer protection, which is the entire law and regulation governing the rights and obligations of consumers and producers arising in an effort to meet their needs and regulate efforts to ensure the realization of legal protection for consumer interests. The consumer protection law as mentioned by (Asyhadie, 2016) is the law that regulates the protection given to consumers to fulfill their needs as consumers. It was further said that consumer protection law is a law that regulates consumer rights and obligations, rights, and obligations of business actors as well as ways to defend these rights and carry out these obligations.

The current consumer protection law has a legal basis set by the government, with a definite legal basis, the protection of consumer rights can be carried out with full optimism (Ahmad, Januari 2018).

Several studies that have been carried out before are: research by (Bhakti, 2021), (Aulia, 2021) and (Jabalnur, 2022). The three studies are different from this research because the previous research discussed the rights of consumers who have been violated by carriers and the protection of business actors in the event of default, especially those committed by consumers. This research discusses the implementation of the rights and obligations of consumers of transportation services as well as the rights and obligations of ferry service business actors.

II. RESEARCH METHODS

The specification of this research is descriptive analytical research. Suharsimi Arikunto defines research that is analytical descriptive in nature, which is a form of research that aims to describe the applicable laws and regulations, associated with legal theories and positive law enforcement practices related to the problems studied (Soekanto, 2013). Meanwhile, according to Soerjono Soekanto, research is descriptive in nature, namely research that provides data that is as precise as possible about humans, conditions, or other phenomena. The purpose is primarily to reinforce hypotheses, so that it can assist in strengthening old theories, or within the framework of developing new theories (Soekanto, 2013).

Based on the description above, this research conducts analysis only up to the description level, namely analyzing and presenting facts systematically so that it can be easier to understand and conclude related to consumer protection for users of Nipah Panjang - Sadu crossing transportation services in Nipah Panjang District, East Tanjung Jabung Regency.

The approach used in this study consist of two approaches, namely normative approach, and empirical approach. The normative approach means solving problems using laws and regulations that have been described in the articles, in other words this research method starts from analyzing a case and then looking for a solution through statutory procedures (Soemitro, 2002). Meanwhile, the empirical approach is a study that, apart from looking at the positive aspects of law, also looks at its application or practice in the field, as stated by Soerjono Soekanto that in legal research, what is investigated initially is secondary data, then it is continued with research on data. primary in the field, or towards the community (Mamudji, 2016). Thus, the research combines a normative approach (legislation/secondary data) and an empirical approach (field research), which is related to consumer protection for users of Nipah Panjang – Sadu crossing transportation services in Nipah Panjang District, East Tanjung Jabung Regency.

In this study the authors used primary data (or basic data) and secondary data (Sunggono, 2013). Primary data, is data obtained directly in the field, from samples and respondents through interviews or interviews (Moleong, 2014). The primary data in this study is data from interviews conducted with the parties involved in this research. Meanwhile, secondary data is data obtained through library research. Library research aims to study, examine, and trace secondary data which includes primary materials, namely binding legal materials, secondary materials, namely those that provide explanations regarding primary legal materials and tertiary legal materials, namely materials that provide instructions or explanations of legal materials. primary law and secondary legal material (Soekanto, 2013). The data collection technique used is through a library study/document study by collecting, studying an inventory of legal materials consisting of primary legal materials, secondary legal materials, and tertiary legal materials, so that accurate and accountable data can be obtained. Then the next technique is done through interviews.

Based on the nature of the research using descriptive analytical research methods, the data analysis used is an analysis using a qualitative approach to secondary data. The descriptive includes the content and structure of positive law, which is an activity carried out by the author to determine the content or meaning of legal rules. Furthermore, it is compiled to describe consumer protection for users of Nipah Panjang – Sadu crossing transportation services in Nipah Panjang District, East Tanjung Jabung Regency, so that this data is descriptive, namely data in the form of systematically arranged sentence descriptions that describe the results of research and discussion. The data is then presented in a qualitative descriptive form.

III. RESULTS AND DISCUSSION

A. Implementation of Rights and Obligations of Consumers of Nipah Panjang - Sadu Crossing Services

Before discussing consumer rights and obligations, the author first explains the notion of consumer protection. The definition of consumer protection is efforts to uphold consumer rights against things that harm both physically and materially (Muhammad Fauzi Rusdiansyah, 2019).

In relation to consumer rights, in Law Number 8 of 1999 concerning Consumer Protection, not only these four rights are protected, the rights formulated in Law Number 8 of 1999 concerning Consumer Protection, especially in Article 4, regulate comprehensively meaning that in addition to the four basic rights As stated previously there are also other rights in the form of the right to obtain advocacy, the right to obtain consumer guidance and education, the right to be treated and served fairly and honestly without discrimination, the right to receive compensation, compensation and/or reimbursement as well as other rights other rights regulated in the provisions of laws and regulations (Meidiarti, 2020).

Protection of consumer rights is a very serious issue. In the lairizes faire paradigm, consumers and business actors are considered to have an equal position (Randi, Juni 2022). According to Nurmanto, regulation of legal protection for consumers is carried out by:

1. Creating a consumer protection system that contains access and information and guarantees legal certainty;
2. Protecting the interests of consumers in particular and the interests of business actors;
3. Improving the quality of goods and services;
4. Provide legal protection to consumers from deceptive and misleading business practices;
5. Integrate the implementation, development, and regulation of legal protection for consumers with the field of protection in other fields(Rongiyati, Juni 2019).

Talking about consumer rights is regulated in Article 4 of the Consumer Protection Act, namely:

1. The right to comfort, security, and safety in consuming goods and or services;
2. The right to choose goods and or services and obtain said goods and or services in accordance with the exchange rate and the conditions and guarantees promised;
3. Right to correct, clear and honest information regarding conditions and guarantees of goods and or services;
4. The right to be heard opinions and complaints about the goods and services used;
5. The right to obtain advocacy, protection, and settlement efforts and or services used;
6. The right to obtain consumer guidance and education;
7. The right to be required or served properly and honestly and not discriminate;
8. The right to receive compensation, compensation and/or reimbursement, if the goods and or services received are not in accordance with the agreement or not as they should be;
9. The rights are regulated in the provisions of other laws and regulations (Raden Ajeng Astari Sekarwati, Maret 2021).

One of the means of transportation that is widely used by the people in Jambi Province is the transportation service, both those used to transport people and to transport goods. Based on Article 86 paragraph (1) and paragraph (2) of Law Number 21 of 1992 it is stated as follows:

- 1) Water transportation companies are responsible for the consequences arising from the operation of their ships in the form of:
 - a. Death or injury to passengers being transported;
 - b. Destroyed, lost or damaged goods transported;
 - c. Delays in transporting passengers and/or goods being transported; and
 - d. Third party loss.
- 2) If the transportation company can prove that the losses referred to in paragraph (1) letters b, c, and d were not caused by their mistakes, then they can be released partly or wholly from their responsibilities.

Furthermore, the obligations of business actors are regulated in Article 7 of Law Number 8 of 1999 concerning Consumer Protection as follows:

1. Have good faith in carrying out its business activities;
2. Provide correct, clear and honest information regarding the conditions and warranties of goods and/or services as well as provide explanations for use, repair and maintenance;
3. Treat or serve consumers properly and honestly, not discriminatory;
4. Guarantee the quality of goods and/or services produced and/or traded based on the provisions of the applicable goods and/or services quality standards;
5. Provide opportunities for consumers to test and/or try certain goods and/or services and provide guarantees and/or warranties for goods made and/or traded;
6. Provide compensation, compensation, and/or reimbursement for losses resulting from the use, use and utilization of traded goods and/or services; and
7. Provide compensation, compensation and/or reimbursement for losses resulting from the use, use and utilization of goods and or services received or utilized not in accordance with the agreement.

Based on the description above, every business actor is obliged to provide legal protection to consumers, in particular providing security and comfort from the services they offer to consumers, including ferry transportation services. This is done so that consumers feel comfortable and safe and do not harm consumers.

Based on the theory of legal protection as put forward by (Asyhadie, 2016) as the author described previously, namely on the background, then to find out the rights and obligations of consumers when using the Nipah Panjang - Sadu Crossing Transportation Service consists of five (5) stages which are explained as follows:

1. Provide true, clear and honest information about the conditions and warranties of goods and/or services and provide explanations, repairs and maintenance

Providing information in practice can be done in various ways and forms, such as through advertisements, leaflets or through information that is posted and written on a ticket/ticket. For the Nipah Panjang – Sadu crossing, no information was given to passengers, either in written or verbal form. Consumers or passengers do not use tickets/tickets. For motorbike crossings, passengers only come and wait for the queue. After the pompong that will cross the crossing, the motorbike owner who will cross immediately lifts his motorcycle onto the pompong, which he does himself or is assisted by the officer on duty to assist the crossing fleet owner to raise passenger motorbikes onto the pompong.



Figure 1. The Process of Raising a Motorcycle to the Top of the Pompong when Crossing





Figure 3. When Going to Raise the Vehicle After Arriving at the Wharf

The awareness of business actors, in this case the owners of the ferry fleet, that they are lacking in providing information on Nipah Panjang – Sadu ferry services can in principle be detrimental to consumers, because consumers cannot know clearly regarding the feasibility and convenience of using the Nipah Panjang – Sadu ferry services. whether it is a safety hazard or not.

2. Guarantee the quality of goods and services offered or traded based on the applicable quality standards of goods or services

AZ. Nasution in his book *Consumers and Law* states that when talking about the quality of service products, it is only to know the condition of the fleet or ship used solely whether it is still fit to operate or vice versa only known by the business actor concerned. Basically, consumers have absolutely no capacity to determine everything (Nasution, 2015). From the results of the research conducted, there is no guarantee for the quality of goods/services whether it is feasible or vice versa.

3. The right to receive compensation, compensation and/or reimbursement, if the goods and/or services received are not in accordance with the agreement or not as they should be

From the results of research conducted on Nipah Panjang – Sadu ferry services, it was found that the losses experienced by consumers so far can indeed be said to be not much or even nonexistent. The losses so far have been limited to the motorcycle being scuffed either because it collided with another passenger's motorbike, the hood was cracked or the motorbike got stuck when it was being lifted onto the pompong to be crossed or when it was about to be unloaded from the pompong because it had arrived at the intended pier.

When referring to Article 8 paragraph (1), (2) and paragraph (3) of Law Number 8 of 1999 concerning Consumer Protection, the losses suffered by passengers as described above, whether small or large, are categorized as unlawful acts and perpetrators can be prosecuted. Likewise with regard to the responsibilities of business actors regulated in Article 19.

4. Passenger tickets and cargo documents are proof of a transportation agreement

The Nipah Panjang – Sadu crossing transportation service in Nipah Panjang District by crossing the Batang Hari Jambi river, consumers do not have tickets or documents as a sign of a transportation agreement. Thus, referring to the real conditions in the field, the Nipah Panjang - Sadu ferry service has not been carried out or not in accordance with Article 85 paragraph (2) of Law Number 21 of 1992 concerning Shipping, which states that a passenger is required to use a passenger ticket and cargo documents as evidence of the existence of a transportation agreement.

5. Transportation companies in waters are responsible for the consequences arising from the operation of their ships in the form of death or injury to the passengers being transported, destruction, loss or damage to the goods being transported, delays in the transportation of passengers and/or goods being transported, losses to third parties

Article 1365 of the Civil Code explains that: "Any unlawful act that causes harm to another person obliges the person who caused the loss to be wrong, to compensate for the loss." The existence of consumers who are harmed by crossing transportation services needs to be a serious concern so that consumers do not suffer losses. Moreover, the Nipah Panjang – Sadu crossing is the only crossing to Sadu sub-district that currently exists.

B. Implementation of Rights and Obligations of Business Operators of Nipah Panjang – Sadu Crossing Transportation Services

In cases of transportation law and consumer protection, there are five principles of responsibility: (1) Fault liability; (2) Presumption of liability; (3) The principle of presumption of non-liability; (4) Principle of liability with limitations (limitation of liability principle); (5) The principle of liability with limitations (limitation of liability principle)(Mahfiroh, 2020).

The rights and obligations of business actors according to Article 6 of the Consumer Protection Act are:

1. The right to receive payments in accordance with the agreement regarding the conditions and exchange rates of goods and or services traded.
2. The right to obtain legal protection from consumer actions with bad intentions.
3. The right to conduct proper self-defense in the settlement of consumer dispute law.
4. The right to rehabilitation of good name if it is not legally proven that the consumer's loss is not caused by the goods and or services being traded.
5. The rights regulated in the provisions of other laws and regulations (Raden Ajeng Astari Sekarwati, Maret 2021).

Business actors who sell goods and/or services to other business actors are responsible for demands for compensation and/or consumer claims if:

1. Other business actors sell to consumers without making any changes to said goods and/or services;
2. Other business actors, in the sale and purchase transaction are not aware of any changes to the goods and/or services carried out by the business actor or not in accordance with the sample, quality and composition(Handriani, November 2020).

In carrying out its business, the rights and obligations of business actors include four stages, namely as follows:

1. The existence of good faith in carrying out its business activities

All ferry service entrepreneurs have the goal of being able to run their business in peace. Likewise, consumers certainly expect that crossing transportation services can be enjoyed properly and not be detrimental. If there is a loss suffered by the consumer, the business actor is required to be responsible for all losses suffered by the consumer.

2. Provide true, clear and honest information regarding the conditions and warranties of goods and/or services and provide explanations on use, repair and maintenance

According to Soetandyo Wignjosoebroto, if you look at the existing conditions, it turns out that there are still many business actors who do not carry out their business as stipulated in the law. Lack of legal awareness among business actors is one of the factors influencing this situation. Whereas legal awareness is the whole complex of the willingness of citizens to behave in accordance with the requirements set by law. In essence, legal counseling is a learning and dislearning process. At the Learning stage, one must learn to understand new norms and at the same time build new (legal) awareness; whereas in the Dislearning stage, one must try to forget the old norms resulting from past teachings and at the same time "extinguish" the old fire of consciousness (legal awareness). In strategic matters, in the theoretical arena people are still debating which issues will actually be more effective (Wignjosoebroto, 2012). In general, the instructors immediately carry out the counseling process as a learning process, without thinking about the fact that in this process the subjects who are trained also intermittently sometime later, whether at that time they also have

to undergo dislearning (Wignjosoebroto, 2012). Whereas legal awareness as a determinant of law enforcement according to the theory, whether or not a subject is willing to obey the law is determined by his awareness, namely what in the legal sociology literature is called "Legal Awareness".

The purpose referred to by legal awareness here is the mental condition of a subject when he has to face a normative imperative to determine his choice of behavior, which in full has two dimensions. The first dimension is his cognitive dimension, namely his knowledge of the law governing the particular behavior he is doing (either forbidding it, or ordering it to be done). Meanwhile, what is meant by the second dimension is the affective dimension, namely "the awareness that the law he knows really must be obeyed" (Wignjosoebroto, 2012).

Information that is half-truth, misleading, especially information that is deceptive by itself results in decisions that can result in decisions that can cause material losses or may even endanger the safety of the Consumer's life, because it is wrong, wrong or misled in providing information about the services offered to it.

3. Guarantee the quality of the goods and/or services that are used based on the provisions of the applicable standards for the quality of goods and/or services

One of the obligations of business actors is to protect consumers by inspecting their Transport Ships at the Directorate General of Sea Transportation as it is known that one of the functions of the Directorate General of Sea Transportation is to test the feasibility of a Transportation Service, especially Ship Transportation Services. As for the purpose of carrying out testing of the Sea Crossing Transportation Services basically is none other than to guarantee the transportation services, so that the services offered to Consumers are safe and suitable for use or really do not endanger the safety of Consumers. Therefore, every operator of sea crossing transportation services must be able to maintain security and eligibility before the service is offered to consumers.

4. Provide compensation, compensation and/or reimbursement for losses resulting from the use, usage and utilization of traded goods and services.

If you look at the legal protection provided by Law Number 8 of 1999 to consumers, it can be said that there is almost no loophole for business actors to carry out activities aimed at harming consumers. Especially for the Nipah Panjang – Sadu crossing, even though there were losses experienced by consumers, but not on a large scale, such as death or other accidents. The only losses suffered were scuffed motorbikes, cracked hoods, and others.

IV. CONCLUSION

Based on the discussion that the authors describe above; the following conclusions can be obtained:

1. Basically, the implementation of the rights and obligations of business actors and consumers of Nipah Panjang – Sadu crossing services is not in accordance with existing regulations. This is because there are several rights and obligations of business actors and consumers that are not in accordance with the existing provisions as stipulated in Law Number 8 of 1999 concerning Consumer Protection and Law Number 21 of 1992 concerning Shipping.
2. The rights and obligations of the consumers of Nipah Panjang – Sadu ferry services are in the form of the consumer's right to obtain information from the ferry service operator which has not been implemented, including the right to obtain compensation for compensation or reimbursement for services that are not in accordance with the service. Likewise, consumers of Nipah Panjang – Sadu crossing transportation services have not used tickets as proof of the crossing transportation agreement.

In connection with the conclusions above, the authors provide suggestions related to the rights and obligations of business actors and consumers of crossing transportation services as follows:

1. The need to socialize Law Number 8 of 1999 concerning Consumer Protection and Law Number 21 of 1992 concerning Shipping to the wider community and the use of consumer protection rights;
2. It is necessary to increase cooperation between related Consumer Protection Agencies, both from the Government and from Non-Governmental Organizations;
3. There is a need to establish a forum to accommodate reports from consumers of ferry transportation services who have been harmed by ferry service business operators;
4. The need to increase the responsibility of business actors in crossing transportation services to provide compensation to consumers is not only compensation in the form of money but must be adjusted to the provisions of laws and regulations or at least be able to provide a sense of justice.

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