



**LEGAL PROTECTION FOR CONSUMER IN CASH ON
DELIVERY ENGAGEMENT**

UNDERGRADUATE THESIS

**Submitted as one of the requirements to obtain
Sarjana Hukum (S.H.)**

By:

Ros Sugita

017202000008

FACULTY OF HUMANITIES

LAW STUDY PROGRAM

CIKARANG

SEPTEMBER, 2023

PANEL OF EXAMINER APPROVAL

The Panel of Examiners declare that the undergraduate thesis entitled "**LEGAL PROTECTION FOR CONSUMER IN CASH ON DELIVERY ENGAGEMENT**" that was submitted by Ros Sugita majoring in Law from the Faculty of Humanities was assessed and approved to have passed the Oral Examination on

Panel of Examiner



Dr. Maria Fransisca Mulyadi S.H., SE., M.Kn.

Examiner I



Sujana Donandi S, S.H., M.H.

Advisor

STATEMENT OF ORIGINALITY

In my capacity as an active student of President University and as the author of the undergraduate thesis/final project/business plan stated below:

Name : Ros Sugita
Student ID number : 017202000008
Study Program : Law Study Program
Faculty : Faculty of Humanities

I hereby declare that my undergraduate thesis/final project/business plan entitled “**LEGAL PROTECTION FOR CONSUMER IN CASH ON DELIVERY ENGAGEMENT**” is, to the best of my knowledge and belief, an original piece of work based on sound academic principles. If there is any plagiarism, including but not limited to Artificial Intelligence plagiarism, is detected in this undergraduate thesis/final project/business plan, I am willing to be personally responsible for the consequences of these acts of plagiarism, and accept the sanctions against these acts in accordance with the rules and policies of President University.

I also declare that this work, either in whole or in part, has not been submitted to another university to obtain a degree.

Cikarang, 4 September 2023



Ros Sugita

SCIENTIFIC PUBLICATION APPROVAL FOR ACADEMIC INTEREST

As a student of the President University, I, the undersigned:

Name : Ros Sugita
Student ID number : 017202000008
Study program : Law Study Program

for the purpose of development of science and technology, certify, and approve to give President University a non-exclusive royalty-free right upon my final report with the title:

“LEGAL PROTECTION FOR CONSUMER IN CASH ON DELIVERY ENGAGEMENT”

With this non-exclusive royalty-free right, President University is entitled to converse, to convert, to manage in a database, to maintain, and to publish my final report. There are to be done with the obligation from President University to mention my name as the copyright owner of my final report.

This statement I made in truth.

Cikarang, 4 September 2023



Ros Sugita

ADVISOR'S APPROVAL FOR PUBLICATION

As a lecturer of the President University, I, the undersigned:

Advisor's Name : Sujana Donandi S, S.H., M.H.
NIDN : 0402019101
Study program : Law Study Program
Faculty : Faculty of Humanities

declare that following thesis:

Title of undergraduate thesis : LEGAL PROTECTION FOR
CONSUMER IN CASH ON DELIVERY
ENGAGEMENT.

Undergraduate Thesis author : Ros Sugita
Student ID number : 017202000008

will be published in **institution's repository** (underline one that applies)

Cikarang, 4 September 2023



Sujana Donandi S, S.H., M.H

ANTI-PLAGIARISM REPORT

ROS. SUGITA

ORIGINALITY REPORT

19%

SIMILARITY INDEX

19%

INTERNET SOURCES

12%

PUBLICATIONS

11%

STUDENT PAPERS

PRIMARY SOURCES

1

lppm-unissula.com

Internet Source

2%

2

repository.undwi.ac.id

Internet Source

2%

3

journal.walisongo.ac.id

Internet Source

2%

4

jurnal.unikal.ac.id

Internet Source

1%

5

www.atlantis-press.com

Internet Source

1%

6

www.ijirmf.com

Internet Source

1%

7

journal.unnes.ac.id

Internet Source

1%

8

bircu-journal.com

Internet Source

1%

9

jurnal.umb.ac.id

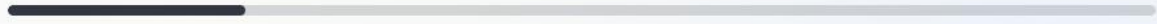
Internet Source

1%

ANTI AI-REPORT

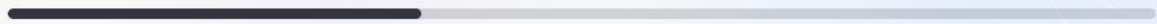
Stats

Average Perplexity Score: 207.370



A document's perplexity is a measurement of the randomness of the text

Burstiness Score: 360.184



A document's burstiness is a measurement of the variation in perplexity

Your sentence with the highest perplexity, "Raja Graffindo Persada.", has a perplexity of: 1641

ABSTRAK

Tanggung Jawab Produk, merupakan tanggung jawab perdata dari pelaku usaha atas kerugian yang dialami konsumen akibat produk yang dihasilkannya. Pentingnya hukum tentang prinsip tanggung jawab mutlak (strict liability) dalam mengantisipasi adanya kerugian terhadap perlindungan konsumen yang memiliki posisi yang cenderung selalu dirugikan, khususnya pada transaksi online dengan sistem cash on delivery. Maraknya permasalahan yang terjadi pada masyarakat di Indonesia berkaitan dengan tingkat perlindungan konsumen yang rendah disebabkan oleh ketidaktahuan konsumen dan adanya indikasi kecurangan yang dilakukan beberapa oknum pelaku usaha khususnya pada sistem cash on delivery. Tujuan penelitian ini adalah Untuk mengetahui dan mendeskripsikan bagaimana implementasi perlindungan konsumen (strict liability) dalam membantu perkembangan hukum dalam melindungi kepentingan konsumen. Penelitian ini menggunakan data sekunder sebagai data utama dan menggunakan Studi Kepustakaan sebagai teknik pengumpulan bahan. Semua bahan yang dikumpulkan selanjutnya diinventarisasi, diklasifikasi, dan dianalisis dengan menggunakan analisis deskriptif. Hasil penelitian ini adalah Penerapan prinsip tanggung jawab Strict liability terhadap ketentuan Undang-Undang Perlindungan Konsumen No. 8 Tahun 1999 yaitu, tanpa melihat adanya unsur kesalahan dari pelaku usaha, artinya pelaku usaha selalu bertanggung jawab atas kerugian konsumen dengan memberikan ganti rugi atas kerusakan, pencemaran dan/atau kerugian konsumen yang diakibatkan oleh konsumsi barang dan/atau jasa yang dihasilkan atau diedarkan.

Kata kunci : Cash on delivery, Strict liability, Perlindungan hukum

ABSTRACT

Product liability, is the civil liability of the entrepreneur for losses suffered by the consumer as a result of the product produced by him. The importance of the law on the principle of strict liability in anticipating the loss to the protection of consumers who have a position that is always prone to harm, especially in online transactions with the system of cash on delivery. The aim of this study is to find out and describe how the implementation of strict liability in helping legal developments in protecting consumer interests. This research uses secondary data as the primary data and uses Library Studies as a material collection technique. All collected materials are subsequently inventorized, classified, and analyzed using descriptive analysis. The result of this study is the application of the principle of strict liability to the provisions of the Consumer Protection Act No. 8 of 1999, that is, without regard to the element of the fault of the entrepreneur, which means that the entrepreneur is always responsible for the loss of consumers by providing compensation for the damage, pollution and / or losses consumers caused by the consumption of the goods and/or services produced or distributed.

Keyword : Cash On Delivery, Online Transaction, Legal Protection

ACKNOWLEDGE

Praise be to JESUS CHRIST, who has exalted his loving kindness, that he may complete the scripture: “LEGAL PROTECTION FOR CONSUMER IN CASH ON DELIVERY ENGAGEMENT.”

With all the limitations, the author realizes that in writing this thesis there are still many shortcomings or are still far from perfect, both in discussion and grammar. In completing this research, the author received a lot of support, assistance, and prayers from various parties. In this opportunity with all humility, the author would like to thank profusely:

1. Sujana Donandi S, S.H., M.H. as a mentor who always gives motivation and guidance to researchers until this script is realized;
2. Dr. Maria Fransisca Mulyadi, S.H., SE., M.Kn. as a examiner who always gives motivation and guidance to researchers until this script is realized;
3. Bayu Imantoro, S.H., M.H., as the Head of the Law Study Program at President's University has taken the time to be an examiner in the proposal seminar and his directions for continuation to the next chapter.
4. Dr. Ir. Robert Pangihutan Radjagoekgoek S.Sos., S.H., M.H., as my internship mentor for all the guidance, moral support, and direction during the internship program.
5. All lecturers at President's University who have provided invaluable lecture material to be applied in the future and have educated and imparted knowledge sincerely and sincerely.
6. My dear Mother is Erny Djelita, who has given such sincere affection to the researchers, always gives cooler counsel and never fails to pray and support every step and effort to realize the hopes of researchers.
7. Riescharia, Vitalia, Jaka and Raphael Jackson Emmanuel, dear sister, old sister and brother who always encourages researchers;
8. Daniel, Vitri, Om Willy, Om Rudi are the families who always help the writer.
9. Angeline, Linda, Dhea, Laras and Dela are both friends and friends who help researchers work on the script.
10. All the parties involved, directly or indirectly, in the drafting of this script.
11. And thank you for this self that has survived so far.

May the Lord repay all the goodness of his father, mother, and brother to those who seek it with greater goodness, with his mercy and mercy,

Researchers realize that the script is still imperfect, both in terms of material, writing and presentation, due to the author's limitations and abilities. Therefore, the author looks forward to advice and criticism for the perfection of the script.

The great hope of the author is that this script can be useful for the writer in particular, generally for the reader as well as can provide education in doing online shopping in the system cash on delivery.

TABLE OF CONTENT

Contents

PANEL OF EXAMINER APPROVAL.....	ii
STATEMENT OF ORIGINALITY	iii
SCIENTIFIC PUBLICATION APPROVAL FOR ACADEMIC INTEREST	iv
ADVISOR'S APPROVAL FOR PUBLICATION.....	1
ANTI-PLAGIARISM REPORT	2
ANTI AI-REPORT	3
ABSTRAK.....	4
ABSTRACT.....	5
ACKNOWLEDGE.....	6
TABLE OF CONTENT	8
CHAPTER I INTRODUCTION.....	Error! Bookmark not defined.
A. BACKGROUND.....	Error! Bookmark not defined.
B. Research Question.....	Error! Bookmark not defined.
C. Objective Research.....	Error! Bookmark not defined.
CHAPTER II THEORITICAL FRAMEWORK.....	Error! Bookmark not defined.
1. LEGAL PROTECTION.....	Error! Bookmark not defined.
2. CONSUMER	Error! Bookmark not defined.
3. CASH ON DELIVERY	Error! Bookmark not defined.
4. STRICT LIABILITY	Error! Bookmark not defined.
5. E-COMMERCE	Error! Bookmark not defined.
CHAPTER III DISCUSSION.....	Error! Bookmark not defined.
CHAPTER IV CONCLUSION.....	Error! Bookmark not defined.
A. CONCLUSION	Error! Bookmark not defined.
B. SUGGESTION	Error! Bookmark not defined.
REFERENCES	Error! Bookmark not defined.