

ABSTRACT

Transaction on modern stores often leave a change money with a non-fixed nominal. This nominal is one of the factors that made modern stores held a donation program through change money from the consumer. Donation programs held by modern stores often carried out without consent from the consumers and the clearly information about the responsibility of modern stores. Consumer Protection law explained that one of the consumer rights is getting a clearly information regarding the services and goods that used by the consumer.

This research aims to analyse how the responsibility process of modern store towards charity programs is handled, and knowing how the distribution process of consumer charity funds that held by modern stores. The approach that used is a empirical legal research. Empirical legal research is legal research conducted by analysing existing problems by combining primary, secondary or tertiary legal materials. Primary data was obtained by visiting modern stores outlets and asking directly how the responsibility of donation program that held by modern stores.

The results of this research is the distribution process of donation program used a computer system. Modern stores outlets will enter a amount of change money that donated into the computer that is integrated with the head office. In the process of transferring the remaining money of the transaction, there is still a unilateral transfer of change carried out by modern stores. Unilateral transfer is one of the violations of the Consumer Protection Act. Consumers also do not get clear information about the process of distributing charity funds from modern stores. As a form of accountability, modern stores must share donation reports on the official website, as well as proof of payment for consumers.

Keyword: Modern Store, Donation Program, Change Money, Accountability