

## ABSTRACT

The rapid growth of online transportation service companies has revolutionized the way people commute, providing convenience and accessibility. However, alongside this progress, there has been an alarming rise in reported cases of sexual harassment experienced by passengers at the hands of drivers. This research investigates the pressing issue of sexual harassment within the context of online transportation services, focusing on the jurisdictions of Indonesia and California. With a primary emphasis on consumer protection, this study adopts a comparative approach, analyzing the legal frameworks governing passenger safety in both jurisdictions. It delves into the specific laws and regulations designed to safeguard passengers as victims of sexual harassment, exploring how each jurisdiction defines and addresses such incidents.

As the issue of sexual harassment in the online transportation industry continues to be a significant concern, this research aims to contribute to the ongoing discourse surrounding consumer protection and passenger safety. By identifying the strengths and weaknesses of the legal frameworks, the study proposes recommendations for enhancing protections against sexual harassment and promoting a safer and more inclusive environment for passengers. The research goes beyond the legal aspects and examines the impact of sexual harassment on passengers' well-being and confidence in utilizing online transportation services. By applying on legal enforcement of both jurisdiction and each company's policies, the study sheds light on the prevalent patterns of sexual harassment and the responses of online transportation service companies in addressing these issues.

Ultimately, this research seeks to empower policymakers, legislators, and relevant stakeholders to enact comprehensive and robust measures that effectively address sexual harassment and foster a culture of respect and security for all passengers utilizing online transportation services in both Indonesia and California.

**Keywords:** Consumer Protection, Sexual Harassment, Comparative