



**Legal Research Against Consumers on Submission of Public Facility
Complaints Through Social Media
(Study on Green Pramuka City Apartments)**

LEGAL WRITING

Submitted to complete the assignments and fulfill the requirements in order to
complete Bachelor (S1) program in Law

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**FACULTY OF LAW
DIPONEGORO UNIVERSITY
SEMARANG**

2024

APPROVAL SHEET

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Legal Writing with the title above has been legalized and approved for copied

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Legal Research Against Consumers on Submission of Public Facility Complaints

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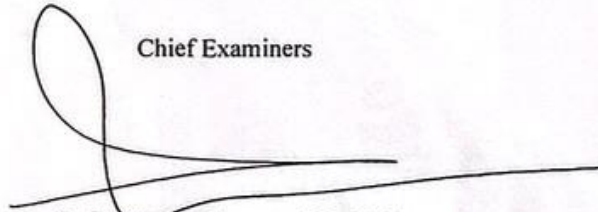
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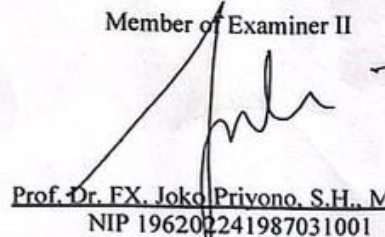
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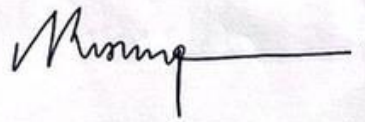
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STATEMENT

I hereby declare that this Legal Writing with the title, “**Legal Research Against Consumers on Submission of Public Facility Complaints Through Social Media (Study on Green Pramuka City Apartments)**” has never been submitted for a bachelor’s degree at another university, and with the best of my knowledge there are no works or opinions that have been written or published by anyone else, except for those referred to in writing in this manuscript and mentioned in the bibliography.

Semarang, 23 February 2024



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MOTTO AND DEDICATION

A. Motto

“Be strong and courageous! Do not fear or tremble before them, for the Lord your God is the one who is going with you. He will not fail you or abandon you!” (*Deuteronomy 31:6*)

B. Dedication

- a. To God Almighty who has given me life and knowledge.
- b. To my family, Jonter Banuarea, S.H., M.H., Panca Mariestri Sila, S.H., Brigadir Dinda Wigrhalia, S.H., dr. Clara Bulan Angelina, dr. Jeffryandi P Hutabarat and Givano Jeremia Winston Hutabarat who always provide support and believe in me
- c. To lecturers and staff of the Faculty of Law, Diponegoro University who guided and helped the author during her study at the Faculty of Law

ABSTRACT

This research departs from problems that arise in the practice of legal protection of consumer rights in submitting complaints via Social Media. As a reality, there are many consumers who face difficulties when expressing their opinions or complaints regarding the goods or services they consume via social media. This creates uncertainty in the understanding of what legal protection should be. In a more specific context, this problem also has an impact on the role of the Indonesian Consumers Foundation in fulfilling its responsibilities towards consumers regarding complaints regarding apartment facilities. The foundation should be effective in handling consumer complaints and play an active role in protecting consumer rights. In practice there is a mismatch between what should happen and what happens in practice.

The approach method used in this research proposal is normative juridical research (normative legal research method). The normative juridical research method is library legal research carried out by examining library materials or secondary data alone. This research was carried out in order to obtain materials in the form of: theories, concepts, legal principles and legal regulations related to the subject matter.

The results of the research in this paper are that legal protection for consumers' rights in submitting complaints via social media, goods and/or services on social media are protected by two main rights, namely the right to correct and honest information and the right to have their opinions and complaints heard as specified in Article 4 letters c and letter d UUPK and the role of the Indonesian Consumers Foundation in fulfilling its responsibilities towards consumers regarding complaints regarding apartment facilities which are carried out in providing protection to consumers, namely by means of research, testing and/or surveys, regarding aspects which include loading information regarding the risks of using goods by placing labels, advertising, etc., which are implied by the provisions of laws and regulations and customs in the practice of the business world, require efforts to provide understanding and increase awareness of what rights are.

Keywords: Legal Protection, Consumers, Public Facilities

ABSTRAK

Penelitian ini berangkat dari permasalahan yang muncul dalam praktek perlindungan hukum terhadap hak konsumen dalam menyampaikan keluhan melalui Media Sosial. Sebagai realitas yang ada, terdapat banyak konsumen yang menghadapi kesulitan saat mengemukakan pendapat atau keluhan mereka mengenai barang atau jasa yang mereka konsumsi melalui media sosial. Hal ini menciptakan ketidakpastian dalam pemahaman tentang bagaimana perlindungan hukum yang seharusnya ada. Dalam konteks yang lebih spesifik, permasalahan tersebut juga berdampak pada peran Yayasan Lembaga Konsumen Indonesia dalam pemenuhan tanggung jawabnya terhadap konsumen atas keluhan terkait fasilitas Apartemen. Yayasan tersebut seharusnya efektif dalam menangani keluhan konsumen dan berperan aktif dalam menjaga hak-hak konsumen. Pada praktiknya terdapat ketidaksesuaian antara apa yang seharusnya terjadi dan apa yang terjadi dalam praktiknya.

Metode pendekatan yang dipergunakan dalam usulan penelitian ini adalah penelitian yuridis normatif (metode penelitian hukum normatif). Metode penelitian yuridis normatif adalah penelitian hukum kepustakaan yang dilakukan dengan cara meneliti bahan-bahan pustaka atau data sekunder belaka. Penelitian ini dilakukan guna untuk mendapatkan bahan-bahan berupa: teori-teori, konsep-konsep, asas-asas hukum serta peraturan hukum yang berhubungan dengan pokok bahasan.

Hasil penelitian dalam penulisan ini adalah Perlindungan hukum terhadap hak konsumen dalam menyampaikan keluhan melalui media sosial barang dan/atau jasa di media sosial dilindungi oleh dua hak yang utama yaitu hak atas informasi yang benar dan jujur serta hak untuk didengar pendapat dan keluhannya sebagaimana ditentukan dalam Pasal 4 huruf c dan huruf d UUPK dan serta Peran Yayasan Lembaga Konsumen Indonesia dalam pemenuhan tanggung jawabnya terhadap konsumen atas keluhan terkait fasilitas Apartemen yang dilakukan di dalam memberikan perlindungan terhadap konsumen ialah dengan cara penelitian, pengujian, dan atau survey, terhadap aspek yang meliputi pemuatan informasi tentang resiko penggunaan barang pemasangan label, pengiklanan, dan lain-lain yang diisyaratkan oleh ketentuan peraturan perundang-undangan dan kebiasaan dalam praktek dunia usaha, menuntut upaya pemberian pemahaman dan peningkatan kesadaran apa yang menjadi hak-haknya.

Kata Kunci : Perlindungan Hukum, Konsumen, Fasilitas Umum

FOREWORD

All praise and gratitude I give to God Almighty, because of God's love and grace the author can complete the thesis entitled “**Legal Research Against Consumers on Submission of Public Facility Complaints Through Social Media (Study on Green Pramuka City Apartments)**”. As a final project in completing studies in the Bachelor Program (S1) Faculty of Law, Diponegoro University Semarang. The author recognizes that in preparing this final thesis the author received assistance from various parties so that she could complete this final thesis properly. Therefore, the author would like to thank the following parties :

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