

ABSTRACT

The ever-increasing needs of the community are demanding more efficient transportation, one of them is with the advent of online-based transportation i.e. Grab. The Grab application offers several services, one of which is the *Grab Express* service which is a service between goods from one place to another according to orders from consumers / users of Grab services. This service is very helpful for consumers in shipping goods, but in reality it is not always satisfying for some consumers such as cases of damage, defects, forms of goods not in accordance with their original form, and other forms of losses and for those losses, Grab does not provide compensation as form of responsibility for losses incurred in the process of transporting goods through the *Grab Express* service.

This research aims to examine and analyze the responsibility of PT Grab Indonesia if there is damage to goods through *Grab Express* services, as well as to find out how legal protections against consumers for losses incurred in the process of transporting goods through *Grab Express* services.

In order to answer these problems, an empirical juridical approach is used. Data obtained from primary data, analyzed by analysis of qualitative data on data that has been collected, and presented descriptively analytically.

The results of the study indicate that PT Grab Indonesia's responsibility for damage or loss of goods transported through *Grab Express* services is limited to facilitating between drivers and consumers, drivers are responsible for providing compensation to consumers. PT Grab Indonesia provides legal protection which guarantees safety and security by providing insurance for all shipments of goods through *Grab Express*.

Conclusions from this research state that PT Grab's policies that occur in the field are in accordance with the prevailing laws and regulations and PT Grab Indonesia provides a legal protection to the sender of goods (consumers) that is in the form of insurance up to IDR 10,000,000.00 for all package shipments via *Grab Express*. Suggestions from this research are that PT Grab Indonesia is expected to help to provide compensation due to driver negligence as a partner of Grab and it is expected that PT Grab Indonesia will truly implement the policy in the field so that consumers feel safe and comfortable in using *Grab Express* services.

Keywords: Responsibility, Transportation of Goods, Grab Express, Losses.