

ABSTRACT

BENNI RUSLI, Title of Dissertation **"The Implementation of The Resolution of Disputes of Consumers with Businessmen (Study of the Scope of the Authority of BPSK in relation to Consumer Protection)**, under the guidance of Prof. Dr. Faisal Santiago, SH, MM, as the Promoter, and Prof Dr. Takdir Rahmadi, SH, MH, as Ko Promoter.

Consumer dispute resolution by law number 8 of year 1999 on the protection of consumers can be settled in court and outside the Court. Settlements out of court by UUPK (consumer protection law) are submitted on Consumer dispute resolution Bodies (BPSK) which was formed in each region level II (city and regency). The verdict of BPSK posed as cassation to the Supreme Court by the parties (businessmen and consumer) many of which were annulled or cancelled by the Supreme Court, mainly deals with the authority of the BPSK, while the tasks and authorities of BPSK are set up in the UUPK.

The problems examined in this Dissertation Research were: 1. How is the scope of the Authority (BPSK) in resolving consumer disputes with Businessmen according to consumer protection legislation? 2. How is the scope of authority of BPSK in resolving consumer disputes with Businessmen, according to the Supreme Court RI? 3. Whether the consumer dispute resolution through BPSK can provide legal protection of consumers?

This research was conducted with law normative and empirical approach, using secondary data (in the form of primary law materials, secondary and tertier) and primary data, use the data collecting tool in the form of documentary studies, interviews and questionnaire, and in qualitative analysis using the legal theory advanced by the experts, and finally obtained the conclusions of the research.

The results of the reaseach showed that the authority of BPSK were not yet clearly and firmly regulated in UUPK, large number of BPSK's verdicts were canceled and annulled by Supreme Court because they were considered that the disputes were not the authority of BPSK to settle but they were only ordinary civil disputes in the form of defaults or broken promises that were the authority of the district court, the existence of BPSK has not been maximally felt by the consumer community because it has not been evenly distributed throughout Indonesia and has not been widely known by the public so that it has not been able to provide maximum legal protection for consumers.

The conclusion of the research, that the scope of the authority of BPSK has not been clearly regulated in the Consumer Protection Act, caused the number of decisions of BPSK to be canceled or annulled by the Supreme Court.