

## ABSTRAK

Andi Muhammad Rusdi, STATE PROTECTION THROUGH REGULATION OF LAW IN MEETING APARTMENT CONSUMER RIGHTS IN INDONESIA, under the guidance of Prof. Dr. Abdullah Sulaiman, S.H., M.H., As Promoters and Dr. Suparno, S.H., M.H., As Ko. Promoter.

The state is obliged to protect all its citizens wherever they are, and in various activities, including in transactions as mandated in the 4th century of the Preamble of the 1945 Constitution. Based on data in the National Consumer Protection Agency of the Republic of Indonesia (BPKN RI) that more than 80 percent of the number of complaints received, originating from the housing sector including flats or apartments. Consumer losses occur due to the powerlessness in dealing with business actors, this is where the presence of the state is needed in the form of regulations that can align consumers and businesses in the transaction

The problem examined in this dissertation is Why is the State present in the legal protection of apartment consumers in Indonesia ?, How is legal liability Business actors for violations of apartment consumer rights in Indonesia viewed from the perspective of Law No. 8 of 1999 concerning Consumer Protection? and How to solve problems and recover rights to apartment consumers if problems occur?

This research uses the approach of empirical legal research methods, namely: studying the law conceptualized as a norm or rule that applies in society, and becomes a reference for everyone's behavior and empirical / sociological legal research is research that seeks scientific truth carried out by finding truth through collection primary data (direct).

The results showed that the state's presence was not yet maximal in protecting apartment consumers in Indonesia, this can be seen from the many cases of violations that occurred related to the sale and purchase of apartment transactions, where the party who was most disadvantaged here was apartment consumers. The responsibility of the developer can be seen since the issuance of the apartment offer brochure by the developer, the implementation of the agreement to buy and sell apartments between the developer and the consumer until after the surrender of the house from the developer to the consumer. The complaint aspect refers to Law No. 8 of 1999 concerning Consumer Protection Article 45 paragraph (1) whereby every consumer who is disadvantaged can sue a business actor through an institution tasked with resolving disputes between consumers and business actors or through the judiciary within the general court environment. Consumers can ask for help from LPKSM in advance to ask for legal assistance or can directly resolve the problem with BPSK

Through this dissertation, the author suggests that consumers who will enter into an agreement to buy and sell apartments are advised to be observant in seeing the track record of developers, brochure offers and study the contents of the purchase agreement because the substance of the brochure offer and order letter is the binding substance for consumers and businesses

**Keywords:** Country's presence protects consumers, Be careful and observant in making transactions