

## ABSTRACT

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### **LEGAL PROTECTION OF ONLINE MOTORCYCLE SERVICE USERS TO ENSURE CONSUMER SAFETY**

(xvii +119 pages)

Digital transformation in Indonesia has created the right solution to support community mobility by creating online motorcycle transportation services, which involve three main parties, namely technology companies, drivers, and passengers. There are many conveniences provided by online motorcycle transportation services, such as time efficiency, easy access to services, and others. On the other hand, the use of online motorcycle transportation also has disadvantages, such as the possibility of traffic accidents caused either by the negligence of the driver or other parties, so that the accident can cause material and immaterial losses for passengers. Passengers who bear such losses certainly have the right to hold accountable for their losses, both to the driver and the technology company, in accordance with applicable laws and regulations. However, in this research, the author finds that the partnership agreement between the technology company and the driver includes a limitation of liability, where the technology company is not responsible for losses arising from services because the technology company only acts as a liaison between the driver and the passenger. The aim of this research is to analyze and conducting legal discovery related to the problems faced by passengers and the legal liability of technology companies for passenger losses as a form of legal protection. This study is classified as a qualitative research, with the type of methodology used is an approach to legal systematics and a approach to legal cases. Based on the results of the analysis, it shows that there are still quite a lot of problems faced by passengers and laws and regulations that specifically regulate the implementation of online motorcycle transportation currently in effect cannot provide full legal protection for passengers. The author concludes that there are still many problems related to the protection faced by passengers of online motorcycle transportation services and although the legal relationship between technology companies and drivers is only limited to partners, technology companies should still have an obligation to provide legal protection for the passenger in order to fulfill legal protection for consumers, this is in accordance with the regulations of the traffic and road laws and consumer protection laws.

References : 60 (1945-2023)

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