

## Legal protection for passengers of perintis light rail transit/LRT South Sumatra based on justice

Alim Pratikno<sup>1</sup>, Albertus Sentot Sudarwanto<sup>2</sup>, Sunny Ummul Firdaus<sup>3</sup>

<sup>1</sup> Student in the Master of Business Law Study Program, Universitas Sebelas Maret, Ir. Sutami Street 36 Kentingan, Jebres, Surakarta, East Java, Indonesia

<sup>2,3</sup> Lecturer, Faculty of Law, Universitas Sebelas Maret Surakarta, Indonesia

### Abstract

This study aims to identify and discuss the legal protection provided by the operators of the Perintis Light Rail Transit / LRT South Sumatra to passengers and the concept of legal protection for passengers of the just South Sumatra Perintis Light Rail Transit / LRT. The research method used is normative legal research with a conceptual approach and legislation. The results of the study show that the form of legal protection provided by the South Sumatra LRT organizers to passengers is in the form of replacement money equal to the ticket price when LRT experiences a strike or a delay in departure and insurance as a form of compensation for losses suffered by consumers who have an accident to death. The concept of legal protection for just South Sumatra LRT passengers is based on several aspects: 1) Regulatory aspects, namely the need to change the principle of criminal liability as regulated in Law Number 23 Year 2007 concerning Railways to become the Principle of Absolute Responsibility (Strict Liability). 2) Policy aspects, namely the need for a policy that regulates consumer rights for immaterial losses. 3) Consumer aspects, namely the need for a proactive and critical consumer attitude towards all losses experienced in the operation of the railway.

**Keywords:** protection, consumers, railways

### 1. Introduction

The mode of rail transportation has a very important contribution and role and is very closely related to logistics distribution activities and marketing of goods and services and other activities in the economic field <sup>[1]</sup>. PT. Kereta Api Indonesia (Persero) abbreviated as PT. KAI is a state-owned company (BUMN) which has the authority to manage railways in Indonesia. In providing services in the transportation sector, PT. KAI also continues to provide new innovations with the aim of providing convenience and comfort for passengers or consumers. The quality of transportation services has a big influence, so that PT. KAI must further improve the quality of service to passengers in order to attract other people to choose Railway transportation as their transportation. If the services provided to passengers are not good enough, it will affect the image of PT. KAI itself.

Palembang as the capital city of South Sumatra Province is one of the big cities, has various transportation problems that must be addressed immediately. It is undeniable that the number of vehicles filling the city streets is increasing along with the development of Palembang City. To improve transportation services in support of development in South Sumatra Province and support the implementation of the 2018 Asian Games, the government issued Presidential Regulation Number 116 of 2015 concerning the Acceleration of Light Rail Transit (LRT) in South Sumatra Province which was set on 20 October 2015 and changes have been made through Presidential Regulation Number 55 of 2016 on 27 June 2016.

LRT / Light Rail Transit is the name for a light train. The

South Sumatra LRT will connect from Sultan Mahmud Bandarudin II Airport to the Jakabaring Sport City stadium. The LRT construction in Palembang consists of flyover construction, stations and operating facilities. With a total track length of 24.5 km which consists of 2 corridors. The first corridor is 14.5 km from the airport to the Grand Mosque and the second corridor is 10 km from the Grand Mosque to Jakabaring Sport City. This LRT has 13 stop stations. Starting from Sultan Mahmud Bandarudin II Airport, Front of the PDK Complex, Pal 5 Market, Polda Intersection, Intersection Force 45, Palembang Square, Cinde Market, Grand Mosque, Ampera, Polresta, Jakabaring Stadium, OPI, Depo <sup>[2]</sup>. In the construction of the project, the Government assigned PT Waskita Karya (Persero) Tbk to build LRT infrastructure which includes routes, including elevated construction, stations and operating facilities.

In its implementation, there are several problems experienced by passengers as consumers of South Sumatra LRT services, such as parking spaces that are not fully available, train delays and other problems that certainly interfere with passenger rights. One of the disturbances that have been experienced in the operation of the LRT is a strike on 22 October 2019, approximately 10 minutes, stopping and returning to normal to continue the journey. The incident did not cancel the train trip, it was just that the train experienced a delay. The LRT also experienced a strike on August 1 2018 due to a sensitive door sensor, then on August 10 2018 it stopped again at Bumi Sriwijaya station due to VDU unable to read the position of the train and on August 12 2018 due to a short circuit. Such conditions, of course, are very detrimental to the people of

<sup>1</sup>Sudibya. 2019. *Tata Kelola Perkeretaapian Yang Berkeadilan*, Depok: Rajawali Pers. hlm. 4

<sup>2</sup> Diakses dari <https://tanah-palembang.com> pada tanggal 5 Desember 2019, pukul 11.59 WIB.

South Sumatra LRT services, so that LRT passengers no longer have the right to comfort, security and safety in using the transportation service products provided by the South Sumatra LRT organizers. Based on these problems, it is necessary to have a concept of legal protection for passengers that must be applied by the South Sumatra LRT operator considering that the LRT is the first LRT in Indonesia that has been operated.

## 2. Research Methods

The type of research used is normative legal research or doctrinal legal research. According to Peter Mahmud Marzuki, normative legal research is a scientific research procedural to find facts based on legal science from the normative side. Meanwhile, doctrinal legal research is basically research conducted by examining library materials or secondary data consisting of primary legal materials, secondary legal materials and tertiary legal materials<sup>[3]</sup>. The nature of the research used in this research is descriptive, namely research that aims to provide a concrete picture or explanation of the state of the problem under study without drawing general conclusions<sup>[4]</sup>. The descriptive purpose here is to provide a detailed, systematic and comprehensive description of everything related to the form of legal protection provided by the South Sumatra Light Rail Transit / LRT to passengers. In this study, the data analysis used was syllogism and interpretation using deductive thinking patterns. The syllogism used is to use a deductive approach syllogism, which is a process of reasoning that starts from a general state to a special situation which then draws a conclusion as a final statement containing the truth<sup>[5]</sup>. A method that starts from submitting a major premise which is then submitted a minor premise and from the two premises a conclusion or conclusion is drawn. The author in this case uses interpretation or interpretation, which is based on the interpretation of legislation, which is a method of legal discovery that provides an explanation regarding the text of the law so that the scope of the rules can be determined in connection with certain events.

## 3. Discussion

One of the most popular land transportation modes in Indonesia today is the train. Train is an effective and efficient mode of mass transportation, because it can carry large numbers of passengers and / or goods on the road and has many other advantages including energy saving, low pollution, not requiring a lot of land and free of traffic jams. In Indonesia, the railway operator organized by PT Kereta Api Indonesia (Persero) hereinafter is abbreviated as PT KAI which is a state-owned company (BUMN). This can also serve as a benchmark for PT KAI (Persero) as BUMN, the only railway operator in Indonesia today. Since the enactment of Law Number 13 of 1992 concerning Railways, the condition of national railways which is still monopolistic is often faced with various problems, including the contribution of railways to national transportation is still low, infrastructure and facilities are inadequate, network is still limited, limited capacity, accident rate still high, and the level of service is still far from expectations. However, after

the issuance of Law Number 23 of 2007 concerning Railways as a regulation of Law Number 13 of 1992, there was a "demonopolization" of PT KAI (Persero). Demonopolization is a condition in which a business entity is granted the right to monopolize certain business activities, then this right is revoked through its regulations<sup>[6]</sup>.

Talking about the legal protection provided by the South Sumatra LRT Organizer to passengers, theoretically there are 2 (two) forms of legal protection that can be provided, namely preventive protection and repressive protection. The concept of legal protection like this is certainly in line with the thought of an expert named Phillipus M. Hadjon. As for preventive protection it can be interpreted as a preventive effort or it can also be interpreted as an initial step in overcoming a problem. Meanwhile, repressive protection has the meaning of real action to be taken if preventive measures fail. The two concepts of protection are carried out as a form of accountability or as a form of compensation for losses that have been experienced by passengers in using rail transportation services, in this case the South Sumatra LRT. According to Peter Mahmud, there are 3 (three) elements to a right, namely the element of protection, the element of recognition and the element of will<sup>[7]</sup>. Protection is an important element in rights, as in Houwing's opinion, seeing "rights as interests protected by law in a certain way"<sup>[8]</sup>. The law must consider interests carefully and create a balance between them. Van Dijk in Peter Mahmud Marzuki states that "the law must function in achieving the goal of peace and prosperity, the goal of achieving peace can be realized if the law provides as much as possible a fair arrangement"<sup>[9]</sup>.

Philipus M. Hardjon argued that, "The principle of legal protection for the people against government actions rests on and originates from the concept of recognition and protection of human rights. Because according to its history in the west, the birth of the concepts of recognition and protection of human rights is directed at limiting and assigning obligations to society and the government"<sup>[10]</sup>. In general, legal protection is divided into preventive and repressive legal protection. Preventive legal protection aims to prevent disputes, which directs government actions to be careful in making decisions based on discretion, and repressive protection aims to resolve disputes, including their handling in judicial institutions<sup>[11]</sup>.

In cases when there is a cancellation and delay in departure, late arrival or transfer of service across railways, it is legally regulated in Article 133 paragraph (2) of Law Number 23 Year 2007, which states that:

"The Railway Facility Operator is obliged to announce to service users if there is a cancellation and delay in departure, late arrival, or transfer of cross-rail services accompanied by clear reasons".

Cases like this often occur in practice in the field, especially when faced with the condition that the LRT train suddenly

<sup>3</sup> Peter Mahmud Marzuki. 2001. *Penelitian Hukum*. Kencana Prenada Media Group. Jakarta. hlm. 33.

<sup>4</sup> Soerjono Soekanto. 2007. *Pengantar Penelitian Hukum*. UI Press. Jakarta. hlm.10.

<sup>5</sup> *Ibid.* hlm. 7.

<sup>6</sup> Jay G. Martin, "An Overview of The Privatization of The Latin American Oil and Gas Sector", *Natural Resources & Environment Journal*, Vol. 14, No. 2, Tahun 1999, hlm.103.

<sup>7</sup> Satjipto Rahardjo. 2010. *Teori Hukum Strategi Tertib Manusia Linmas Ruang dan General*. Genta Publishing. Yogyakarta. hlm. 44.

<sup>8</sup> *Ibid.* hlm. 221.

<sup>9</sup> Peter Mahmud Marzuki. 2006. *Pengantar Ilmu Hukum*, Kencana Prenada Media Group. Jakarta. hlm. 189.

<sup>10</sup> Phillipus M. Hadjon. 1987. *Perlindungan Hukum Bagi Rakyat di Indonesia*. Bina Ilmu. Surabaya. hlm. 38.

<sup>11</sup> *Ibid.* hlm.29.

breaks down which results in the need to postpone or cancel the scheduled departure at that time. Based on the information provided by the South Sumatra LRT organizer, it was stated that during its operation the South Sumatra LRT had experienced travel disruptions. First, on 1 August 2018, the LRT stopped suddenly 2 km ahead of the Jakabaring station due to sensitive door sensors related to security procedures. Second, on 10 August 2018 the LRT suddenly stopped at the Bumi Sriwijaya station due to VDU unable to read the position of the train and the last one. Third, on 12 August 2018, the LRT stopped suddenly due to the short circuit <sup>[12]</sup>. In response to this, the LRT organizers should provide protection for their passengers as Article 134 of Law Number 23 of 2007 states that:

1. In the event of a cancellation of the train trip departure, the Railway Facility Operator is obliged to reimburse the fees that have been paid by the person who has purchased the ticket.
2. If the person who has bought a ticket cancels the departure and within the scheduled departure time limit does not report to the Railway Facility Operator, that person will not be reimbursed for the ticket fee.
3. If the person who has purchased the ticket cancels the departure before the deadline for departure as scheduled to report to the Railways Facility Operator, he will receive a refund of 75% (seventy five percent) of the ticket price.
4. If during the train journey there are obstacles or disturbances which result in the train not being able to continue its journey until the agreed destination station, the railway facility operator is obliged to:
  - a. provide transportation by other trains or other modes of transportation to the destination station; or
  - b. provide compensation at the price of the ticket.

By paying attention to the provisions of Article 134 of Law Number 23 of 2007 above, in the event of a train travel disruption if it results in the trip being canceled, the South Sumatra LRT organizer provides a replacement train and passengers are welcome to use the next scheduled LRT train. Whereas for the first action taken when there is a travel disruption, the standard for evacuation of LRT passengers is to <sup>[13]</sup>

- a. using a helper train; and
- b. use the walk way.

Another form of legal protection provided by the South Sumatra LRT Organizer to passengers is when the passengers experience loss, injury, or death caused by the operation of rail transport. This is as Article 157 of Law Number 23 of 2007 states that:

1. The Railway Facility Operator is responsible for service users who experience loss, injury, or death caused by the operation of rail transport.
2. The responsibility as referred to in paragraph (1) starts from the time the service user is transported from the originating station to the agreed destination station.
3. Liability as referred to in paragraph (1) shall be calculated based on the real losses experienced.
4. The Railway Facility Operator is not responsible for

any loss, injury, or death of passengers that are not caused by the operation of rail transport.

The form of responsibility of the South Sumatra LRT Organizer is in the form of providing compensation and medical costs for service users who are injured or compensation for service users who die. In accordance with the Regulation of the Minister of Transportation Number PM 197 of 2015 concerning Cost Components that can be Calculated in the Operation of Railway Pioneer Transportation, there is an insurance component, namely the burden for risk transfer due to undesirable things, including passenger accidents <sup>[14]</sup>.

The compensation received by the victim did not come from PT. KAI (Persero) as the operator of the South Sumatra LRT, but from insurance whose premiums are paid by passengers themselves through ticket purchases. The insurance is provided by PT Jasa Raharja and PT Jasa Raharja Putera as part of the agreement with PT KAI (Persero) as the business actor in the provision of railroad transportation services <sup>[15]</sup>. This insurance provision is based on the provisions of Article 167 of Law Number 23 of 2007, which states that:

1. The railway facility operator is obliged to insure his responsibilities against the service user as referred to in Article 157 and Article 158;
2. The sum insured must at least equal the value of compensation provided to service users who suffer losses due to train operation.

The aforementioned provisions can be intended to provide certainty for passengers that PT KAI (Persero) as a business actor will provide compensation for losses experienced by consumers in using rail transportation services <sup>[16]</sup>. The provision of insurance as compensation for losses suffered by consumers is also intended as a risk transfer from PT KAI (Persero).

When examined from the perspective of Consumer Protection Law, that consumers as the main actor in consumer protection have protected rights and obligations that must be fulfilled. Basically, consumer rights are divided into 2 (two), namely basic consumer rights or the most important consumer rights and other rights as regulated in Law Number 8 of 1999 concerning Consumer Protection. According to Sidharta, he argues that what is meant by basic consumer rights, among others <sup>[17]</sup>

- a. Right to security
- b. Right to information
- c. Right to vote
- d. Right to be heard.

Meanwhile, what is meant by consumer rights as regulated in Article 4 of Law Number 8 Year 1999, among others:

1. The right to comfort and safety in consuming goods and services.
2. The right to choose goods and / or services and to get the goods and / services according to the exchange rate

<sup>14</sup> *Ibid.*

<sup>15</sup> *Ibid.*

<sup>16</sup> Man Suparman Sastrawidjaja & Endang. 1997. *Hukum Asuransi: Perlindungan Tertanggung Asuransi Deposito Usaha Perasuransian*. Alumni. Bandung. hlm. 7

<sup>17</sup> Sidharta. 2000. *Hukum Perlindungan Konsumen*. Grasindo. Jakarta. hlm.29.

<sup>12</sup> Hasil wawancara dengan Ibu Aida Suryanti (Manager Humas PT KAI Divisi Regional III Palembang) pada tanggal 29 April 2020 di Palembang.

<sup>13</sup> *Ibid.*

- and conditions and guarantees that have been agreed.
3. The right to correct, clear and honest information regarding the condition and guarantee of goods and / or services.
  4. The right to have their opinions or complaints heard about the goods and / or services used.
  5. The right to get advocacy for the protection and efforts to resolve consumer protection appropriately.
  6. The right to receive consumer guidance and education.
  7. The right to be treated and served correctly and honestly and not to discriminate
  8. The right to get compensation for compensation and / or replacement, if the goods and / or services received are not in accordance with the agreement or not as it should be.
  9. Rights stipulated in the provisions of other laws and regulations.

Apart from the rights mentioned above, consumers also have obligations that must be fulfilled in consumer protection efforts. This is as stated in Article 5 of Law Number 8 of 1999, including:

1. Read and follow the information instructions and procedures for the use or utilization of goods and services for security and safety.
2. have good intentions in making transactions for the purchase of goods and / or services that have been agreed upon.
3. Pay the agreed amount in rupiah.
4. Follow efforts to resolve consumer protection disputes properly.

The South Sumatra LRT operator as a business actor has the responsibility to passengers / consumers in carrying out railroad transportation. This is based on the provisions of Article 19 paragraph (1) of Law Number 8 Year 1999, which states that:

“Business actors are responsible for providing compensation for damage, pollution and / or losses to consumers due to consuming and / or services produced or traded”.

From the provisions of Article 19 paragraph (1) of Law Number 8 Year 1999 above, the responsibility of the operator of the South Sumatra LRT in carrying out transportation starts from the time the train service users board from the original station to the agreed destination station. As for the forms of compensation that can be sued by passengers as consumers are regulated in Article 19 paragraph (2) of Law Number 8 of 1999, namely:

1. Refunds;
2. Replacement of lost items or return of goods equivalent in value to the lost goods;
3. Health care; and
4. Providing compensation by business actors.

The above compensation shall be implemented within a grace period of 7 (seven) days after the transaction date (Article 19 paragraph 3). The provision of compensation does not eliminate the possibility of a criminal charge based on further evidence regarding the existence of an element of error (Article 19 paragraph 4). Furthermore, there are exceptions that a business actor can be exempted from this responsibility in the event that he can prove that the consumer is wrong (Article 19 paragraph 5). In this case, the proof is carried out by the business actor including proving

whether there is an element of error that can arise from the business actor. However, this does not rule out the possibility for the Prosecutor to provide evidence (Article 22). However, overall, business actors carry the burden of proof in consumer protection law (Article 28).

In addition to preventive measures that can be taken to provide legal protection to consumers, there are also repressive measures that can be taken to protect the interests of consumers. This repressive effort arose from the passenger's initiative as the victim of the losses suffered in the event that the South Sumatra LRT organizer refused and / or did not respond and / or did not fulfill compensation for consumer demands. Based on Article 45 paragraph (1) of Law Number 8 Year 1999, repressive measures are carried out with 2 (two) options, namely:

1. Through an institution in charge of resolving disputes between consumers and business actors; or
2. Through the courts within the general court.

Settlement of consumer disputes through institutions that are in charge of resolving disputes between consumers and business actors in this case is carried out by the Consumer Dispute Resolution Agency (BPSK), this route is also called the non-litigation channel, while through courts that are in the general court or religious court in Shari'ah disputes are called litigation channels. Although juridically, legal protection for passengers in the operation of railways has been regulated in such a way, in practice in the field it is known that the operation of railway transportation services has not indicated that there is a legal protection for passengers / consumers in a fair manner. This can be seen from the many violations of consumer rights committed by PT KAI (Persero) as the organizer of the South Sumatra LRT, which can result in the emergence of losses experienced by consumers in using railroad transportation services..

There are main principles of justice according to John Rawls, one of which is the principle of equality, that is, everyone is equal to freedom that is universal, essential and compatible and inequality for the social and economic needs of each individual. Specifically, John Rawls developed the idea of the principles of justice by making full use of his creative concepts known as the "*original position*" and the "*veil of ignorance*"<sup>[18]</sup>. Rawls's view positions the existence of an equal and equal situation between each individual in society. There is no distinction between status, position or having a higher position from one another, so that one party can make a balanced agreement, that is Rawls's view as an "*original position*" which rests on the notion of "reflective equilibrium" based on the characteristics of rationality, rationality, freedom, and equality in order to regulate the basic structure of society (basic structure of society). Meanwhile, the concept of "veil of ignorance" is translated by John Rawls, that everyone is faced with the closure of all facts and circumstances about himself, including certain social positions and doctrines, thus blinding the developing concept or knowledge of justice. With this concept Rawls leads the public to obtain the principle of fair equality with his theory known as "*Justice as fairness*"<sup>[19]</sup>.

In John Rawls' view of the concept of "original position",

<sup>18</sup> *Loc. cit.*

<sup>19</sup> John Rawls. 2006. *A Theory of Justice*. London: Oxford University Press, Penerjemah: Uzair Fauzan dan Heru Prasetyo. *Teori Keadilan*. Pustaka Pelajar. Yogyakarta. hlm. 90.

there are main principles of justice, including the principle of equality, namely that everyone is equal to freedom that is universal, essential and compatible and inequality of the social and economic needs of each individual. The first principle is stated as the equal liberty principle, such as freedom of religion, political of liberty, freedom of opinion and expression (freedom of speech and expression), while the second principle is stated as the principle. difference (difference principle), which hypothesizes on the equal opportunity principle. Furthermore, John Rawls emphasized his view of justice that justice enforcement programs with a people's dimension must pay attention to 2 (two) principles of justice. *First*, to give equal rights and opportunities to the broadest basic freedoms as broad as the same freedoms for everyone. *Second*, being able to rearrange the existing socio-economic disparities so that they can provide reciprocal benefits<sup>[20]</sup>.

Thus, the principle of difference demands that the basic structure of society be arranged in such a way that the gap in the prospect of obtaining the main things of welfare, income, authority is reserved for the benefit of the most disadvantaged. This means that social justice must be fought for 2 (two) things: *First*, to correct and improve the conditions of inequality experienced by the weak by presenting empowering social, economic and political institutions. *Second*, each rule must position itself as a guide for developing policies to correct the injustices experienced by the weak<sup>[21]</sup>.

As for the relationship with the main issue of legal protection for South Sumatra LRT passengers, namely the need for common perceptions related to the concept of legal protection regulated in legislation between the needs of railway operators and the needs of passengers / consumers, so as to create a just legal protection. In general, the concept of legal protection for just South Sumatra LRT passengers that will be proposed by the author is at least based on several aspects related to legal protection for rail passengers / consumers in Indonesia, including:

1. In terms of regulatory aspects, there is a need for improvements related to the principle of accountability adopted by Law Number 23 of 2007, namely that it still adheres to the principle of responsibility based on errors. By basing the responsibility on the responsibility based on the error as stipulated in Article 159 of Law Number 23 Year 2007, it will be difficult for consumers to claim compensation for losses suffered when using railroad transportation services. This of course is not in accordance with the objective of implementing the Principle of Absolute Responsibility (Strict Liability) of business actors in the Consumer Protection Law. With the application of the Principle of Absolute Responsibility (Strict Liability) of business actors, any loss experienced by consumers in using railroad transportation services will become the obligation of PT Kereta Api (Persero) to be responsible. The use of the Principle of Absolute Responsibility (Strict Liability) will also make it easier for consumers who experience losses to apply for compensation. Thus, the rights of consumers who experience losses in the operation of the railways will be fairly protected.
2. In terms of policy aspects, there is a need for a policy

regulating consumer rights for immaterial losses such as fear, trauma, disappointment, pain and so on experienced in using rail transport services. This is because so far these rights have not been regulated at all in formal regulations, both in the laws and regulations regarding railroad transportation and in other policies relating to railroad transportation.

3. In terms of the consumer aspect, it is necessary to change the attitude of consumers who are proactive and critical of all the losses experienced, of course it will further increase the awareness of PT Kereta Api (Persero) as a business actor to always protect the rights of railroad consumers. As a consumer, he must know and pay attention to the rights that must be fought for as regulated in Law Number 23 of 2007 concerning Railways and Law Number 8 of 1999 concerning Consumer Protection. In addition, with the position of consumers always weaker in front of business actors, in this case PT Kereta Api (Persero), consumers should not remain silent if they know that their rights have been clearly violated. The last effort that must be done is by having good cooperation between passengers / consumers and business actors, in this case PT Kereta Api (Persero), of course, will create a concept of legal protection for consumers who are just.

#### 4. Conclusion

The legal protection provided by the South Sumatra LRT Operator to passengers is in accordance with the provisions stipulated in Article 134 and Article 157 of Law Number 23 of 2007 concerning Railways in conjunction with Article 19 and Article 45 of Law Number 8 of 1999 concerning Consumer Protection. The form of legal protection it provides is in the form of replacement money equal to the price of a ticket when LRT experiences a strike or a delay in departure and insurance as a form of compensation for losses suffered by consumers who have had an accident and died. The concept of legal protection for just South Sumatra LRT passengers is based on several aspects, namely regulatory aspects, policy aspects and consumer aspects. From the regulatory aspect, it is necessary to change the Liability Based On Fault adopted by Law Number 23 of 2007 concerning Railways to become the Principle of Absolute Responsibility (Strict Liability). With the application of the Principle of Absolute Responsibility (Strict Liability) of business actors, any losses experienced by consumers in using railroad transportation services will become the obligation of PT Kereta Api (Persero) to be responsible, so that it will make it easier for consumers who experience losses to apply for compensation. Thus, the rights of consumers who experience losses in the operation of the railways will be fairly protected. From a policy aspect, there is a need for a policy that regulates the rights of consumers for immaterial losses such as fear, trauma, disappointment, pain and so on experienced in using railway transportation services. From the consumer aspect, it is necessary to have a proactive and critical consumer attitude towards all losses experienced in the operation of the railways, this will certainly further increase the awareness of PT Kereta Api (Persero) as a business actor to always protect the rights of railroad consumers.

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<sup>20</sup>*Ibid.*

<sup>21</sup>*Loc.cit.*

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