

ABSTRAK

Nurlia Safitri Abubakar “*Perlindungan Konsumen bagi Pengguna Angkutan Becak Motor (bentor) di Kota Tidore Kepulauan*” Dibimbing Oleh Bapak Sultan Alwan dan Ibu Fatma Laha

Penelitian ini bertujuan untuk mengetahui bagaimana perlindungan konsumen bagi pengguna jasa becak motor (bentor) di kota tidore kepulauan, penelitian ini menggunakan metode penelitian empiris yang lokasinya berada di kota tidore kepulauan, adapun Sumber data yang digunakan adalah sumber data primer dan sumber data sekunder, dalam penelitian ini penulis menggunakan metode pengumpulan data wawancara, studi kepustakaan, dan kuesioner setelah data diperoleh selanjutnya dianalisa secara deskriptif dan kualitatif

Berdasarkan analisis data yang digunakan, diperoleh kesimpulan Sesuai peraturan walikota tidore kepulauan nomor 3 tahun 2016 tentang izin operasi angkutan becak motor (bentor) telah memiliki izin operasi di kota tidore kepulauan. Namun, ada wilayah khusus untuk beroperasinya becak motor (bentor) ini. fakta yang ditemukan melalui kegiatan observasi di beberapa wilayah kota tidore kepulauan bahwa kawasan yang bukan rute wilayah operasinya becak motor, masih terdapat beberapa becak motor yang berlalu lalang dan ada yang beroperasi dengan bermuatan barang bawaan. hal ini sudah dijelaskan oleh dinas perhubungan kota tidore kepulauan bahwasannya memang angkutan becak motor masih dalam pengawasan dan pengendalian. dinas perhubungan kota tidore kepulauan akan memberikan sanksi dan teguran jika mendapati becak motor beroperasi di luar wilayah tetapnya atau melewati batas rute yang telah ditetapkan. untuk para pelaku usaha becak motor masing-masing diberikan katu pengawasan yang 6 (enam) bulan sekali harus melaporkan kepada dinas perhubungan kota tidore kepulauan untuk registrasi ulang.

Kata Kunci : *Perlindungan Konsumen, Becak Motor*

ABSTRACT

Nurlia Safitri Abubakar "*Consumer Protection for Motorized Becak (bentor) Transport Users in the City of Tidore Islands*" Supervised by Mr. Sultan Alwan and Mrs. Fatma Laha

This research aims to find out how consumer protection is for motor rickshaw (bentor) service users in the city of Tidore Islands. This research uses empirical research methods located in the city of Tidore Islands. The data sources used are primary data sources and secondary data sources. In this research, the author used data collection methods, interviews, literature studies, and questionnaires. After the data was obtained, it was then analyzed descriptively and qualitatively.

Based on the analysis of the data used, the conclusion was obtained. In accordance with the Tidore Islands Mayor's regulation number 3 of 2016 concerning operating permits for motorized becak (bentor) vehicles, they have an operating permit in the city of Tidore Islands. However, there is a special area for the operation of motorized rickshaws (bentor). Facts discovered through observation activities in several areas of the city of Tidore Islands are that in areas where motor rickshaws operate, there are still several motor rickshaws passing by and some are operating loaded with luggage. This has been explained by the Tidore Archipelago City Transportation Department that motorbike rickshaw transportation is still under supervision and control. The Tidore Island City Transportation Service will issue sanctions and warnings if it finds motorbike rickshaws operating outside their fixed area or crossing established route boundaries. For motorbike rickshaw business operators, each of them is given a supervision card which must report once every 6 (six) months to the Tidore Islands City Transportation Department for re-registration.

Keywords: *Consumer Protection, Motorized Becak*