

Transportation Law Analysis: Consumer Protection in Land, Sea, and Air Travel

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Abstract

Consumer protection in the transportation sector in Indonesia, including land, sea, and air transport, is a crucial aspect to ensure that consumers' rights are adequately safeguarded and that services meet safety and comfort standards. Despite the implementation of various regulations, such as the Traffic and Road Transport Law, the Maritime Law, and the Minister of Transportation Regulations, the enforcement of consumer protection in the transportation sector still faces many challenges. Some of the obstacles include limited oversight, lack of transparency in information, complicated claims procedures, and consumers' insufficient understanding of their rights. To enhance consumer protection, this study proposes several recommendations, including strengthening oversight and law enforcement, improving information transparency, simplifying claims procedures, and conducting educational campaigns to raise public awareness of consumer rights. Additionally, it is suggested that the government provide rewards and incentives to transportation service providers that comply with safety and service standards. By effectively implementing these recommendations, it is expected that consumer protection in the transportation sector will be improved, fostering a safer, more comfortable, and responsible transportation industry that benefits the Indonesian society.

1. Introduction

Transportation is a vital component of modern life, significantly affecting various aspects of social, economic, and cultural life. In an increasingly connected

world, transportation serves as the bridge that allows the movement of people and goods from one place to another. Without an effective transportation system, daily activities, trade, and economic growth would be disrupted. With advancements in technology and the evolution of the times, modes of transportation continue to develop, encompassing various types, including land, sea, and air. Each mode of transport has its own advantages and challenges, whether in terms of infrastructure, operations, or consumer protection (Yunita et al., 2022).

Indonesia, as an archipelagic country with over 17,000 islands, faces unique challenges in ensuring that all its regions are well-connected. Therefore, the transportation sector in Indonesia plays a crucial role in supporting national development, facilitating population mobility, and streamlining the flow of goods and services. In this context, land, sea, and air transport form the three main pillars that support the transportation system in Indonesia. Land transport includes various types of vehicles used by the public for travel, such as cars, buses, and motorcycles. Sea transport, with ships as its main mode, connects the scattered islands across Indonesia. Meanwhile, air transport, with airplanes as its primary mode, provides faster and more efficient solutions for travel between major cities and countries.

However, despite its essential role in human life, the transportation sector is also faced with various issues that can harm consumers. Incidents involving transportation, such as traffic accidents, flight delays, shipwrecks, loss or damage to goods, and poor service, often attract public attention. Consumers have the right to receive services that are safe, comfortable, and in line with what has been promised. Consumer protection in transportation becomes very important, as this sector involves human lives and directly impacts the well-being of society.

On the other hand, the transportation sector also faces challenges in terms of regulation and oversight. Although the Indonesian government has implemented various legal regulations to govern and supervise the sector, the large number of actors involved in transportation such as service providers, government

authorities, and consumers themselves makes the implementation of consumer protection more complex. Therefore, further evaluation and analysis are needed regarding the effectiveness of consumer protection in the transportation sector, considering existing regulations, their implementation, and the obstacles faced in practice.

In the transportation journey, consumers whether passengers or service users are at risk of encountering various problems that can harm them. Some common issues faced by consumers in the transportation sector include accidents, delays, damage or loss of goods, and services that do not meet expected standards. These problems significantly affect the quality of life and comfort of consumers, and they can harm them financially or emotionally. Therefore, it is crucial for the government to have an adequate consumer protection system in place to safeguard the rights of those using transportation services (Muhammad Schinggyt Tryan P*, 2015).

More specifically, consumer protection in transportation includes several important aspects, such as safety, comfort, information transparency, and fairness in dispute resolution. In terms of safety, consumers are entitled to assurance that their journey is safe and free from accidents that could endanger their lives. Therefore, regulations governing safety standards in the transportation sector must be strictly enforced by authorities, covering vehicle conditions, driver training, and emergency procedures.

In addition to safety, comfort also greatly influences the quality of the consumer's experience in using transportation services. For example, in land transportation, passengers are entitled to decent services, such as clean and comfortable vehicles, professional drivers, and punctuality in departures and arrivals. In air transport, passengers are entitled to clear information about flights, adequate facilities, and proper handling in the event of delays or cancellations. In sea transport, passengers also have the right to guarantees regarding ship safety, comfort during travel, and the effective and efficient management of sailing

schedules.

Information transparency is also key in consumer protection. Consumers have the right to clear and complete information about the services they choose, including details about ticket prices, terms and conditions, and their rights and obligations during travel. This transparency is crucial in preventing fraud or unfair practices that could harm consumers.

Furthermore, dispute resolution or handling issues that consumers face is an integral part of consumer protection. In some cases, consumers may struggle to file claims or obtain compensation for damages incurred during their journey. Therefore, a well-regulated dispute resolution system, whether through legal channels or alternative mechanisms, is essential to ensure that consumer rights are upheld.

In Indonesia, consumer protection in the transportation sector is governed by various legal regulations, covering both national and international law. One of the main legal frameworks for consumer protection is Law No. 8 of 1999 concerning Consumer Protection. This law grants consumers fundamental rights to receive safe, quality products and services that do not harm them (Puspitasari et al., n.d.). In the transportation context, this law ensures consumers' rights to obtain clear information about transportation services and to receive compensation or reimbursement for any losses caused by service provider negligence.

In addition to the Consumer Protection Law, the transportation sector is also regulated by specific laws for each mode of transport. For land transportation, for instance, the Indonesian government has issued regulations related to public transport, such as the Minister of Transportation Regulation on Road Transport, which governs vehicle safety standards and drivers' obligations to undergo training. For sea transportation, the regulations are outlined in Law No. 17 of 2008 on Shipping, which mandates ships to meet safety standards and seaworthiness requirements, as well as consumers' rights to services during their voyage. Meanwhile, air transport is regulated by the Minister of Transportation Regulation

on Air Transport, which defines passenger rights regarding flight delays, compensation, and insurance provisions.

The government also plays a role in overseeing the implementation of these regulations through agencies with authority in the transportation sector, such as the Ministry of Transportation, the Sea Transportation Oversight Agency (BPTL), and the Directorate General of Civil Aviation. These agencies are responsible for inspecting transportation infrastructure, monitoring service providers' compliance with safety standards, and resolving disputes between consumers and service providers (Maulana & Lubis, 2024).

Although various regulations have been established to protect consumers in the transportation sector, significant challenges remain in their implementation. One of the main challenges is limited oversight, especially in remote areas that are difficult to access. While some regulations have been effectively enforced in large cities, oversight of transportation service providers in rural areas often remains inadequate. As a result, consumers in these areas frequently face issues related to safety, service quality, and compensation.

Moreover, the continued prevalence of unfair practices by some transportation service providers, such as falsifying ticket prices, unclear terms and conditions, and services that do not meet promises, presents another challenge in consumer protection. Consumers who are unaware of their rights or do not have easy access to file claims often fall victim to these practices.

Given the importance of consumer protection in the transportation sector, a thorough analysis of existing regulations and their implementation is crucial. This analysis can identify weaknesses in the current system and provide useful recommendations to improve the effectiveness of consumer protection. The main goal of this research is to assess the extent to which existing regulations protect consumers and to provide a clearer understanding of the challenges faced in their implementation. Through this evaluation, it is hoped that better policies will be developed, more responsive to consumer needs and rights in the transportation

sector.

2. Research Method

This study employs a descriptive qualitative method with both normative and empirical approaches. The normative approach is used to analyze the laws and regulations governing consumer protection in Indonesia's transportation sector, including land, sea, and air transportation. In this approach, the researcher will review relevant regulations such as the Consumer Protection Law, transportation safety regulations, and government policies related to consumer rights during travel. The aim is to assess the extent to which existing laws accommodate consumer protection and whether these regulations have been effectively implemented within the transportation sector.

The empirical approach is employed to gather data and information about the application of legal regulations in practice, as well as the challenges faced by consumers in the transportation sector. This aspect of the study will collect insights from the actual experiences of consumers, transportation service providers, and other relevant stakeholders. The empirical research provides a more tangible understanding of how consumer protection is implemented, which is sometimes hindered by various factors such as inadequate infrastructure, violations of consumer rights, or discrepancies between policies and real-world practices.

The primary data sources for this research are both primary and secondary data. Primary data is obtained through in-depth interviews with consumers who have used land, sea, and air transport services, as well as with transportation service providers. Additionally, interviews will be conducted with transportation regulatory bodies to gather their perspectives on the implementation of regulations and the obstacles faced in protecting consumers. Secondary data is gathered through literature review, which includes legal

documents, regulations, court decisions, and scholarly literature relevant to the research topic.

The data collection techniques used in this study consist of several methods, including in-depth interviews, field observations, and document analysis. In-depth interviews will be conducted with consumers who have experience using various modes of transport to understand their experiences with consumer protection, service quality, and safety during their travels. Field observations will be carried out at key transportation service points such as bus terminals, ports, and airports to directly observe the service conditions provided by transportation providers. Document analysis will involve reviewing applicable regulations, including laws, circulars, and relevant research reports.

After the data is collected, data analysis will be conducted using content analysis and thematic analysis methods. Content analysis will be used to evaluate and critique existing laws and regulations, assessing whether these regulations are effective in providing consumer protection. Thematic analysis will be employed to identify key themes that emerge from interviews and field observations, particularly focusing on issues faced by consumers when using transportation services, such as safety concerns, comfort, and price transparency.

This study will also utilize triangulation of techniques and sources to ensure the validity and reliability of the data obtained. Technique triangulation will combine various data collection methods such as interviews, observations, and document analysis. Source triangulation will involve comparing data from different sources, such as consumers, transportation providers, and regulatory bodies. Through this approach, the research aims to provide a more comprehensive and objective picture of the consumer protection landscape in Indonesia's transportation sector.

By using this methodology, the study aims to gain a deeper understanding of the challenges in consumer protection within the transportation sector and to provide policy recommendations that can enhance the effectiveness of consumer

protection moving forward.

3. Results and Discussion

1. Consumer Protection in Land Transportation

In the land transportation sector, consumer protection is an essential aspect regulated by several legal provisions in Indonesia. A primary legal foundation is Law No. 22 of 2009 on Traffic and Road Transportation, which provides the legal basis for all traffic and transportation activities in Indonesia, including public transportation. Additionally, Government Regulations and various Minister of Transportation Regulations outline the operational technicalities of public transportation, including the obligation for service providers to ensure that transportation facilities meet safety and health standards set by the government (Ulfah & Yusuf, 2024). These regulations require transportation providers to ensure that vehicles meet roadworthiness standards, both in terms of technical aspects (such as brakes, lights, and electrical systems) and passenger comfort (such as cleanliness and availability of basic amenities).

Although the existing regulations are fairly comprehensive and clear, the implementation of consumer protection in practice still faces significant challenges. One of the most prominent issues is the quality of public transportation vehicles, which often fail to meet the safety standards. Despite the requirement for each vehicle to undergo routine inspection (KIR Test) to ensure roadworthiness, many public transport vehicles, especially in certain regions, are still found to be in poor condition. This is due to several factors, such as weak oversight, lack of vehicle maintenance, and a limited number of fleets that meet the roadworthiness standards. In some cases, transport service providers prefer to use old, damaged vehicles rather than invest in repairs or purchase new ones, which poses a safety risk to passengers.

In addition to vehicle quality, driver discipline is another major issue in the application of consumer protection in land transportation. Public transport drivers often fail to follow traffic rules properly, such as not wearing seat belts, exceeding

speed limits, or driving while fatigued. This, of course, increases the risk of accidents that could endanger passenger safety. The frequent failure of drivers to adhere to scheduled operations also affects service quality. For example, drivers who often stop in non-designated areas or neglect adequate rest breaks can cause discomfort to passengers, which damages the image of public transport services.

Limited government oversight in remote areas further exacerbates this issue. The central government often faces difficulties in monitoring public transport operating in isolated areas, particularly in regions with poor infrastructure. Oversight is typically focused on major cities, while rural or distant areas tend to receive inadequate attention. Moreover, the lack of trained inspectors and limited budgets for conducting routine field inspections weakens the oversight of vehicle roadworthiness and driver discipline. In many cases, vehicles that should be prohibited from operating are still allowed to serve public transport routes without being inspected, thus increasing the risk of accidents or other issues detrimental to consumers.

Moreover, consumers' lack of understanding of their rights is another major obstacle to effective consumer protection. Many consumers are unaware that they are entitled to safe and comfortable services that do not harm them. Furthermore, most consumers do not know the procedures for reporting violations or dissatisfaction with transport service providers. This lack of knowledge leads consumers to refrain from filing complaints, even when they feel wronged. Education and effective outreach about consumers' rights in the transportation sector are still minimal, leaving consumers to tolerate discomfort without proper channels for filing complaints or seeking redress.

Furthermore, there is a gap between policy and implementation on the ground. Although various regulations and policies are in place, many transportation service providers do not fully comply with the provisions. Many public transport providers focus more on financial gains and operational cost efficiency, often

neglecting passenger safety and comfort. This leads to a decline in service quality, where policies related to vehicle maintenance, driver training, and safety standards become mere formalities with no tangible action on the ground.

To address these issues, improving oversight and law enforcement is crucial. The government needs to increase the frequency of random vehicle inspections to ensure that operating vehicles meet roadworthiness standards. The government should also improve infrastructure for monitoring in remote areas by involving local governments in routine inspections of public transport vehicles. Furthermore, regular driver training should be provided to enhance their skills in adhering to traffic regulations and ensuring safe driving. Enhancing driver service quality, along with strict law enforcement regarding traffic violations, would significantly reduce the risk of accidents and improve consumer protection.

To raise consumer awareness, it is important for the government to conduct more massive educational campaigns about consumer rights and how to report violations. The government must also ensure that complaint mechanisms and claims processes are available and easily accessible for consumers. With increased awareness, consumers will be more proactive in reporting issues they encounter, which in turn will encourage service providers to improve the quality of their services.

Overall, while regulations for consumer protection in land transportation exist, there are still many challenges that need to be addressed for effective implementation. A synergy between the government, transport service providers, and the public is essential to creating a safer, more comfortable, and reliable transportation system for consumers. Improvements in oversight, vehicle maintenance, driver discipline, and consumer education will significantly contribute to the enhancement of public transport services and overall consumer protection.

2. Consumer Protection in Sea Transportation

The sea transportation sector in Indonesia is a vital part of ensuring connectivity between the country's islands. According to Law No. 17 of 2008 on Shipping, this regulation emphasizes the importance of maritime safety and guarantees consumer protection in sea transport services. The law requires transport service providers to ensure that the ships used in voyages meet safety standards set by the Ministry of Transportation and the Directorate General of Sea Transportation (Sugistiyoko, 2019). Some key aspects regulated include the seaworthiness of ships, safety equipment, and crew training and certification to ensure passenger safety. Although this regulation provides a clear legal basis for managing and overseeing sea transport, there are still several significant problems in its implementation that harm consumers.

One of the primary issues that remains a major challenge is the condition of ships, which often do not meet the safety standards set. Despite regulations requiring ships to undergo routine inspections and meet safety standards, many vessels continue to operate even when they are in very poor condition. Field research shows that some ships, especially those operating on more remote routes or in areas with limited access, are still found in disrepair or lack adequate safety equipment, such as life jackets, lifeboats, or emergency communication devices. The poor condition of these ships increases the risk of accidents or natural disasters at sea, jeopardizing the safety of passengers and crew.

Furthermore, the lack of proper evacuation training and safety procedures for crew members is a major concern. A study conducted at several small ports revealed that many crew members are poorly trained to handle emergencies, such as fires or ship accidents. In some cases, when incidents occur, passengers and crew are unaware of proper evacuation procedures, which can worsen the situation and slow down the rescue process. This is, of course, a risk to passenger safety, which should be guaranteed by regular training for the crew on safety and emergency procedures.

The irregular maintenance of ships is another factor that worsens conditions

in the sea transport sector. Ships that operate for long periods often do not receive adequate maintenance, both technically and in terms of cleanliness. Failures in navigation equipment, communication systems, or other control systems pose a real threat during voyages, especially in bad weather or in waters with limited facilities for quick repairs. This exacerbates uncertainty for consumers, who may find themselves in emergency situations at sea without sufficient support.

Another important issue in sea transport is the uncertainty of ship departure schedules. Many shipping companies, especially those serving inter-island or remote areas, frequently experience delays or even cancellations without informing passengers adequately. These delays can be caused by various factors, such as bad weather, technical malfunctions on the ship, or administrative issues. However, in many cases, passengers are not given clear information about the reasons for the delays or the exact departure times. This practice adds frustration and discomfort for consumers, who may have to wait for hours or even days without certainty. Some consumers also complain about the lack of coordination between shipping operators and ticket agents, who often cannot provide accurate information.

Moreover, despite the fact that ticket prices for sea travel are set by government regulations, many sea transport providers add non-transparent charges that burden consumers. These additional fees may include administrative fees, repair costs for the ship that should be the provider's responsibility, or other charges not listed in the initial ticket price. These hidden charges are often imposed without prior notice to passengers, causing consumers to feel deceived by having to pay more than what was initially promised. Additionally, weak oversight of ticket pricing could lead to monopolistic practices or unfair price-setting, further burdening consumers and depriving them of their right to fair and transparent pricing.

The lack of effective government oversight of the fleets operating is also one of the main factors contributing to poor consumer protection in this sector. Although regulations governing the seaworthiness of ships and maritime safety are in place,

oversight by the Maritime Supervisory Agency or relevant authorities is often inadequate. This is due to factors such as limited human resources and the limited reach of oversight, especially in remote areas. As a result, ships that do not meet safety standards are still allowed to operate, further compromising passenger safety and harming consumers. Additionally, weak supervision of pricing practices means that transport providers often take advantage of unclear regulations to impose illegal fees.

To resolve these issues, several measures can be taken to improve consumer protection in sea transportation. First, the government needs to strengthen oversight and law enforcement related to ship seaworthiness and maritime safety. More stringent routine inspections should be conducted, involving trained inspectors and a more transparent reporting system, to ensure that unsafe ships are removed from operation. Second, improving crew training in safety and emergency procedures is essential to ensure that crew members can handle emergencies quickly and effectively. Regular and mandatory training programs for all crew members will reduce the risk of accidents that endanger passengers.

Third, shipping service providers must be more transparent about the fees charged to passengers and ensure that any additional charges not listed in the ticket are clearly explained before passengers make a booking. The government should also monitor non-transparent pricing practices and impose strict penalties on companies that violate these regulations. Fourth, it is important for the government to improve communication with consumers regarding ship schedules and potential changes. The use of better information technology, such as apps that provide real-time information on departures and delays, can help reduce uncertainty and enhance consumer comfort.

Overall, while regulations governing consumer protection in sea transport are in place, their implementation still faces several challenges. Strengthening oversight, pricing transparency, improving crew training, and improving

communication systems with consumers are steps that need to be taken to ensure consumers are well protected and receive safe, comfortable, and reliable services.

3. Consumer Protection in Air Transportation

The air transportation sector in Indonesia, which is one of the main options for long-distance travel, is regulated by various laws aimed at protecting consumer rights. One of these regulations is the Minister of Transportation Regulation No. 89 of 2015, concerning Passenger Rights Protection in Air Transport. This regulation outlines important consumer rights, including compensation for flight delays or cancellations, baggage rights, and claims procedures for passengers who experience losses or discomfort during their journey. While air travel safety generally meets high standards compared to land and sea transport, various consumer protection issues still persist and require further attention (Ayu et al., 2024).

One of the major issues consumers face in air transportation is the lack of timely information regarding flight delays or cancellations. Although airlines are required to provide up-to-date information about delays or cancellations, passengers often receive information late sometimes only hours before the new departure time. This lack of notice causes confusion and frustration among passengers, as they cannot effectively reschedule their plans.

Additionally, the absence of clear and transparent communication about the reasons for delays or cancellations is another significant issue. Many airlines provide only limited details about the technical or operational causes of delays, without adequate explanation about when passengers can expect their flight to resume. Moreover, even though regulations mandate airlines to compensate passengers for delays or cancellations caused by the airline's negligence, the claims process is often complex and time-consuming. Passengers frequently encounter difficulties due to the convoluted procedures and insufficient information on how to file claims and when they will receive appropriate compensation.

The prolonged claims process frequently leads to frustration and dissatisfaction. Many passengers are required to go through lengthy administrative procedures, including gathering necessary documents, filling out claim forms, and waiting for extended periods to receive responses from the airlines. In some cases, claims are outright rejected or ignored without clear reasons. This presents a major barrier to effective consumer protection, as despite the existence of consumer rights, accessing these rights is often cumbersome, which ultimately harms the consumer.

Beyond delays and claims procedures, additional, undisclosed fees are another common complaint among passengers in the air transportation sector. In recent years, many airlines have imposed extra charges not clearly disclosed at the time of ticket purchase. These extra costs often include additional baggage fees, seat selection fees, and charges for food or beverages during the flight. The lack of clarity surrounding these additional costs is confusing for consumers, who feel they are paying more than the stated ticket price due to incomplete and opaque information about the costs associated with the booking or during the flight.

Many passengers believe that such extra charges should already be included in the ticket price, but due to the lack of transparency, they feel misled or taken advantage of. Airlines, on the other hand, often justify these additional fees as company policies aimed at improving services or covering higher operational costs. Nevertheless, the lack of transparency in pricing contributes to diminishing consumer trust in air travel services.

Another significant issue is the uncertainty of ticket prices. While air ticket prices are regulated by the government through the Ministry of Transportation, prices often fluctuate unexpectedly, especially for passengers purchasing tickets close to the departure date. This unpredictability in ticket prices confuses consumers and makes them feel they are not receiving a fair price. Furthermore, the significant price differences between tickets purchased well in advance and those bought closer to the departure date are often viewed as unfair by many passengers.

Uncertainty about flight schedules is also a relevant issue. Airlines sometimes change flight schedules with little or no notice, forcing passengers to rush in adjusting their travel plans. Last-minute schedule changes, especially those caused by airline errors, cause significant inconvenience for passengers, who may need to find alternative transportation or accommodations on short notice.

To address these challenges, it is essential for the government to strengthen regulations regarding price transparency and clear communication with passengers. Airlines should be required to provide detailed cost breakdowns, clearly listing all additional charges at the time of ticket booking, so consumers can fully understand what they are paying for and why. Moreover, the government should enhance oversight of compensation regulations for flight delays and cancellations, streamlining the claims process so that consumers can more easily access their rights.

Improved communication is also necessary so that airlines can provide accurate and timely information about delays, cancellations, or schedule changes. The use of technology, such as apps or online platforms that send real-time flight status updates to passengers, would significantly improve transparency and consumer trust in airlines.

Finally, it is important for the government to increase consumer literacy regarding their rights in air transportation. Consumers need to be well-informed about claim procedures, compensation entitlements, and refund processes in case of issues. Public information campaigns and more interactive communication channels between consumers and airlines would help ensure passengers are aware of their rights and how to exercise them.

4. Challenges in Implementing Consumer Protection Regulations

Although various regulations have been introduced to protect consumer rights in the land, sea, and air transportation sectors in Indonesia, their implementation often faces numerous challenges that hinder the effectiveness of

these protections. These challenges stem from several interconnected factors, including structural, administrative, and social issues. Some of the main obstacles to implementing consumer protection regulations include limited oversight, insufficient human resources, lack of consumer awareness of their rights, and coordination problems among the various government agencies involved (Dasar, 1992).

Limited and Uneven Oversight One of the biggest challenges in implementing consumer protection regulations is the limited and uneven oversight across Indonesia. In the land transportation sector, for example, supervision of public transport fleets in remote or rural areas is often inadequate. While public transport operators are required to meet safety and vehicle maintenance standards, poorly maintained vehicles are sometimes allowed to operate. The primary reason for ineffective oversight is the limited number of inspectors and the difficulty of accessing areas with underdeveloped infrastructure. Even when inspections occur, they are often sporadic and lack continuous monitoring.

This issue is also prominent in the maritime sector, especially for smaller ships operating in Indonesia's vast waters. Many vessels servicing remote or inter-island routes do not undergo regular safety checks or may have substandard safety measures. This endangers passenger safety, but weak oversight makes it difficult to detect and address these issues promptly. The Marine Transportation Regulatory Authority often struggles to monitor the entire fleet of vessels in Indonesia's far-reaching waters, especially in areas distant from central government hubs or in disaster-prone regions. Here, the lack of human resources and logistical support presents a significant challenge to effective oversight.

In the air transport sector, while supervision of airlines is relatively better compared to land and sea sectors, oversight still faces challenges. Monitoring of aircraft maintenance and airport facilities is often hindered by high operational costs and a shortage of trained inspectors. Additionally, a lack of coordination among

government agencies involved, such as the Ministry of Transportation, the Civil Aviation Authority, and the National Flight Safety Agency, often prevents optimal oversight. This issue is further exacerbated by the rapid growth of the aviation industry, where many new airlines or smaller operators may not always be adequately monitored.

Limited Human Resources Another significant challenge in implementing consumer protection regulations is the shortage of qualified human resources in the regulatory bodies overseeing the transportation sector. Particularly in remote or rural areas, there is a lack of inspectors with the necessary expertise and qualifications to conduct effective oversight. Many inspectors in these areas may not have sufficient training to understand the applicable safety standards and regulations. The low quality of supervision allows some companies or service providers to bypass or violate the rules without facing clear consequences. This increases the risks to consumer safety and comfort, as passengers bear the consequences of inadequate supervision.

Furthermore, the allocation of insufficient budgets for training inspectors and improving infrastructure also contributes to the issue. Without adequate investment in education and training for transportation regulators, oversight will remain ineffective. Over the long term, this reduces the effectiveness of consumer protection regulations, as many violations will continue to occur without corrective action.

Lack of Consumer Awareness of Their Rights Another barrier to the implementation of consumer protection regulations is the lack of consumer understanding of their rights. Many consumers are unaware of their rights in the transportation sector, such as the right to compensation for flight delays or damaged luggage, or the right to file a claim if they suffer losses. A lack of legal literacy among the public is a major factor contributing to this ignorance. Without sufficient understanding of their rights, many consumers do not know how to report violations

or how to file claims for compensation.

For example, in the air transport sector, although the Minister of Transportation Regulation No. 89 of 2015 governs compensation for flight delays, not all passengers understand the claims process they need to follow. As a result, many give up without attempting to claim compensation or assert their rights. A similar phenomenon occurs in the sea and land transport sectors, where many consumers do not know what to do if accidents occur or if their belongings are damaged.

Issues with Coordination Among Government Agencies Coordination problems among government agencies involved in transportation oversight also hinder the implementation of consumer protection regulations. In Indonesia, the regulation of the transportation sector involves many parties, such as the Ministry of Transportation, the Marine Transportation Regulatory Authority, the National Flight Safety Agency, and other local authorities with jurisdiction in specific regions. Discrepancies between the policies and actions of these agencies often lead to gaps in the implementation of existing regulations.

For example, when accidents or safety violations occur, the lack of coordination between the Ministry of Transportation, the Marine Safety Agency, and the National Search and Rescue Agency often results in slow response times. Furthermore, a lack of alignment between policies at the central and regional levels often complicates the enforcement of regulations on the ground. In such cases, consumer protection can be overlooked, as no agency is clearly accountable for addressing the emerging issues.

Weak Law Enforcement and Inconsistent Penalties Weak law enforcement is another major challenge in implementing consumer protection regulations. Despite the existence of various regulations protecting consumer rights, inconsistent enforcement of penalties for violations often leads transport companies or service providers to feel there are no significant consequences for breaking the rules.

Penalties that are too lenient or not strictly enforced fail to provide a deterrent effect, allowing violators to disregard regulations. Therefore, to strengthen consumer protection, robust and consistent law enforcement should be a top priority.

5. The Role of Government and Regulatory Bodies in Consumer Protection

Consumer protection in the land, sea, and air transportation sectors is a shared responsibility between the government and regulatory agencies tasked with ensuring that consumers' rights are properly protected and that transportation service providers comply with established standards. The government, through various regulations and agencies such as the Ministry of Transportation and the Maritime and Aviation Regulatory Bodies, plays a key role in regulating, supervising, and enforcing laws related to the transportation sector. However, despite numerous efforts, research findings and field practices show that many challenges still need to be addressed in order to effectively implement consumer protection (Managemen et al., 2015).

1. Regulations and Policies Governing Consumer Protection

The Indonesian government, through the Ministry of Transportation, is responsible for creating and issuing regulations to protect consumers' rights in the transportation sector. Relevant regulations include Law No. 8 of 1999 on Consumer Protection, which provides a legal foundation for consumer protection across various sectors, including transportation. Additionally, the Ministry of Transportation Regulation No. 89 of 2015 regulates the rights of air transportation passengers, covering issues such as compensation, baggage, and claims procedures when problems occur during flights.

However, despite these regulations, a common issue is the lack of enforcement and effective supervision of these rules. In many cases, transportation service providers such as public transport companies, airlines, and maritime operators still ignore or violate these regulations. This is due to weak law enforcement and insufficient oversight at the local and regional

levels. Therefore, in addition to formulating policies, the government must focus on strengthening implementation through more intensive supervision and strict law enforcement.

2. Limited and Uneven Oversight

One of the major challenges in protecting consumers in the transportation sector is limited and uneven oversight. Although central regulatory bodies like the Maritime and Aviation Regulatory Agencies are mandated to supervise transportation operations, field supervision often fails to be optimal. In particular, in more remote areas or those with limited infrastructure, oversight of service quality, including safety inspections and operational standards, is often insufficient.

This is clearly visible in the land transportation sector, where public transport in certain areas is still often found to be in poor condition despite regulations setting vehicle safety standards. In the maritime sector, small vessels serving inter-island routes in Indonesia often fail to meet safety standards established by regulations. Similarly, in the air transport sector, although oversight of airlines is stricter, issues remain with supervision of smaller airlines that may not have adequate facilities or procedures. The limited number of inspectors and the vast areas that need to be monitored make supervision ineffective in some regions. Therefore, one of the key roles of the government and regulatory bodies is to strengthen the oversight network across the country, including in remote areas that are often neglected.

3. Weak Coordination Between Central and Local Governments

Another issue often found in oversight and consumer protection is the lack of coordination between the central and local governments. In Indonesia, many regulations issued by the central government are not always effectively implemented at the local level. This can be due to differences in administrative capacity between central and local governments or a lack of shared

understanding about the urgency of consumer protection. In some regions, particularly those without direct access to up-to-date information and regulations, oversight of the transportation sector is often neglected.

For example, in more remote areas, although there are regulations governing transportation safety standards, local governments often struggle to implement or enforce these rules due to limited resources and personnel. Poor coordination between central and local governments often leads to discrepancies in supervision and regulation, resulting in subpar services for consumers. To address this, the central government must be more proactive in coordinating with local governments through outreach, training, and providing the necessary resources. This will allow for more effective and consistent supervision in remote areas.

4. Strengthening Reporting Systems and Follow-up on Consumer Complaints

An important step in improving consumer protection is strengthening the reporting systems and follow-up on consumer complaints. In many transportation sectors, consumers often feel that their voices are ignored or disregarded by service providers. Inefficient and non-transparent reporting systems often make it difficult for consumers to report issues they encounter. Many complaints either do not receive an adequate response or are resolved very slowly.

To address this issue, the government and regulatory bodies need to create more accessible reporting channels for consumers. For example, by providing online platforms or mobile apps that allow consumers to submit complaints quickly and directly connect with regulatory bodies. These reporting systems should also be accompanied by clear follow-up processes, where every complaint or report from consumers is addressed with concrete actions aimed at improving services or addressing violations. The government should also ensure transparency in the complaint resolution process, so consumers feel

valued and can trust the protection system.

5. Raising Legal Awareness and Consumer Education

The government plays a significant role in raising legal awareness among transportation consumers. Many consumers are not fully aware of their rights, which is one reason why many violations go unreported or unaddressed. Therefore, education and socialization about consumer rights must be a priority in the consumer protection strategy. The government can conduct broader public awareness campaigns about consumer rights, particularly regarding claims mechanisms, safety rights, and the right to receive proper services.

Through mass media, digital platforms, and cooperation with civil society organizations, the government can educate the public about how to protect their rights and the steps they can take if violations occur. Increasing public understanding of existing regulations will make consumers more aware and ready to assert their rights when necessary. Moreover, with better education, consumers will also better understand how to report issues more effectively, which will speed up the resolution process.

6. Transparency in Supervision and Law Enforcement

It is crucial for regulatory bodies to maintain transparency in every aspect of oversight and law enforcement. Many consumers feel that the process of complaint resolution and reporting does not work well due to a lack of information about how their complaints are processed. The government and regulatory agencies need to develop systems that allow consumers to obtain clearer information about the status of their complaints and the legal processes underway against service providers who violate regulations. This transparency will foster a sense of fairness and encourage more consumers to report issues they encounter.

6. Recommendations to Improve Consumer Protection in the Transportation Sector

Based on existing findings, several recommendations can be made to enhance consumer protection in Indonesia's transportation sector.

1. Strengthening oversight and law enforcement on the ground is crucial. The government should increase its monitoring capacity across all transportation sectors land, sea, and air by expanding the number of inspectors and improving oversight infrastructure in remote areas.
2. Transparency of information to consumers must be improved. Transportation service providers must offer clear information regarding ticket prices, claims procedures, and travel schedules before consumers purchase tickets or use their services.
3. Simplifying claims procedures and improving compensation for affected consumers, especially in the air transport sector, should be prioritized to ensure that consumers receive their rightful compensation fairly and promptly.
4. The government must conduct educational campaigns to raise awareness among the public about consumer rights in the transportation sector and how to report violations.

Lastly, the government could introduce incentives for transportation service providers that demonstrate compliance with high safety and service standards, encouraging them to offer better services to consumers.

4. Conclusion

Consumer protection in the land, sea, and air transportation sectors in Indonesia is crucial to ensure the safety, comfort, and rights of consumers are well protected. Despite the existence of various regulations governing transportation service providers, many challenges remain in their implementation. Issues such as limited oversight, lack of transparency in information, complicated claims procedures, and insufficient consumer understanding of their rights are key factors hindering optimal consumer protection.

Therefore, several improvement efforts are needed. Strengthening oversight and law enforcement, particularly in remote areas, is an important first step to ensure safety and service standards are upheld. Additionally, transparency in the information provided to consumers must be improved so that they can make informed decisions and avoid potential harm. Simplifying claims procedures and increasing compensation for affected consumers should also be a priority to ensure their rights are fulfilled fairly and promptly.

Educational campaigns to raise public awareness about consumer rights are essential to help consumers better understand how to report violations and claim their rights. Finally, rewarding and providing incentives to transportation service providers who comply with high safety and service standards can encourage them to continually improve the quality of their services.

With the effective implementation of these recommendations, it is expected that consumer protection in Indonesia's transportation sector will improve, creating a safer, more comfortable, and responsible transportation industry that benefits all levels of society.

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