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Responsibility of Transportation Business Actors for Passenger Losses from a Maslahah Perspective (Case Study of PT. Barumun, Padang Lawas)

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Abstract: One of the barometers determining the progress of life and civilization of a society is the progress and development of information and technology activities used by the community in transportation activities. This study aims to determine the losses suffered by passengers due to the negligence of the bus company and the liability of transportation business actors for passenger losses with a focus on the Maslahah perspective. The research used is empirical juridical research with a Living Case Studies Approach and Conceptual Approach. Data is collected by interview and document study methods. Then the data is processed and analyzed with qualitative methods. The results of this study indicate that the responsibility of PT Barumun for the operation of buses that cause losses to passengers in terms of security, comfort, and safety of passengers and their luggage. In the maslahah perspective, the bus company's responsibility for passengers who suffer losses can be done by replacing all losses arising from the operation of the bus in accordance with applicable regulations so as to create benefits for all passengers who want to travel short or long distances by using PT. Barumun bus services.

Keyword: Loss, Liability, Consumer Rights, Maslahah.

INTRODUCTION

Indonesia is the largest archipelago in the world, the 5 (five) largest islands of which are Sumatra, Java, Kalimantan, Sulawesi and Papua. Therefore, transportation facilities in Indonesia are needed both land, sea and air transportation.(Alfa, 2024) In daily activities, the word transportation emphasizes more on the juridical aspect while transportation emphasizes more on the economic aspect, but both have the same meaning, namely as a transfer activity using conveyance.(Sigit Supto Nugroho & Hilman Syahrial H, 2019)

Etymologically, transportation comes from Latin, namely transportare, trans means across or the other side and portare means to transport or carry. Thus, transportation means transporting or carrying something to the other side or from one place to another. This is a service provided

by the carrier, in order to help people or goods to be carried from one place to another.(Primahardani, 2020)

Article 1 paragraph (2-3) of Law Number 8 of 1999 concerning Consumer Protection, Article 1 paragraph (2) states that a business actor is any individual or business entity, both in the form of a legal entity and not a legal entity established and domiciled or carrying out activities within the jurisdiction of the Republic of Indonesia, either alone or jointly through an agreement to carry out business activities in various economic fields. Article 1 paragraph (3) Consumers are every person who uses goods and/or services available in the community, both for the benefit of themselves, families, other people, and other living creatures and not for trade.

Transportation is the transportation activity of moving goods (Commodity of Goods) and passengers who use transportation services from one place to the destination.(Putri Jayanti et al., 2023) So that these transportation activities, especially land transportation, must be supported by good road access or good road feasibility in order to facilitate inter-city and inter-provincial transportation business actors in providing comfort, safety and security to passengers or consumers on the way to their destination.(Cahya SSeftiawan et al., 2023)

The existence of transportation activities is also inseparable from daily human activities or life. Starting from the simplest age of human life (traditional) to the modern level of human life is always supported by transportation activities.(Rizqy Syailendra & Milafebina, 2024) Even one of the barometers determining the progress of life and civilization of a society is the progress and development of information and technology activities used by the community in transportation activities.(Sigit Sapto Nugroho & Hilman Syahrial H, 2019)

The term "Transportation" comes from the word "angkut" which means "to transport and carry" while the term "transportation" can be interpreted as "carrying goods or people (passengers)".(Sigit Sapto Nugroho & Hilman Syahrial H, 2019). Transportation cannot be separated from transportation. The transportation in question is not only in terms of transportation of goods, but also a means of transporting people, in other words as a means of human mobility.(Kurniawan et al., 2022) This transportation is needed by all Indonesian people because it plays an important role in economic development and non-economic development such as increasing national income. One of the land transportation transportation is bus. Buses are one of the many land transportation transportation today, buses are the choice of the community as a supporting factor for mobility to travel between cities and between provinces. The important role of public transportation must also be supported by various related aspects, one of which is the legal aspect (regulation) in the operation of public transportation.(Balqis & Yusri, 2021)

The operation of public transportation involves various parties such as the government, the private sector and the community, because each of the parties has provisions, arrangements regarding the rights and obligations (public transportation companies and passengers), thus providing a sense of security for legal certainty and legal protection for people who use public transportation services, which are regulated in Law Number 22 of 2009 concerning Road Traffic and Transportation and Law Number 8 of 1999 concerning Consumer Protection.(Hidayati, 2024).

Etymologically the word al-maslahah, plural masalih means something good, beneficial, and is the opposite of ugliness and damage. Maslahah is sometimes referred to by a term that means seeking the right. The word al-Maslahah shows the understanding of something that is a lot of goodness and benefits. While the opposite word of the word al-Maslahah is the word al-Mafsadah, which is something that is a lot of bad. So the original meaning of maslahah is to attract benefits or reject mudharat.(Safriadi, 2021)

In terminology, there are several definitions of maslahah put forward by scholars of ushul fiqh, but all of these definitions contain the same essence. Imam Al-Ghazali, stated that the principle

of maslahah is taking benefits and rejecting misfortune in order to maintain the objectives of shara'. (Al-Ghazali, 1993) Imam al-Ghazali stated in the book *Al Mustashfa Min 'Ilmi Al Ushul*: اما المصلحة فهي عبارة في الاصل عن جلب منفعة او دفع مضرة. ولسنا نعني به ذلك, فان جلب المنفعة, ودفع المضرة مقاصد الخلق وصلاح الخلق في تحصيل مقاصدهم. لكننا نعني بالمصلحة المحافظة / على مقصود الشرع

"Al-Maslahah was originally defined as attracting benefit or repelling harm, we do not interpret it in this way, because achieving benefit and repelling harm is the goal or purpose of creatures, and the good or benefit of creatures lies in achieving their goals, but what we mean by al-Maslahah is safeguarding or maintaining the objectives of Shara."

PT Barumun is one of the land transportation companies based on Jl. Lintas Gunung Tua, Sibuhuan Julu, Barumun District, Padang Lawas Regency. PT Barumun was established in Medan city since January 04, 1985 written in deed number 75 made before a notary. PT Barumun serves one of the routes from Sibuhuan to Medan city which takes approximately 10 to 11 hours or usually called a one-night trip. PT Barumun is one of the land transportation options for students and the community, especially in Padang Lawas, to travel within the city and outside the city. In its operation, things often happen that make consumers uncomfortable due to the driver's driving style that is less concerned about the comfort and safety of his passengers, especially for passengers who are carrying toddlers or elderly passengers, things like this can create mental trauma for passengers who feel discomfort on the trip, and it is not uncommon for passenger luggage both items in the trunk and items that are put into the cabin to be damaged, and it is not uncommon for items in the cabin to fall on other passengers who sit close to the luggage in the bus cabin, the company should provide a cover or something like that in the cabin for the convenience of passengers. Things like this need to be considered by bus companies by providing safety luggage and providing directions or the like to bus drivers and crew to avoid passenger losses in terms of security, comfort and safety and passenger luggage.

Some previous studies that were used as references in this study which have similar topics include: such as research from Indra Primahardani (2020) on "Responsibility of Bus Transportation Business Actors for Consumer Losses Based on Law Number 8 of 1999 concerning Consumer Protection (Case Study at PT. MMC Tour and Travel Pekanbaru)". This research discusses the responsibility of bus companies for passenger losses based on Law Number 8 of 1999 concerning Consumer Protection.

Research by Fattalah Cahya Septiawan and Teuku Syahrul Ansari (2023) on "Responsibility of Business Actors of Public Transportation Buses Across Cities and Provinces for Passenger Luggage". This research discusses the responsibility of bus companies for passenger luggage in terms of Law Number 22 of 2009 on Road Traffic and Transportation.

Research by Atika Putri Jayanti, et al (2023) on "The Responsibility of PT Timor Tour & Travel Agent Kupang Towards Passengers of Travel Service Users" This research discusses the responsibility of PT Timor Tour & Travel Agent Kupang Towards Passengers of Travel Service Users, in terms of Articles 187-188 of Law Number 22 Year 2009 Tantang Traffic and Road Transportation.

Based on previous research, it can be said that this research is different from previous research because this research aims, to find out the form of losses experienced by passengers when using PT Barumun Padang Lawas buses, to find out the responsibility of bus companies for passenger losses, to find out the maslahah review of the liability of transportation business actors for passenger losses.

METHOD

This research method is carried out using empirical juridical methods, empirical juridical research is legal research on the enactment or implementation of normative legal provisions directly on any legal events that occur in society. While the approach that researchers use is an

approach (Living Case Studies Approach) where the approach is used to examine the form of losses suffered by passengers due to negligence from bus companies in Padang Lawas Regency, a statutory approach (statute approach) is carried out by examining all laws and regulations related to the legal issues being studied that occur in the field, and a conceptual approach (conceptual approach) to find out how the actual concept of responsibility of transportation service providers based on applicable regulations and masalah. Data was collected from interviews with passengers who suffered losses and bus company employees and then supplemented with document studies in the form of laws and regulations, related books and journals. Data is taken from the data processing technique that researchers use is qualitative analysis, then analyzed by reducing and organizing to obtain a complete understanding of the responsibility of transportation service providers for losses suffered by passengers from a masalah perspective.

RESULTS AND DISCUSSION

Passenger protection for the security, comfort and safety of passengers and their luggage

One way to create order in society is to provide protection for people in carrying out economic activities. There is a relationship between business actors and consumers and there is often inequality between the two. Consumers are usually in a weak position, so there is often an imbalance between business actors who feel they have a stronger position than consumers.(Ramadhani & Bagus Arianto, 2023) The term consumer protection is related to legal protection, therefore consumer protection contains legal aspects.(Z. Harahap, 2016) According to Soegeng Istanto, liability means the obligation to provide an answer which is an account of all ongoing issues and the obligation to provide recovery for losses that may be caused.(Alfa, 2024)

Consumer protection in the Consumer Protection Law is broader than in the other 2 (two) draft laws. The first is the Consumer Protection Bill proposed by the Indonesian Consumers Foundation (YLKI) which states that: "Consumers are users of goods and/or services found in the community, for the needs of themselves or their families or other people who are not for resale". and the second mentions the Academy Plan prepared by the Faculty of Law of the University of Indonesia in collaboration with the Ministry of Trade of the Republic of Indonesia which states that "consumers are every person and/or family who acquires goods for use and not for resale".(Meidiarti, 2022) Consumers are defined in the Consumer Protection Law more broadly than those mentioned above, because the Consumer Protection Law includes users of goods and / or services for the needs of other creatures.(Luqman, 2021) In this case, it means that the Consumer Protection Law can provide protection to all consumers who are not humans (plants and animals).(Gede et al., 2020)

The form of implementation in the responsibility of the bus company is seen from the performance of the company in carrying out travel activities such as transporting passengers from one place to their destination safely, comfortably and safely as well as being responsible for losses suffered by passengers due to negligence committed by the company in accordance with applicable regulations.(Suartha, 2017) As the rules stipulated in 186-188 Law Number 22 of 2009 concerning Road Traffic and Transportation state that Article 186 is obliged to transport people and / or goods after the transportation agreement is agreed and / or payment of transportation costs by Passengers and / or shippers. Article 187 shall refund the transportation fee paid by passengers and/or freight forwarders in the event of cancellation of departure. Article 188 shall compensate for losses suffered by passengers or freight forwarders due to negligence in carrying out transportation services.

Transportation activities must be carried out safely, security is an important factor in passenger comfort and safety. In addition, passenger luggage is an inseparable part of the trip. Safe luggage is an important part of the implementation of travel that makes passengers feel safe

and comfortable. Luggage that is immediately born is not only born from the vigilance of passengers but also bus companies must also provide a sense of security for passengers. This security includes the security of passenger luggage in the cabin or in the trunk, this security must be guaranteed when the passenger wants to board and start the journey on the bus until the trip has ended and the passenger leaves the bus. The bus company must have a share in the creation of security both in the cabin and in the trunk of the bus, the company must have a way to anticipate the occurrence of crime, namely the theft of passenger luggage, inter-regional travel often occurs stops for rest, stops in public places are very prone to theft. The lack of caution of bus officers that occurs when passengers get off the bus to rest, eat, pray and others that cause empty cabins can be a fatal mistake in the occurrence of loss of passenger luggage. Loss of luggage of bus passengers is certainly very detrimental to passengers and there is a loss of security in passengers as consumers of transportation services.

Factors causing harm to consumers of bus transportation services

There are several factors that cause losses for passengers of bus transportation services:

1. The driver is the main culprit that can harm consumers such as:
 - a. The driver is tired or sick because he does not pay much attention to his physical condition and always works continuously.
 - b. The driver violated the prohibition of traffic signs that regulate the maximum speed and driving rules on the road, which resulted in minor and serious accidents that caused losses to passengers and their luggage.
2. The condition factor of the bus as a mandatory roadworthy test means that the vehicle before being operated must be tested first by the authorized technical agency.
3. The highway factor can also be the main cause that causes losses for bus passengers because the highway factor cannot be ignored because the highway is the place of operation of the transport vehicle is also expected to have good conditions when viewed from the point of view of security, comfort and safety passing on it.

The existence of passenger losses due to the lack of care of officers in carrying out transportation services has been regulated according to Article 234 of Law No. 22 of 2009, namely "companies engaged in transportation services must be responsible in the event of losses suffered by transportation passengers, shippers or third parties caused by negligent implementation of transportation services". 22 Year 2009, namely "companies engaged in transportation services must be responsible in the event of losses suffered by transportation passengers, shippers or third parties caused by negligence in the implementation of transportation services". When carrying out transportation, the safety of passengers and goods carried is basically the responsibility of the transportation company. Therefore, the responsibility should be imposed on the transportation company for any losses arising from the transportation carried out so as to cause losses to passengers.

Bus company liability for passenger losses

Based on the research methods that have been carried out previously regarding the responsibility of bus companies for the security, comfort and safety of passengers and their luggage, there are several relevant data and information that will be analyzed and discussed. The field research involved data collection from various sources, including interviews, questionnaires as well as direct observation at PT Barumon Padang Lawas and the study of relevant literature.

In addition, the field research also involves the analysis of theories and principles relating to the bus company's liability for passenger losses. Legal theories related to contractual liability and corporate responsibility for the security, comfort and safety and luggage of passengers will be used as a basis for understanding and analyzing the bus company's practices.

The results of interviews with bus company employees said that passenger items that were damaged, mixed up and even lost would be fully covered by the bus company provided that the items were recorded in the ticket, if the item was not recorded in the ticket the bus company said it was not responsible for the item, the employee also said that he often suggested to passengers that items put in luggage should be given a fare so that if things went wrong the item could be replaced by the bus company, but passengers found it difficult to pay for the cost of the item.

In 2008 there was a loss of one of the passengers aiming at Ujung Batu Rokan, namely a motorcycle belonging to the passenger fell off the bus in the area between Sosa-Pasir Pengaraian which resulted in the motorcycle being severely damaged with a total loss of around Rp.3,500,000, the item was recorded in the ticket and therefore, the passenger asked for accountability against the bus company, because the item was recorded in the ticket the bus company was willing to be responsible for the passenger's loss and reimburse the cost of repairing the motorcycle in full.

In 2018 there was a loss of one of the passengers, namely the loss of 1 burlap sack containing used clothes (monza) which fell during the trip worth Rp.5,000,000, the item was recorded in the ticket and the passenger held the bus company accountable for the loss, with deliberation between the passenger and the bus company finally the loss was replaced by the bus company with money equivalent to the lost item.

In 2022 there was another loss of passengers during Lebaran homecoming, namely the loss of 2 passenger bags containing gold recorded in the ticket then the passenger complained to the bus company for the loss after being examined by the company it turned out that the passenger was deceiving, only 1 bag was missing not 2 bags, therefore, the problem was taken to court, the court's decision said that only 1 bag was missing which cost Rp.5,000,000, and the bus company only wanted to compensate the passenger for Rp.800,000 because the passenger initially intended to cheat.

In 2023 there was another loss of passengers, namely the loss of a cellphone on the trip, then the passenger held the bus company accountable because his cellphone, which he said was the most expensive, was lost, another passenger had also lost a ring during the trip, because the item was not recorded in the ticket, the bus company did not want to be responsible for the loss. However, the bus company does not just let go, the bus company is still making efforts to find the lost item.

The results of interviews with employees of the bus company also said that if there was an accident on the road, the bus company would be responsible, such as in 2022, a PT Barumon bus was hit by a stone by an unknown person in the Simpang Kawat area, Asahan Regency, hitting the bus glass on one of the passengers which resulted in fainting, injuries and then taken to the hospital, then the incident was reported to the local police and all the medical expenses of the passenger were paid by the bus company.

Passengers who want to travel near or far using bus transportation services if they bring goods should record the goods into the ticket and wear a label, so that if things happen that are not wanted the goods can be held accountable from the bus company, because luggage that is not recorded in the ticket the bus company is not responsible if there is damage or even lost. Therefore, to anticipate passenger losses, the luggage is recorded and labeled for the safety of the item. Article 192 paragraph (4) of Law Number 22 of 2009 concerning Road Traffic and Transportation states that "The carrier is not responsible for the loss of Passenger's luggage, unless the Passenger can prove that the loss was caused by the fault or negligence of the carrier".

In statutory provisions, acts that result in a loss to consumers are unlawful acts and consumers can make claims based on Article 1365 of the Civil Code which states: "Every unlawful act, which causes damage to another person, obliges the person through whose fault the damage is

caused, to compensate for the damage". Article 1367 emphasizes: "A person is liable not only for damages caused by his own acts, but also for damages caused by the acts of his dependents or by goods under his supervision".

Maslahah is a legal action that contains benefits and tranquility for all humans or themselves to the body, soul, mind and spirit with the aim of maintaining maqasid al-syari'ah. The alignment of maslahah with the law provides the value of benefits for humans in carrying out every legal action, so that the essence of maslahah is as a standard in interpreting Islamic law universally, not measured by human logic which tends to prioritize aspects of rationality and glorify reason in thinking and acting.(Safriadi, 2021)

Every regulation made by the government against the people must be based on ensuring the interests of public safety and the benefit of the people realized against liability by the bus company as a service provider that can be used as a reference for a benefit. The opposite of maslahah is mafsadat, mafsadat is something that must be avoided according to the concept of al-maslahah. Mafsadat that can be avoided is not getting accountability from the bus company properly when there is a loss by passengers. Maslahah in viewing the liability of bus passenger losses is very necessary because the liability process itself is for the benefit of the people where the suitability of the law in it contains elements of security, comfort and safety as well as luggage which is a benefit for all people (passengers).

Based on the maslahah perspective, PT Barumon has carried out responsibility for all passenger losses such as accidents during the trip and passenger luggage is damaged, mixed up or even lost with a record of the item recorded in the ticket, all losses will be replaced by the bus company, as for those that are not replaced because the item is not recorded in the ticket. With this bus, the community gets benefits which can be proven by the real responsibility of the bus company, the benefits felt by the community are not only limited to conjecture but these benefits can be enjoyed and felt in reality by the community in general.

In practice, PT Barumon as a bus transportation company has also implemented a ticket system or rule as the basis for an agreement with passengers as users of transportation services along with goods deposited in luggage. This agreement binds both parties, namely PT Barumon as a transportation service provider and consumers (passengers) as users of transportation services. However, the things promised in the ticket are still determined unilaterally by the business actor because the contents of the agreement are directly stated on the ticket when the consumer buys it. Thus, passengers inevitably have to obey the rules made unilaterally.

If we look at the Consumer Protection Law, business actors are prohibited from conducting or making unilateral agreements as stipulated in Article 18 of the Consumer Protection Law which stipulates as follows:

1. Business actors in offering goods and/or services intended for trade are prohibited from making or including standard clauses in every document and/or agreement if:
 - a. Stating the transfer of responsibility of the business actor.
 - b. Stating that business actors have the right to refuse the delivery of goods purchased by consumers.
 - c. Stating that business actors have the right to refuse the return of money paid for goods and/or services purchased by consumers.
 - d. Stating the granting of power from consumers to business actors either directly or indirectly to take all unilateral actions related to goods purchased by consumers in installments.
 - e. Regulates the proof of the loss of usefulness of goods or reducing the wealth of consumers who are the object of buying and selling services.
 - f. Stating that consumers are subject to regulations in the form of new rules, additions, continuation and / or further changes made unilaterally by business actors during the period when consumers utilize the services they buy.

- g. Stating that the consumer authorizes the business actor to impose a mortgage, lien, or security right on the goods to be purchased by the consumer in installments.
 2. Business actors are prohibited from including standard clauses whose location or shape is difficult to see or not read clearly, or whose disclosure is difficult to understand.
 3. Every standard clause stipulated by business actors in documents or agreements that fulfill the provisions as referred to in paragraph (1) and paragraph (2) shall be declared null and void.
 4. Business actors are obliged to resolve standard clauses that conflict with this Law. The standard clauses contained in the transportation documents (bus tickets) issued by PT Barumon can be described as follows:
 - a. All baggage must be checked in and labeled.
 - b. Uncharged luggage not listed in the ticket is taken care of by the passenger himself and if lost is not the responsibility of the carrier.
 - c. All operating costs on damaged roads are borne by the owner.
 - d. Special items of jewelry / valuables, cash, securities in the bag / suitcase in the baggage is not the responsibility of the carrier if lost, the contents are considered ordinary clothing.
 - e. Return tickets are subject to a 25% administration fee of the fare amount.
 - f. You risk a 50% deduction of the fare amount, if you cancel your departure within 12 hours of the departure time.
 - g. And if the departure is canceled above 12 hours of departure, your money is considered lost / lost.
 - h. If the departure has an accident / burned, damaged goods, lost to be borne by the company or in terms of the Act is classified as force majeure and the costs of treatment / treatment of passengers arising from the accident is the responsibility of PERUM A.K. JASA RAHARJA.
 - i. Passengers' belongings/packages if lost will only be reimbursed for 10 x postage, while letters will only be reimbursed for postage. The contents of packages, bags, suitcases, we are not responsible.
 - j. Labels are not absolute evidence as a substitute claim for lost goods, only as an identifier of goods.
 - k. Government-issued items carried by passengers are not the responsibility of the company.
- Based on the standard clause issued by the carrier, the rights and obligations between consumers (passengers) and the carrier can be described, including as follows:
1. Consumer (passenger) rights viz:
 - a. The right to be delivered to the destination safely.
 - b. The right to seek compensation for negligence committed by bus employees.
 2. The rights of the carrier viz:
 - a. Obtaining the amount of money that must be paid by passengers in accordance with the applicable tariff at PT Barumon.
 - b. Deduct the passenger fare in the event of cancellation of departure according to the time of cancellation made by the passenger.
 - c. Receive a sum of money for the excess weight of the specified baggage.
 3. The obligations of consumers (passengers) are:
 - a. Pay a sum of money to the carrier in accordance with the applicable tariff at PT Barumon.
 - b. Take care of items that are not charged and if lost, the owner is responsible.
 - c. Safeguard all valuables such as gold, jewels, money and other papers.
 - d. Pay a sum of money if the passenger carries luggage exceeding the load determined by PT Barumon.

4. The carrier's obligations are:
 - a. Deliver passengers to their destination safely.
 - b. Pay compensation for goods lost or damaged due to accidents caused by the carrier's negligence.

According to the researcher, if a bus company makes a regulation, it must also look at the point of view of the parties affected by the regulation. This kind of policy needs to be balanced with in-depth economic and social considerations to ensure the maintenance of benefits. Therefore, it is necessary to train or test the feasibility of buses and all bus employees including drivers and crew members regarding bus operations, an appeal to record luggage on tickets and awareness of passengers to anticipate losses. In addition, the bus company will be responsible for compensating losses if a loss occurs when using the transportation service.

CONCLUSION

The conclusion of the results of this study shows that from the cases of losses that occur, PT Barumon is responsible for all losses of PT Barumon service users, the proof is that there are cases such as motorbikes falling from the top of the bus which are badly damaged, there is a case of 1 burlap sack containing used clothes (monza) missing, there is a case of a lost bag, as for cases that are not reimbursed because of indications of fraud so that they take legal action and PT. Barumon was won by the court so the bus company did not compensate for all of these losses, as for the loss of cellphones and rings it was outside the responsibility of PT Barumon because these items were not recorded in the ticket and were not labeled. This shows that PT Barumon is responsible if there is a loss whether it is an accident or other incident, in addition, if the luggage is damaged, switched or even lost with a record of the luggage recorded in the ticket and labeled then PT Barumon is responsible for compensating for the loss. Masalah in viewing the liability of bus passenger losses is very necessary because the liability process itself is for the benefit of the people where the suitability of the law in it contains elements of security, comfort and safety as well as luggage which is a benefit for all people (passengers).

Advice:

1. In order to create a security, comfort and safety of passengers and luggage, the bus company should label passenger luggage at every departure, not only during the Lebaran homecoming flow or other big days.
2. There should be a bus driver or kernet who supervises the bus when it stops for a break or otherwise so that no outsiders enter other than passengers.
3. Bus companies should provide safety baggage facilities to reduce the risk of loss for passengers.
4. Bus companies should provide a medium for complaints or input from bus consumers about the complaints they feel to be considered and improved by the company in the future.

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