

## **ABSTRAK**

Penelitian ini bertujuan untuk mengetahui perlindungan konsumen pengguna tabung gas LPG 3Kg. Penggunaan tabung gas LPG 3Kg terdapat peraturan khusus yang mengatur distribusi dan penggunaannya, terutama bagi rumah tangga dan pedagang UMKM. Namun, permasalahan kebocoran tabung LPG 3Kg masih sering terjadi, seperti yang ditemukan pada PT. Indah Sukses Abadi di Kota Jambi. Kasus kebocoran ini dapat mengancam keamanan dan keselamatan konsumen serta tidak terpenuhi hak-hak konsumen. Tujuan dari penelitian ini yakni mengetahui dan menganalisis tanggung jawab PT. Indah Sukses Abadi terhadap konsumen atas kerugian akibat kebocoran tabung gas LPG 3Kg serta mengetahui dan menganalisis kendala apa saja dalam pelaksanaan tanggung jawab PT. Indah Sukses Abadi terhadap konsumen atas kerugian akibat kebocoran tabung gas LPG 3Kg. Metode penelitian ini menggunakan yuridis empiris yang dilakukan dengan cara penelitian lapangan dengan melakukan wawancara bersama responden dan informan. Dari hasil penelitian ini ialah tidak terpenuhinya hak-hak konsumen dalam mendapatkan hak keamanan, mendapatkan barang sesuai dengan nilai tukar dan kondisi serta jaminan yang dijanjikan oleh pelaku usaha. Tabung gas yang diedarkan tidak memenuhi standar dan kebocoran tabung gas LPG 3Kg ini akibat kurangnya pengawasan dan kepatuhan terhadap SOP oleh pihak Agen PT. Indah Sukses Abadi yang telah ditetapkan oleh Pertamina. Serta fakta dilapangan menunjukkan masih banyak tabung bocor yang diterima konsumen tanpa mekanisme pertukaran yang jelas. Saran dalam pembahasan yakni Agen PT. Indah Sukses Abadi perlu meningkatkan pengawasan tabung sebelum distribusikan dengan pengecekan rutin, kelayakan dan penerapan SOP secara disiplin. Mekanisme penggantian tabung bocor harus diperjelas serta konsumen perlu memahami hak-haknya dan prosedur pengaduan sesuai UUPK.

**Kata Kunci:** Konsumen; LPG 3Kg; Perlindungan Hukum

## **ABSTRACT**

*This study aims to determine consumer protection for users of 3Kg LPG gas cylinders. The use of 3Kg LPG gas cylinders has special regulations governing its distribution and use, especially for households and UMKM traders. However, the problem of leakage of 3Kg LPG cylinders still occurs frequently, as found at PT Indah Sukses Abadi in Jambi City. This leakage case can threaten the security and safety of consumers and not fulfil consumer rights. The purpose of this research is to find out and analyse the responsibilities of PT Indah Sukses Abadi towards consumers for losses due to leakage of 3Kg LPG gas cylinders and to find out and analyse what obstacles are in the implementation of the responsibilities of PT Indah Sukses Abadi towards consumers for losses due to leakage of 3Kg LPG gas cylinders. This research method uses empirical juridical carried out by means of field research by conducting interviews with respondents and informants. The results of this study are the non-fulfilment of consumer rights in obtaining security rights, obtaining goods in accordance with the exchange value and conditions and guarantees promised by business actors. Gas cylinders that are circulated do not meet the standards and leakage of 3Kg LPG gas cylinders due to lack of supervision and compliance with the SOP by the Agent of PT Indah Sukses Abadi which has been determined by Pertamina. And the facts in the field show that there are still many leaking cylinders received by consumers without a clear exchange mechanism. Suggestions in the discussion are that the Agent of PT Indah Sukses Abadi needs to improve the supervision of the tube before distribution with routine checks, feasibility and disciplined application of SOPs. The mechanism for replacing leaking tubes must be clarified and consumers need to understand their rights and complaint procedures in accordance with the UUPK Law.*

**Keywords:** Consumer; 3Kg LPG; Legal Protection