

## Bentuk Perlindungan Hukum bagi Konsumen dalam Penyelesaian Sengketa Transaksi Elektronik Internasional menurut UU No. 11 Tahun 2008

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=131965&lokasi=lokal>

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### Abstrak

In the development of electronic transaction, there is condition which puts consumer in a lower bargaining position, especially if the transaction held in an international trading. It will significantly reduce the consumer's bargaining position. The consumer's lower bargaining position is caused by the differences of jurisdiction that cause lack of legal certainty in a consumer disputes settlement. Law No. 11/2008 regulates about Information and Electronic Transaction doesn't discuss about international consumer disputes. Thus consumer needs legal protection such as state intervention in the field of transaction and business settlement. Consumer dispute settlement in an international electronic transaction must understand the rights of consumer so it can give legal choice and forum based on consumer law. There will be used by judges or arbiters as a consideration in order to settle consumer dispute. Therefore Online dispute Resolution (ODR) has been developed in order to vanish legal barriers in a process of settlement.