

Tinjauan hukum perlindungan konsumen dan prinsip good corporate governance studi terhadap penerapan biaya administrasi dalam payment point online Bank oleh PT PLN (Persero) = Review of consumer protection law and good corporate governance principles study of administrative fee implementation on PT PLN (Persero)'s payment point online bank

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Abstrak

Skripsi ini membahas mengenai perlindungan konsumen dalam prinsip good corporate governance. Selain itu, juga dibahas pelanggaran PT PLN (Persero) dalam penerapan biaya administrasi dalam Payment Point Online Bank ditinjau dari pengaturan dalam Undang-Undang Perlindungan Konsumen dan prinsip good corporate governance. Penelitian ini adalah penelitian yuridis normatif dengan metode analisis kualitatif. Hasil dari penelitian ini adalah PT PLN (Persero) diduga melanggar beberapa pasal dalam Undang-Undang Perlindungan Konsumen dan prinsip good corporate governance. Hasil dari penelitian ini menyarankan agar PT PLN (Persero) mengambil sikap yang tegas dalam penerapan biaya administrasi dalam Payment Point Online Bank agar sesuai dengan pengaturan dalam Undang-Undang Perlindungan Konsumen dan prinsip good corporate governance.

.....This thesis discusses about consumer protection within the principles of good corporate governance. It also discussed violations of PT PLN (Persero) in the application of administrative fee in the Payment Point Online Bank, reviewed by rules on Consumer Protection Act and the principles of good corporate governance. This research is a juridical normative by qualitative analysis method.

The results of this study are PT PLN (Persero) allegedly violated several articles of the Consumer Protection Act and the principles of good corporate governance. The results of this study suggest that PT PLN (Persero) should take a firm stand in the application of administrative fee in the Payment Point Online Bank to comply with rules in the Consumer Protection Act and the principles of good corporate governance.