

## **ABSTRACT**

### **Legal Protectio For Consumer At MGTI BATAM Online**

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The purpose of this practical work is to provide a solution for provide solutions for MGTI BATAM owners who do not understand the law of consumer protection in the process of buying and selling between producers and consumers. Whereas so far the MGTI BATAM Store has always ignored complaints from consumers who receive shipments that have defects or easily replace them without proof, it causes loss to MGTI BATAM which has no responsibility from some consumers or employees, and is always considered not a big problem by employees, shop owners and consumers. And the second benefit of this practical work objective is to help shop owners, employees, and consumers who shop at MGTI BATAM in order to understand the rights and obligations of producers and consumers in the process of buying and selling in accordance with the Law of the Republic of Indonesia Number 11 of 2008 about Electronic Information and Transactions. This practical work activity is carried out during the period of 21 May 2018 to 31 July 2018

Normative legal research methods will be a legal research method that the author chooses in writing this Job Training Report. The practical work is carried out through three steps, namely the work process, namely the Preparation Stage, Implementation and lastly, the Assessment and Reporting Phase. This implementation phase is to load the initial stages of the first framework through observation and interviews and collecting materials and analyzed according to the needs of the work agreement, asking for advice from the work supervisor and finally designing and testing the work agreement.

The project output produced is make order orders and check items, make workflow procedures, deliver goods, make delivery reports, and create special folders that contain regulations on consumer protection laws.

**Keywords:** Shop, Worker, Consumer Protection.