

NON FORMAL EDUCATION INTERNATIONAL CONFERENCE

[HOME](#) [ABOUT](#) [LOG IN](#) [ACCOUNT](#) [SEARCH](#) [CURRENT CONFERENCES](#)
[COMMITTEE](#) [SPEAKERS](#) [VENUE](#)

Home > Non Formal Education International Conference 1st > **Non Formal Education International Conference 1st**

Non Formal Education International Conference 1st

The Axana Hotel

November 2, 2018 – November 3, 2018

Welcome to NFEIC 1st 2018

It is our honour to invite and welcome you to Non Formal Education International Conference (NFEIC) 2018, Department of Non-formal Education, Faculty of Education, Universitas Negeri Padang which will be held on August, 2nd-3rd 2018, at Conference Room The Axana Hotel, Jln. Bundo Kandung, Padang, West Sumatra, Indonesia (25119). The conference is organized by The Department of Non Formal Education Faculty of Education Universitas Negeri Padang.

Background

Sustainable Development Goals (SDGs) is the main marker of the birth of a new awareness of the people in the world about “good life”. An agreement of 193 countries in the world was becoming a step of the world development. SDGs are not only given the widespread influence towards the countries in the world, but also in depth to every country incorporated in this agreement. For developing countries, SDGs have become the basis of the birth of a new development policy.

This agreement becomes the main reference for development policies oriented towards poverty eradication, improving public health, educational promotion, and war on climate change. This policy derivative is specifically aimed at ensuring every step taken in achieving the following objectives; (1) to maintain the continuity of improving the economic welfare of the people; (2) maintaining the sustainability of community social life; (3) maintaining the quality of the environment; and (4) inclusive development and implementation of governance in order to improve the quality of inter and intergenerational life.

In the educational context, one of the goals of SDGs is to ensure equitable quality of education equally, and to enhance lifelong learning opportunities for all. Achieving the goals of SDGs was shared responsibility between the government and NGO, including formal and non-formal education. Achieving SDGs is the task of all components, including government and NGO. For the community, it is used as a guide for NGOs, business actors, academics, and another policy makers for making a planning, an action, controlling, and evaluation of SDGs.

[OPEN CONFERENCE SYSTEMS](#)

[Conference Help](#)

USER

Username

Password

Remember me



**Article
Template**

PUBLISHER



**ATLANTIS
PRESS**

INDEXED BY

 **Clarivate
Analytics**

WEB OF SCIENCE™



 **中国知网**
www.cnki.net
中国知识基础设施工程

NOTIFICATIONS

- [View](#)
- [Subscribe / Unsubscribe](#)

CONFERENCE CONTENT

Search

All

Browse

- [By Conference](#)

Objectives

The objectives of the conference are to share and discuss new ideas, experiences, and new policies that are useful in achieving educational goals in Sustainable Development Objectives (SDGs). The discussion material consists of explanatory and praxis aspects. First, the explanatory aspect that comes from the study of researchers. Second, the praxis aspect that comes from the professional experience of NGO practitioners. The both of discussion materials are related in achieving the educational objectives according to SDGs. The discussion material comes from various background studies such as administration, policy, economics, development, society and culture, vocational education, non-formal education, and basic education or another studies relevant to the discussion of SDGs. The scope of this conference is to discuss the following eight sub themes.

1. Strengthening accessibility of education programs in the community (adult education and vocational education).
2. Policy on the equity and development of education for children.
3. A responsive and stimulative parenting in the community.
4. Availability of supporting facilities for the development of community learning environment.
5. Basic and advanced literacy programs in the community.
6. Strengthening the role of youth in sustainable development.
7. Challenges to the quality, number, and role of educators in the community.
8. Community development through strengthening educational institutions in the community.

The Expected Output of the Conference

- Participants understand about the roles and challenges faced by government and NGOs in the effort of community empowerment through education to achieve the target of SDGs.
- Participants understand about the philosophical and juridical backgrounds of non-formal education to achieve the target of the SDGs.
- Participants understand the policies and its implementation on developing of early childhood education, adult education and vocational education programs in developing countries.
- Participants understand the role of NGOs in developing a participatory learning environment in the community.
- Participants understand the implementation of literacy programs in developing countries.

Important Dates

- Deadline of abstract submission (July 18, 2018)
- Notification of abstract acceptance (July 21, 2018)
- Full paper submission deadline (July 25, 2018)
- Conference day (August 2-3, 2018)

Call for Papers

- Researchers, lecturers, NGO practitioners, and students are kindly invited to participate and contribute to help shape the conference.

- [By Author](#)
- [By Title](#)

FONT SIZE



INFORMATION

- [For Readers](#)
- [For Authors](#)

Quality innovative and original results of various types of research, empirical practices and constructive propositions are welcome.

- Authors are requested to submit abstract to the Organizing Committee by July 18, 2018. The papers should be written in English and must be between (3000-4000 words).
- All submitted conference abstracts and papers will be blind-reviewed by competent reviewers. The abstract book, and certificate of presentation and participation will be handed at the conference desk.

All accepted papers will be published in Atlantis Press to be indexed by Web of Science (Previously known as Thomson Reuters).

Registration Fee & Payment

Participant (IDR. 500.000,-)

Presenter (IDR. 850.000,-)

Paper publication in the indexed proceeding (IDR. 1.500.000,-)

Registration will be confirmed only when the conference Fee has been paid (non-refundable). The payment of Conference Fee can be transferred to **Bank BNI Cabang Padang, Account Number 668110902**, Name of Acc. No. RPL 010 BLU UNP. Please send the transfer document (bank receipt) and registration form (filled in) to committee secretariat via **e-mail: nfeic2018@gmail.com**.

Contact

Website : <http://nfeic.fip.unp.ac.id/index.php/nfeic-1st>

Email : nfeic2018@gmail.com



Indexing Databases

INDUSTRY AFFILIATIONS

PROFESSIONAL ORGANIZATIONS

INDEXING DATABASES

LEARNED SOCIETIES

(RESEARCH) INSTITUTIONS

Atlantis Press has affiliations with the following indexing databases:

Web of Science *Trust the difference*

Web of Science

Clarivate Analytics' *Web of Science* is an online subscription-based citation indexing service which gives access to multiple databases that reference cross-disciplinary research and which allows for comprehensive citation search and in-depth exploration of specialized sub-fields within a scientific discipline. It consists of 6 core databases, a number of specialist collections, as well as regional databases and currently contains more than 100 million records and over 1.4 billion cited references. A select number of Atlantis Press journals and proceedings is indexed in Web of Science databases such as the *Science Citation Index Expanded (SCIE)*, the *Emerging Sources Citation Index (ESCI)* and the *Conference Proceedings Citation Index (CPCI)*.

Scopus[®]

Scopus

Elsevier's *Scopus* is the world's largest abstract and citation database of peer-reviewed scientific journals, books and conference proceedings which covers research topics across all scientific, technical and medical disciplines. The database currently contains more than 70 million records and over 1.4 billion cited references, while it also offers various smart tools and metrics to track, analyze and visualize research. At present a select number of Atlantis Press journals and proceedings is indexed in Scopus and a number of applications are in progress.

DOAJ

DIRECTORY OF
OPEN ACCESS
JOURNALS

Directory of Open Access Journals (DOAJ)

The *Directory of Open Access Journals (DOAJ)* is a community-curated online directory of open access journals which aims to be the starting point of all information searches for quality, peer-reviewed open access material. DOAJ's mission is to increase the visibility, accessibility, reputation, usage and impact of quality, peer-reviewed, open access scholarly research journals globally, regardless of discipline, geography or language. At present, the directory contains more than 12,000 open access journals covering all areas of science, technology, medicine, social science and humanities. All Atlantis Press journals are indexed in DOAJ.

Ei Compindex

Elsevier's *Ei Compindex* (Engineering Index - COMPuterized ENgineering inDEX) on *Engineering Village* is the broadest and most complete engineering literature database in the world. It provides a holistic and

global view of peer-reviewed and indexed publications with over 20 million records from 77 countries across 190 engineering disciplines. A select number of Atlantis Press journals (i.e. within relevant subject areas) is indexed in Ei Compindex.



China National Knowledge Infrastructure (CNKI)

The *China National Knowledge Infrastructure* (CNKI) is a key national information construction project launched by *Tsinghua University* and supported by the PRC Ministry of Education, PRC Ministry of Science and Technology, PRC Ministry of Propaganda and the PRC General Administration of Press and Publication. It is dedicated to the mass digitization of China knowledge resources as well as creating the platform for global dissemination and value-added services (CNKI was designated as the second agent of DOIs in mainland China by the *International DOI Foundation* in 2013). It comprises the China Integrated Knowledge Resources Database which contains over 90% of China knowledge resources. Most of the Atlantis Press proceedings from China are indexed in CNKI.



Ulrichsweb

ProQuest's *Ulrichsweb* is the standard online library directory and database for journals, magazines, newspapers and other periodicals. As such, it is regarded as the global authority for serials knowledge and analysis which comprises more than 380,000 serials from 90,000 publishers covering 977 subject areas and 200 different languages. Records include searchable TOCs, ISSN, title, publisher, online availability, subject area, language, list prices and more. All Atlantis Press serial publications are indexed in Ulrichsweb.



Google Scholar

Google Scholar is a freely accessible web search engine that indexes the full text or metadata of scholarly literature across an array of publishing formats and disciplines. The Google Scholar index includes most peer-reviewed online academic journals and books, conference papers, theses and dissertations, preprints, abstracts, technical reports, and other scholarly literature, including court opinions and patents. It is estimated to contain more than 160 million documents and continues to cover approximately 90% of all articles published in English. All content published on the Atlantis Press platform is indexed in Google Scholar.



Series: [Advances in Social Science, Education and Humanities Research](#)

Proceedings of the 1st Non Formal Education International Conference (NFEIC 2018)

[HOME](#)

[PREFACE](#)

[ARTICLES](#)

[AUTHORS](#)

[SESSIONS](#)

[ORGANISERS](#)

[PUBLISHING INFORMATION](#)

Bibliographic information:

Title

Proceedings of the 1st Non Formal Education International Conference (NFEIC 2018)

Editors

Alim Harun Pamungkas, S.Pd., M.Pd.

Dr. Syur'aini, M.Pd.

Wendi Ahmad Wahyudi, S.Pd.

Part of series

[ASSEHR](#)

Volume

293

ISSN

2352-5398

ISBN

978-94-6252-652-5

Indexing

All articles of these proceedings are submitted for indexing in CPCI, CNKI and Scholar Google. Optionally we also submit to Compendex and Scopus.

Note that in case you need information about the indexing of these proceedings, please check with the organisers of the conference as we cannot reply to messages received from participants.

Free access

In order to increase the visibility of its conference and of the papers of its participants, this conference has chosen to sponsor the on-line publication of the conference papers. Therefore, all conference papers can be read and downloaded for free, no subscription or other payment is required.

Copyright

Atlantis Press adheres to the principles of Creative Commons, meaning that we do not claim copyright of the work we publish. We only ask people using one of our publications to respect the integrity of the work and to refer to the original location, title and author(s).

DOI

All articles have a digital object identifier (DOI). DOIs are standardised digital identities used across all major scientific publishers and are managed by CrossRef. DOIs guarantee a permanent Web-address of the article, no matter where it is physically stored. So, when referring to an article you can either use the traditional reference information (name of publication, volume, issue, etc.), or use the DOI. Many people now use both notations. [More information on DOIs](#) .

Archiving policy

To guarantee permanent archiving, Atlantis Press collaborates with the [KB National Library of the Netherlands](#). All proceedings are uploaded to its e-depot after publication.

Print

In case you wish to have a print copy of the proceedings and no print version is available at Atlantis Press ('ISBN print = none' in the above box), then you can order one directly at our partner [Curran Associates](#).

Atlantis Press

Atlantis Press is a professional publisher of scientific, technical and medical (STM) proceedings, journals and books. We offer world-class services, fast turnaround times and personalised communication. The proceedings and journals on our platform are Open Access and generate millions of downloads every month.

For more information, please contact us at: contact@atlantis-press.com

▶ PROCEEDINGS

▶ JOURNALS

▶ BOOKS

▶ PUBLISHING SERVICES

▶ ABOUT

▶ NEWS

▶ CONTACT

▶ SEARCH





Series: [Advances in Social Science, Education and Humanities Research](#)

Proceedings of the 1st Non Formal Education International Conference (NFEIC 2018)

[HOME](#)

[PREFACE](#)

[ARTICLES](#)

[AUTHORS](#)

[SESSIONS](#)

[ORGANISERS](#)

[PUBLISHING INFORMATION](#)

International Advisory Boards

Prof. Peter Suwarno, Ph.D.

Arizona State Univesity, USA

Dr. Mee Young Choi

UNESCO, Indonesia

Prof. Dr. Supriyono, M.Pd.

Universitas Negeri Malang, Indonesia

Prof. Dr. H. Achmad Hufad, M.Ed.

Universitas Pendidikan Indonesia

Scientific Committee

Associ. Prof. Dr. Alwen Bentri, M.Pd.

Universitas Negeri Padang, Indonesia

Prof. Dr. Solfema, M.Pd.

Universitas Negeri Padang, Indonesia

Organizing Committee

Alim Harun Pamungkas, S.Pd., M.Pd.

Universitas Negeri Padang, Indonesia

Technical Chaimerson

Dr. Syur'aini, M.Pd.

Universitas Negeri Padang, Indonesia

Technical Committee members

Dr. Tasril Bartin, M.Pd.

Universitas Negeri Padang, Indonesia

Dr. Ismaniar, M.Pd.

Universitas Negeri Padang, Indonesia

Atlantis Press

Atlantis Press is a professional publisher of scientific, technical and medical (STM) proceedings, journals and books. We offer world-class services, fast turnaround times and personalised communication. The proceedings and journals on our platform are Open Access and generate millions of downloads every month.

For more information, please contact us at: contact@atlantis-press.com

▶ PROCEEDINGS

▶ JOURNALS

▶ BOOKS

▶ PUBLISHING SERVICES

▶ ABOUT

▶ NEWS

▶ CONTACT

▶ SEARCH

[Home](#) [Privacy Policy](#) [Terms of use](#)



Copyright © 2006-2019 Atlantis Press



Series: [Advances in Social Science, Education and Humanities Research](#)

AUTHORS

Proceedings of the 1st Non Formal Education International Sessions Conference (NFEIC 2018)

ORGANISERS

72 authors

PUBLISHING INFORMATION

Afriani, Rita

Illiteracy Eradication Efforts to Increase Reading Interest through Community Reading Centre (TBM) Tanah Ombak

Aini, Wirdatul

The Trained Skill Baju Kurung for Homemakers at the Society Learning Centre (PKBM) in Padang

Amini, Risda

The Effect of Integrated Model and Motivation Models on Learning Outcome of Students in Animal and Human Organ Order Material at Class V Elementary School/Paket A Program

Ariefianto, Lutfi

The Development of Teaching Materials Based on Vocational Skills on an Equality Program

Ariesta

Illiteracy Eradication Efforts to Increase Reading Interest through Community Reading Centre (TBM) Tanah Ombak

Arlina

The Implementation of Blended Learning in Early Childhood Education Teacher's Training

Azizah, Zahratul

The Development of the Role of Women as Islamic Educator in Family Through Activity of the Quran Recitation Forum

Bartin, Tasril

Strengthening The Role of Private Training Institutions for The Preparation of Skilled and Professional Workers

Efrina, Elsa

Developing Social Skills of Autistic Children through Role Play

Fajarwati, Linda

The Development of Teaching Materials Based on Vocational Skills on an Equality Program

Febrina, Rina

Stage of Assessment of Geography Development Master Planning Based on Decision for the Community

Gaffar, Syamsul Bakhri

Public Participation on Non Formal Education In Gowa Regency South Sulawesi: Study on Community Learning Center

Gunawan, M. Handi

The Implementation of Blended Learning in Early Childhood Education Teacher's Training

Hartati, Sri

Significant Sensory Stimulation Program Through the Use of Flash Card as Media of Toddler Language Development at Pre-Kindergarten

The Optimization of Iqro' Method Implementation in Basic Functional Literacy Learning by Developing Learning Material based Padi (Rice Plant) as One of Local Potency in Jember

The Implementation of Blended Learning in Early Childhood Education Teacher's Training

Family Partnership Strategy with an Early Childhood Education (PAUD) Institution: A Case Study on PAUD Bianglala Bandung

The Trained Skill Baju Kurung for Homemakers at the Society Learning Centre (PKBM) in Padang

Strengthening the Supervisory Function for Children in the Information Technology Era

The Optimization of Iqro' Method Implementation in Basic Functional Literacy Learning by Developing Learning Material based Padi (Rice Plant) as One of Local Potency in Jember

The Development of Teaching Materials Based on Vocational Skills on an Equality Program

Interpersonal Communication in Learning Groups: Role of Facilitator in Developing Groups Cohesiveness

The Optimization of Iqro' Method Implementation in Basic Functional Literacy Learning by Developing Learning Material based Padi (Rice Plant) as One of Local Potency in Jember

Supervisor Competencies of Non Formal Education In Palembang

Interpersonal Communication in Learning Groups: Role of Facilitator in Developing Groups Cohesiveness

Learning Group Functional Literacy Education Using Reflection Method (Case Study at Community Learning Centre (PKBM) Tenggara Raso and Siti Nurbaya Padang City)

Improving Early Reading Ability Using Environmental Print Approach in the Family

Developing Social Skills of Autistic Children through Role Play

Improving Early Reading Ability Using Environmental Print Approach in the Family

Family Partnership Strategy with an Early Childhood Education (PAUD) Institution: A Case Study on PAUD Bianglala Bandung

Developing Social Skills of Autistic Children through Role Play

Cyber School Model Learning Evaluation on Kejar Paket C in Campus PKBM

Kisworo, Bagus

Model of Women Empowerment of Samin Community through Training on Social Entrepreneurship Based on Local Culture

MENU

Adyasari, Aprilia Tina

Person Centered Counseling in Developing of Elementary School/ Paket A Students' Career in Indonesia

AUTHORS

Mahdi, Arisul

Developing Social Skills of Autistic Children through Role Play

ORGANISERS

Murni, Sri

Maintaining Family Integrity Through Family Counseling Approach in the Information Technology Advancement Era

Nefilinda

Stage of Assessment of Geography Development Master Planning Based on Decision for the Community

Nurhaeni, D.S.

Public Participation on Non Formal Education In Gowa Regency South Sulawesi: Study on Community Learning Center

Nurwatni

The Effect of Integrated Model and Motivation Models on Learning Outcome of Students in Animal and Human Organ Order Material at Class V Elementary School/Paket A Program

Pamungkas, Alim Harun

The Approaches Used by Community Learning Center (PKBM) to Achieve Sustainable Development Goals in Solok Selatan West Sumatra Province Indonesia

Putri, Lili Dasa

Family Partnership Strategy with an Early Childhood Education (PAUD) Institution: A Case Study on PAUD Bianglala Bandung

Rahmat, Abdul

Community Empowerment In Consumer Law Protection

Reflianto

Person Centered Counseling in Developing of Elementary School/ Paket A Students' Career in Indonesia

Reflianto

Logic Model Evaluation to Work Oriented Education Program through Joint Madrasah Community

Santi, Fitta Ummaya

Literacy of Information Technology for Women Empowerment in Bejiharjo Tourism Village

Setiawati

The Role of Character Education in the Family

Shomedran

Empowerment of Participation through Trash Processing Skills for the Independence of Community Behavior

Sinaulan, Ramlani Lina

Community Empowerment In Consumer Law Protection

Siswanto, Yudi

Cyber School Model Learning Evaluation on Kejar Paket C in Campus PKBM

Solfema

Portraying the Factual Condition of Low-Income Women in Padang

Sujarwo

Literacy of Information Technology for Women Empowerment in Bejiharjo Tourism Village

PREFACE

Suminar, Tri

Model of Women Empowerment of Samin Community through Training on Social Entrepreneurship

Based on Local Culture

AUTHORS

Sunarti, Vevi

The Influence of the Number of Family Members to Children's Multiple Intelligences of Students of

'Aisyiyah Kindergarten Padang

Sunarti, Vevi INFORMATION

The Influence of Learning Period to the Development of Children's Multiple Intelligences

Suwarno, Peter

Equality in Education and Employment for Sustainable Development of Diverse Indonesia: Enhancing Equal Opportunity, Volunteerism, and Philanthropy

Syamsuar

Person Centered Counseling in Developing of Elementary School/ Paket A Students' Career in Indonesia

Syur'aini

The Influence of the Number of Family Members to Children's Multiple Intelligences of Students of

'Aisyiyah Kindergarten Padang

Syur'aini

The Influence of Learning Period to the Development of Children's Multiple Intelligences

Tanod, Mareyke Jessy

Maintaining Family Integrity Through Family Counseling Approach in the Information Technology Advancement Era

Trisanti

Literacy of Information Technology for Women Empowerment in Bejiharjo Tourism Village

Utoyo, Setiyo

Improving Early Mathematical Skills Using Kinesthetic Games

Utsman

Model of Women Empowerment of Samin Community through Training on Social Entrepreneurship Based on Local Culture

Wahid, Syafruddin

Portraying the Factual Condition of Low-Income Women in Padang

Waty, Evy Ratna Kartika

Validation Model of Teacher's Made Test Results on The Learning Program of Elementary Schools in South Sumatera

Wisroni

Improving Early Reading Ability Using Environmental Print Approach in the Family

Wisroni

The Influence of Learning Period to the Development of Children's Multiple Intelligences

Yuhelson

Community Empowerment In Consumer Law Protection

Yusutria

Stage of Assessment of Geographv Development Master Planning Based on Decision for the Community

Zen, Zelhendri

Logit Model Evaluation to Work Oriented Education Program through Joint Madrasah Community

Zukdi, Ilpi

Learning Al-Islam and Kemuhammadiyah in College Muhammadiyah

AUTHORS

Zukdi, Ilpi

The Influence of the Number of Family Members to Children's Multiple Intelligences of Students of

'Aisyiyah Kindergarten Padang

ORGANISERS

Zulminiati

PUBLISHING INFORMATION

Significant Sensory Stimulation Program Through the Use of Flash Card as Media of Toddler Language Development at Pre-Kindergarten

Atlantis Press

Atlantis Press is a professional publisher of scientific, technical and medical (STM) proceedings, journals and books. We offer world-class services, fast turnaround times and personalised communication. The proceedings and journals on our platform are Open Access and generate millions of downloads every month.

For more information, please contact us at: contact@atlantis-press.com

- ▶ PROCEEDINGS
- ▶ JOURNALS
- ▶ BOOKS
- ▶ PUBLISHING SERVICES
- ▶ ABOUT
- ▶ NEWS
- ▶ CONTACT
- ▶ SEARCH



Series: [Advances in Social Science, Education and Humanities Research](#)

Proceedings of the 1st Non Formal Education International Conference (NFEIC 2018)

HOME

PREFACE

ARTICLES

AUTHORS

SESSIONS

ORGANISERS

PUBLISHING INFORMATION

Community Empowerment In Consumer Law Protection

Authors

Abdul Rahmat, Yuhelson, Ramlani Lina Sinaulan

Corresponding Author

Abdul Rahmat

Available Online January 2019.

DOI

<https://doi.org/10.2991/nfeic-18.2019.2> [How to use a DOI?](#)

Keywords

Consumer Protection; Legal Certainty

Abstract

The research approach used is the normative juridical approach that is research that emphasizes on secondary data, covering the whole legislation concerning Consumer Protection which will be discussed in this research. The results showed the Consumer Protection Agency for Self-Reliance is a registered and acknowledged government-owned non-governmental entity that deals with consumer protection. Under the Consumer Protection Act, LPKSM has the opportunity to take an active role in realizing consumer protection. To ensure the existence of a legal certainty, openness and order in the implementation of consumer protection in Indonesia, every LPKSM must register to the Regency, to obtain LPKSM Registration License as evidence that LPKSM concerned is really engaged in consumer protection. There are two conditions to be acknowledged as LPKSM, that is, (1) registered to the Regency, (2) Moving in consumer protection as contained in the LPKSM statute and conducting consumer protection activities throughout Indonesia.

Open Access

This is an open access article distributed under the [CC BY-NC license](#).

[+ Download article \(PDF\)](#)

Proceedings

1st Non Formal Education International Conference (NFEIC 2018)

Part of series

Advances in Social Science, Education and Humanities Research

Publication Date

January 2019

ISBN

978-94-6252-652-5

ISSN

2352-5398

DOI

<https://doi.org/10.2991/nfeic-18.2019.2> [How to use a DOI?](#)

Open Access

This is an open access article distributed under the [CC BY-NC license](#).

Cite this article

ris

enw

bib

```
TY - CONF
AU - Abdul Rahmat
AU - Yuhelson
AU - Ramlani Lina Sinaulan
PY - 2019/01
DA - 2019/01
TI - Community Empowerment In Consumer Law Protection
BT - 1st Non Formal Education International Conference (NFEIC 2018)
PB - Atlantis Press
SN - 2352-5398
UR - https://doi.org/10.2991/nfeic-18.2019.2
DO - https://doi.org/10.2991/nfeic-18.2019.2
ID - Rahmat2019/01
ER -
```

[+ download .ris](#)

[COPY TO CLIPBOARD](#)

Atlantis Press

Atlantis Press is a professional publisher of scientific, technical and medical (STM) proceedings, journals and books. We offer world-class services, fast turnaround times and personalised communication. The proceedings and journals on our platform are Open Access and generate millions of downloads every month.

Community Empowerment In Consumer Law Protection

Abdul Rahmat
Nonformal Education Departemen
Gorontalo State University
Gorontalo, Indonesia
abdulrahmat@ung.ac.id

Yuhelson
Law Science Departemen
Jayabaya University
Jakarta, Indonesia
yuhelsonbagindo@gmail.com

Ramlani Lina Sinaulan
Law Science Departemen
Jayabaya University
Jakarta, Indonesia
linasina@gmail.com

Abstract—The research approach used is the normative juridical approach that is research that emphasizes on secondary data, covering the whole legislation concerning Consumer Protection which will be discussed in this research. The results showed the Consumer Protection Agency for Self-Reliance is a registered and acknowledged government-owned non-governmental entity that deals with consumer protection. Under the Consumer Protection Act, LPKSM has the opportunity to take an active role in realizing consumer protection. To ensure the existence of a legal certainty, openness and order in the implementation of consumer protection in Indonesia, every LPKSM must register to the Regency, to obtain LPKSM Registration License as evidence that LPKSM concerned is really engaged in consumer protection. There are two conditions to be acknowledged as LPKSM, that is, (1) registered to the Regency, (2) Moving in consumer protection as contained in the LPKSM statute and conducting consumer protection activities throughout Indonesia.

Keywords—Consumer Protection, Legal Certainty

I. INTRODUCTION

Development of the economy in general and in particular in the field of industry and trade has resulted in various variations of goods and/or services that can be consumed. In addition, globalization and free trade supported by technological advances have broadened the flow of goods and/or service transactions to cross the boundaries of a country's territory, so that the goods and/or services offered vary, both foreign production and production domestic (Directorate of Consumer Empowerment 2011) The era of free trade is a necessity, Indonesia as part of the citizens of the world must be able to optimize the utilization of globalization, trade liberalization, global integration, and regional integration. Indonesia's active participation in the globalization era has resulted in a growing diversity of products offered to consumers.

This has resulted in the emergence of increasingly complex new challenges in relation to increasing competitiveness for domestic trade and consumer protection (Giesler and Veresiu 2014).

The Directorate General of Standardization and Consumer Protection of the Ministry of Commerce is mandated to be responsible for every aspect of consumer protection, so that management coordination on aspects related to consumer protection can be done more quickly, dynamically, and more efficiently. Consumer protection efforts aim to increase consumer awareness of rights and obligations, as well as to raise business awareness of the importance of consumer protection.

With the development of various aspects of consumer protection is expected to result in increased quality of goods and/or services in the domestic market that can raise the competitiveness of Indonesian goods and services and trade in the global market. The scope of consumer protection activities is vast. The magnitude of the scope of consumer protection activities related to the number of consumers in Indonesia that must be protected is about 240 million people, the extent of the types of activities related to consumer protection, as well as the many types of products to be monitored. These conditions on one side have benefits for consumers because the need for goods and / or desired services can be fulfilled and more open the freedom to choose various types and quality of goods and / or services in accordance with the wishes and capabilities of consumers. But on the other hand, these conditions and phenomena can result in the position of business actors and consumers become unbalanced and consumers are in a weak position. Consumers are the object of business activity to gain the most profit for business actors through promotional tips, sales methods, and the implementation of standard agreements that harm consumers. To be able to guarantee a consumer

protection arrangement is very necessary law that protects the interests of consumers who have been neglected, the government poured Consumer protection in a legal product. This is important because only the law has the power to force business actors to obey it, and also the law has strict sanctions. Given the important impact that can result from the illicit acts of business actor and only prioritizes the profits and the business itself, the government has an obligation to protect consumers whose position is weak, in addition to the legal provisions that protect the interests of consumers is not adequate.

In Indonesia, the consumer protection movement is marked by the establishment of a Consumer Protection Agency (LPKSM) named Yayasan Lembaga Konsumen Indonesia (YLKI) on May 11, 1973. YLKI was established in order to assist Indonesian consumers not to be harmed in consuming goods and/or services (C. Tantri D. and Sulastris 2017). The existence of YLKI is directed at increasing the critical awareness of consumers of their rights and obligations, in an effort to protect themselves, their families, and the environment. The motto or motto of YLKI is "YLKI aims to protect consumers, maintain the dignity of producers and help the government". The presence of Consumer Institution, especially YLKI, is a step forward in consumer protection, because in an effort to achieve its goal YLKI plays an active role in realizing consumer protection by helping to increase consumer awareness of their rights and not only doing research and testing, receiving complaints but also making efforts direct advocacy through court (James and David 2014).

The birth of the Consumer Protection Act is a mandate to protect consumers in an effort to empower consumers and is expected to lead Indonesian consumers into independent consumers, increasing their dignity, knowing their rights and obligations, and can foster a healthy business climate. While the business actors are expected to conduct business activities to place consumers not merely a target market, but consider consumers to be market guarantees in the long term. Thus business actors are encouraged to become a tough business actors, honest, responsible and in the end will create a strong economy.

Law No. 8 of 1999, affirms it as: "Any endeavor that ensures legal certainty to provide protection to consumers". Legal certainty to provide protection to the consumer, among others, is to improve the consumer's amnesty and develop the attitude of honest and responsible business actor (Redclift 2005).

In the provision of Article 44 paragraph (3) letter c which states the duty of the Non-Governmental Self-Consumer Protection Institution is to cooperate

with the relevant agencies in the effort to realize consumer protection, because there is no cooperation between the consumer self-help protection institute with the judicial institution which can give sanction to the business actor. Therefore, it needs to be re-examined and examined further about the active role of the Consumer Protection Institution Self-Help in providing protection to consumers (Klidas, Van Den Berg, and Wilderom 2007).

This research will be focused on the role and duty of consumer self-help protection institution according to the Law of Consumer Protection No. 8 year 1999. In the UUPK consists of 15 chapters and 65 articles there are some things that are less perfect but the law is a requirement of all Indonesian people all of which are users, users and / or beneficiaries of goods and / or services. According to the explanation of the Law on Consumer Protection, it is mentioned that the consumer law protecting the consumer is not intended to kill business actors, but on the contrary, because consumer protection can encourage a healthy business climate, and the birth of a tough company in the face of competition through the provision of goods and /or quality services (Gunawan Widjaja and Ahmad Yani 2003). Consumer protection for violation of Intellectual Property Rights (HAKI) is not regulated in this Consumer Protection Law, because apart from being regulated in Law Number 12 Year 1997 regarding Copyright, Law Number 13 on Patent and Law Number 14 Years of Trademark, which prohibits the production or trade of goods and / or services that violate the provisions on intellectual property rights, it also turns out that the rules in the field of intellectual property are essentially more relevant for the protection of business actors with good intentions, even though indirectly the interests of consumers according to the Consumer Protection Act) are also protected (Ursula Hansen and Ulf Schrader 1997).

II. RESEARCH METHODOLOGY

The research approach used is the normative juridical approach that is research that emphasizes on secondary data, covering the whole legislation concerning Consumer Protection which will be discussed in this research. In relation to the normative legal research here used several approaches, namely statute approach, the theory and conceptual approach, the approach comparative approach. The research is conducted by tracing, collecting, researching and studying books, literature, documents, statutory and other related articles in support of this research (Sinaulan and Rahmat 2018). Data collection, both primary legal materials, secondary legal materials and tertiary legal materials, required for this study, were collected on the basis of topics of problems that have

been formulated and studied according to the classification of the problem, according to the source and hierarchy comprehensively. Data analysis is very important in a study in order to provide answers to the problems studied, used in this study is normative qualitative, that data obtained from the research presented descriptively and processed qualitatively with the steps as follows before data analysis done, first held data collection, then analyzed qualitatively and interpreted logically and systematically. The deductive and inductive thinking framework will assist this research especially in the level of consistency, as well as conceptual with the procedures and procedures as established by the law principles generally accepted in legislation. Subsequent classification results then analyzed to serve as a basis in drawing conclusions (Rahmat, Suryanto, and Rahim 2018).

III. ANALYSIS AND DISCUSSION

Development and development of the economy in general and in particular in the field of industry and trade has resulted in various variations of goods and/ or services that can be consumed. In addition, globalization and free trade supported by technological advances have broadened the flow of goods and/or service transactions to cross the boundaries of a country's territory, so that the goods and / or services offered vary, both foreign production and production domestic. In accordance with the direction of national development goals through the National Long Term Development Plan and the Second National Medium-Term Development Plan of the 2nd period, in responding to these challenges, the trade sector always stipulates trade development objectives, among others through enhancing export competitiveness and improvement of consumer protection and security of the domestic market. In anticipation of the integration of the domestic market into the global market, the Ministry of Trade is optimizing the policies and security measures for domestic producers, securing the domestic market, and protecting all consumers in the country. This is what underlies the establishment of the Directorate General of Standardization and Consumer Protection (Indah Sukmaningsih 2005)

In the case of the implementation of supervision of goods and services, it is expected to stem the possibility of entry of goods that are not in accordance with applicable regulations/regulations. And in the framework of empowering and protecting consumers, the development of consumer protection is directed at building intelligent consumers, consumers who know and understand their rights and obligations. In absolute consumer trade transactions to be given protection. The importance of legal protection for consumers is due to weak consumer bargaining position. Legal protection of

consumers requires a weakening of the bargaining position (Sudaryatmo, 1999). Legal protection for consumers is a big problem, with growing global competition. Legal protection is needed in competition and the number of products and services that put the consumer in a weak bargaining position (Vivek 2002). Legal protection for consumers in the form of legal protection provided by the state. The growing awareness of the state to provide legal protection for consumers who are in a weak bargaining position begins with thinking through policies. In this case, as follows: "Legal protection for consumers as an integrated concept is a new thing, whose development starts from developed countries. However, now this concept has spread to other parts of the world" (A. Zen Umar Purba 2016).

Consumerism is a term often misinterpreted by some as excessive consumption. That is wrong. The meaning of consumerism is the movement of society to protect consumers from the producers' inconsequential practices. An example of consumerism in Indonesia is the Indonesian Consumers Foundation that fights for consumer rights, the Indonesian Council that helps consumers get halal food, and others. The rationale is simple. Generally consumers do not have enough in-depth information about the products they buy. Instead manufacturers know more details of the products they make and sell. This means that the consumer is the "weak" and the producer is the "strong". As a result, not infrequently there are manufacturers who are tempted to manipulate the superiority of information it has for the profit to be gained. Business actors use lower quality materials, reduce product specifications and so on, including using substitutes that are not good for consumers for money. The risk? Consumers who must bear. Risk of consumer responsibility. Justification: "The fault itself consumers do not buy goods carefully. Check before buying". The campaign touted is "Let the consumer beware". For that reason consumerism emerges. Another name that now often appears is the consumer movement. Indeed, consumers must be there to protect. There should be a body or agency that informs consumers what they should do when harmed by the manufacturer. The campaign that the government should now start is "Let the producer beware" (Barbu and Price-kreitz 2012).

In the early 1970s Lasmidjah Hardi (1914-1998) and a number of friends organized charity activities, introducing various domestic products. A reporter asks that if everyone is loyal to the national product, who protects the consumer when problems arise? That is the fragment that lies behind the birth of the Indonesian Consumers Foundation 30 years ago. Since YLKI stands many changes have occurred. From the external side, the world is now experiencing a change in the economic order from control of the government to the private sector

(Indah Sukmaningsih, 2005). In the historical context, the background of the founding of YLKI is colored by the thoughts of people whose lives are very closely related to the ideals of the struggle. The founders of YLKI are mostly people who from the beginning have a passion to fight for the public interest. YLKI is expected to benefit all groups without knowing the boundaries of ethnicity, religion, ethnicity and socioeconomic status. In the early days of the founding of YLKI up to one-third of its journey, the emerging consumer issues were still around food, drink and some other primary services. Thus, testing and research are excellent. YLKI's attitude when it was politically still refers to the three main pillars of "Protecting Consumers, Keeping Manufacturers Dignity, and Helping the Government" The motto clearly puts YLKI as a neutral player even though there is an awkwardness. How does 100 percent protect consumers when it comes to considering producer and government conditions ?. As the times of consumer problems change rapidly. Inevitably this change must be faced with internal limitations and constraints from the organization. Many people think that YLKI should set the option of protecting consumers so that the quality of YLKI's work can be measurable, but also the idea that YLKI is engaged in policy by protecting consumers macro (Rahmat and Izudin 2018).

Law Number 8 Year 1999 concerning Consumer protection is signed by President BJ. Habibie on April 20, 1999. regardless of its shortcomings and what is the background of the signing of this law, the consumer society has had legal certainty primarily on its rights as a consumer (Daily management of YLKI 2003).

The existence of YLKI is helpful in raising awareness of consumer rights or testing, publishing and accepting complaints, but at the same time also conducting direct advocacy through the court. During this time the individual legal efforts of consumers to sue producers, both private and government, have little result, therefore, to represent the community and itself, YLKI uses the class action law regime, as set forth in Article 44 paragraph (2) and Article 46 paragraph (1) sub-paragraph b of Law Number 8 Year 1999 regarding Consumer Protection.

The Consumer Protection Agency (LPKSM) is present in the community to realize justice for the consumer community in order to create a conducive climate between business actors and consumers. Consumer Protection Law is expected to become a weapon for the consumer seekers of justice, in the optimization was still found obstacles are:

a. Institutional/institutional constraints. The development of LPKSM after the birth of the

Consumer Protection Law was enacted significantly. Associated with its existence, the existence of LPKSM in Indonesia is not encouraging because not all districts where there are 277 LPKSM has been registered in the local office. This is seen from the TDLPK that has been issued local service and sent to the Directorate of Consumer Empowerment Ministry of Internal Affairs LPKSM active less than 50 percent.

- b. Funding Constraints. Funding affects the performance of LPKSM. Not infrequently, the activities undertaken by LPKSM should drain the administrative pockets because there is no assistance from the government, both regional and central. Support for LPKSM is still very minimal. the absence of special attention from the government in terms of funding to participate in increasing the constraints LPKSM institutions difficult to develop in the field of consumer protection. Whereas the existence of LPKSM is really needed to protect the consumers from fraud, deceit and loss by the provider of goods and services as the duties and obligations of LPKSM mandated in Article 44 paragraph (3) UUPK jo PP. 59 of 2001 on LPKSM
- c. Lack of Socialization and the Low Level of Consumer Law Equality. One factor of the low level of legal awareness of consumers to defend their rights is due to lack of socialization, both before the promulgation and after the enactment of UUPK. Communities as less active consumers reported losses they experienced even impressed not want to deal with the authorities. Lack of socialization of the existence of LPKSM in the community, so that the roles and tasks can not be implemented as much as possible. Consumers are still not aware of their rights and obligations in carrying out consumer protection for themselves. Consumers do not complain to the Consumer Protection Non-Governmental Organizations in the case of fraud that befell to the consumer, consumers more small regard a problem if there is a fraud that affects the consumer for the acts committed by business actors, other than ignorance of consumers LPKSM institution itself and the function and place of LPKSM institution engaged in consumer protection. The existence of LPKSM is in need of support from society especially consumer. Without the support and trust of the community, LPKSM does not mean anything.

IV. CONCLUSION

The Consumer Protection Agency for Self-Reliance is a registered and acknowledged government-owned non-governmental entity that deals with consumer protection. Under the

Consumer Protection Act, LPKSM has the opportunity to take an active role in realizing consumer protection. To ensure the existence of a legal certainty, openness and order in the implementation of consumer protection in Indonesia, every LPKSM must register to the Regency / Municipal Government, to obtain LPKSM Registration License as evidence that LPKSM concerned is really engaged in consumer protection. There are two conditions to be acknowledged as LPKSM, that is, (1) registered to the Regency, (2) Moving in consumer protection as contained in the LPKSM statute and conducting consumer protection activities throughout Indonesia. (Directorate of Consumer Empowerment 2011).

ACKNOWLEDGMENT

Legal protection for consumers as an integrated concept is a new thing, whose development starts from developed countries. However, now this concept has spread to other parts of the world.

REFERENCES

- [1] A. Zen Umar Purba. (2016). *Consumer Protection: The Principal Joints of Arrangement*. Jakarta: Law and Development.
- [2] Barbu, Cristina and Rachel Price-kreitz. (2012). "Journal of Environmental Management and Tourism Biannually." III(2):56–72.
- [3] C. Tantri D. and Sulastri. (2017). *Consumer Organization Movement, Consumer Guide Series*. Jakarta: Indonesian Consumers Foundation - The Asia Foundation.
- [4] Daily management of YLKI. (2003). "Consumer News." 13.
- [5] Directorate of Consumer Empowerment. (2011). "Glance Non-Governmental Consumer Protection Agency."
- [6] Giesler, Markus and Ela Veresiu. (2014). "Creating the Responsible Consumer: Moralistic Governance Regimes and Consumer Subjectivity." *Journal of Consumer Research* 41(3):840–57.
- [7] Gunawan Widjaja and Ahmad Yani. (2003). *Consumer Protection Law*. Jakarta: Gramedia Pustaka Utama.
- [8] Indah Sukmaningsih. (2005). *Early History*. Jakarta: Spread Self-Helpers.
- [9] James, N. K. Kinuthia and M. Akinnusi David. (2014). "The Magnitude of Barriers Facing E-Commerce Businesses in Kenya." *Journal of Internet and Information Systems* 4(1):12–27.
- [10] Klidas, Antonis, Peter T. Van Den Berg, and Celeste P. M. Wilderom. (2017). "Managing Employee Empowerment in Luxury Hotels in Europe." *International Journal of Service Industry Management* 18(1):70–88.
- [11] Rahmat, Abdul and Ahmad Izudin. (2018). "Impact Evaluation of Community Empowerment Programs with the Farmer Managed Extension Model." XXI(1):27–37.
- [12] Rahmat, Abdul, Tulus Suryanto, and Supli Effendi Rahim. (2018). "Environmental Balance Management In Nonformal Education Learning." *MATEC Web of Conferences* 150:5061.
- [13] Redclift, Michael. (2005). "An Oxymoron Comes of Age." *Sustainable Development* 13(4):212–27.
- [14] Sinaulan, Ramlani Lina and Abdul Rahmat. (2018). "Investment And Liability on Oil Palm Land Use and Environmental Sustainability."
- [15] Ursula Hansen and Ulf Schrader. (1997). "A Modern Model of Consumption for a Sustainable Society." 443–68.
- [16] Vivek, Sood. (2002). *Cyber Law Simplified*. New Delhi: McGraw-Hill Publishing Company Limited.