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The Role of Standardization of Goods in the Context of Protecting the Interests of Car Spare Part Consumers in Pekanbaru

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Abstract

The purpose of this study is to determine the important role of standardization in various policies and public interests in controlling product quality, especially regarding the standardization of car spare parts products in order to guarantee the interests and provide consumer protection for car users. This type of research is field legal research or sociological research. Data collection techniques in sociological legal research through interviews with related parties, distributing questionnaires, and literature studies. In drawing conclusions, the author uses a deductive thinking method, namely starting from a general proposition whose truth is already known (believed) and ending with a more specific conclusion (new knowledge). The implementation of SNI is basically voluntary, but in matters relating to interests, safety, and security, the ministry or authorized non-ministerial government agency can stipulate the mandatory implementation of SNI through a Ministerial Regulation or Regulation of the Head of a Non-ministerial Government Agency. In this regard, car spare parts are a very important component of a car. However, currently the regulation regarding the standardization of car spare parts, including in Pekanbaru City, has not been regulated by the relevant party, namely the government through the National Standardization Agency (BSN), even though standardization plays a very important role in protecting consumers.

INTRODUCTION

In the current era of development, there have been many developments and advances in various aspects of life, including trade and economic activities both nationally and internationally. Meanwhile, international trade is a part of economic activity or business activity which has recently experienced very rapid development, as can be seen from the growing flow of circulation of goods, services, capital, and labor between countries..¹

With the current development of the flow of economic activity, there must be rules and/or technical regulations governing the circulation of goods and services imposed by a

¹ Muhammad Sood, *Hukum Perdagangan Internasional*, (Depok: Rajawali Press, 2019), 1.

country, which in this case must refer to and meet national standards. National standards for certain goods and services can support the growth and development of the business world to produce a variety of goods and/or services traded in order to meet the needs of society. The implementation of standards is carried out by involving conformity assessment tools to prove conformity with the standard. Likewise, a statement of conformity to a standard will not be trusted by other parties if the statement is not given by a competent and authoritative institution.²

In Indonesia, free trade has regulated legal rules governing trade law. Free trade law is a rule of law, legal rules, and legal principles relating to the economic field, especially in the trade carried out by countries in meeting the needs of the global economy that is free in accordance with the rules of international law. apply.

The World Trade Organization (WTO) is a world trade organization whose aim is to ensure that the flow of international trade activities in its member countries runs smoothly, freely, fairly, and clearly. The World Trade Organization (WTO) regulates the alignment of national standards with international standards so that these international rules apply as alignment and reference for each of its member countries. Standardization as a supporting element of development, has an important role in efforts to optimize the utilization of resources in development activities. Standardization devices also play a role in supporting production capabilities, especially increasing domestic and foreign trade, as well as industrial development and consumer protection.³

The importance of standardization influences various public policies and public interests in people's lives, where compliance with standards can benefit consumers in terms of certainty of the quality of goods and services, competitive prices of goods, and certainty of the safety of using goods that are in accordance with the standards set by the state. The standard itself can be used by the public as a reference for selecting products and services that are expected to meet the expectations of the community as consumers, and can also be used by

² Danar Agus Susanto, Muhammad Haekal Habiebie dan Budhy Basuki, "Peran Penerapan Standardisasi dan Penilaian Kesesuaian dalam Meningkatkan Kinerja Perusahaan dalam Perdagangan Internasional", *Jurnal Ekonomi & Kebijakan Publik* 14, no. 2 (2023): 93.

³ Siti Nurahmi Nasution, "Standar Nasional Indonesia Terhadap Produk Barang dalam Kerangka Perdagangan Bebas World Trade Organization (Wto) dan Asean-China Free Trade Agreement (ACFTA)", *Mahadi:Indonesia Journal Of Law* 1, no. 2 (August 2022): 299.

producers or business actors as a reference for producing products with the characteristics expected, needed and acceptable to the public.

Standardization as an important component in improving the quality of goods and services is actually an effort to fulfill consumer rights. Thus, standardization is closely related to consumer protection. Consumer interests can be fulfilled if a product meets the standards set by the government, either the national government through national laws and regulations or regional regulations set by countries in certain regions. Efforts to protect consumers must be carried out through laws that can protect the interests of consumers and can be implemented effectively in society. Therefore, consumer protection through standardization must be an important concern.⁴

In Pekanbaru, precisely in business premises or outlets that provide or sell various types of car spare parts, it was found that the spare parts provided were mostly goods that were not labeled SNI, although there were several types and brands of spare parts that had SNI labels, one of which was the product or goods issued by CV. Usaha Bersama Auto Part. However, until now, the rules and implementation as well as implementation of SNI have not been regulated and enforced in its entirety. It is felt that it is not in line with the condition of the community as users of four-wheeled vehicles/cars who are consumers of innumerable vehicle spare parts/spare parts. So that according to the existence of standardization, the interests of consumers will be better protected so that they are guaranteed that the existing products are by the standards imposed by Indonesia so that the safety, quality, and certainty of the value of the goods will be clear. Based on the description above in this article, it is made with the title “The Role of Standardization of Goods in the Context of Protecting the Interests of Car Spare Part Consumers in Pekanbaru”.

THE ROLE OF STANDARDIZATION OF GOODS IN THE CONTEXT OF PROTECTING THE INTERESTS OF CAR SPARE PART CONSUMERS IN PEKANBARU

With the formation of the World Trade Organization (WTO) in 1995, standard setting, technical regulations, and conformity assessment procedures have become increasingly

⁴ Deviana Yuanitasari and Helitha Novianty Muchtar, “Aspek Hukum Standarisasi Produk di Indonesia dalam Rangka Masyarakat Ekonomi ASEAN”, *Jurnal Hukum IUS QUIA IUSTU* 25, no. 3 (2018): 541.

important in supporting world trade, which has also been contained in one of the WTO agreements, namely, in the agreement on Barriers Trade Technical (Technical Barriers to Trade/TBT), so that the development of standards, as a basis for the application of standards and conformity assessment is getting more and more attention in the world.⁵

In avoiding technical trade barriers, the development of standards and technical regulations and conformity assessment in WTO member countries must refer to standards and guidelines developed by relevant international organizations. The international standard-formulating organizations recognized and recommended by the WTO are ISO (International Organization for Standardization), IEC (International Electrotechnical Commission), CAC (Codex Alimentarius Commission), and ITU (International Telecommunication Union).

Furthermore, the entry of Indonesia as a member of the WTO world trade brings both external and internal consequences. As an external consequence, Indonesia must comply with all the results of the agreement in the World Trade Organization (WTO) forum. Meanwhile, regulations regarding standardization in Indonesia are regulated in Government Regulation of the Republic of Indonesia Number 102 of 2000 concerning National Standardization which was later amended to become Law of the Republic of Indonesia Number 20 of 2014 concerning Standardization and Conformity Assessment, which is used as a technical standard in Indonesia. The Indonesian National Standard (SNI) is the only standard that applies nationally in Indonesia. SNI is formulated by the technical committee and stipulated by the National Standardization Body.⁶

The National Standardization Body (BSN) is an official institution responsible for formulating national standardization policies and a Non-Departmental Government Institution with the main task of developing and fostering standardization activities in Indonesia. BSN has a function in carrying out government duties in the field of standardization and conformity assessment in Indonesia.

The development of SNI is adjusted to international principles, aligned with international standards, and carried out by BSN. The implementation of SNI is voluntary, but in accordance with national needs and interests through technical regulations (Good Regulatory Practices), SNI can be applied compulsorily. Conformity assessment is carried out according

⁵ Badan Standardisasi Nasional, *Pengantar Standardisasi*, Edisi Kedua, (Jakarta: BSN, 2014), 32.

⁶ Deviana Yunitasari and Helitha Novianty Muchtar, *Op.Cit.*, 546.

to international guidelines and accreditation is carried out by KAN (National Accreditation Committee).⁷

SNI is a document containing technical provisions (consolidating science and technology and experience) (rules, guidelines, or characteristics) of an activity or result that is formulated by consensus (to ensure that a standard is an agreement of interested parties) and stipulated (applicable throughout the national territory). by BSN to be used by stakeholders with the aim of achieving optimum regularity in terms of the context of certain needs. At present, efforts are being made to make SNI an effective national standard (must be on par with international standards) to strengthen national competitiveness, increase (product safety) market transparency, and efficiency, while protecting (product safety) consumer safety, public health, preservation of environmental functions and security.⁸

Standardization can be used as a government policy tool to better manage the economic structure and provide protection to the public. Therefore, Indonesia needs national standards with increasing quality and can meet national requirements, to support the achievement of strategic goals, including increasing exports of goods and/or services, increasing the competitiveness of goods and services, increasing national efficiency, and supporting economic sector linkage program with various other sectors. For this reason, a national standardization system, which is a network arrangement of standardization facilities and activities that are harmonious, aligned, and integrated as well as having national and international perspectives, is urgently needed.⁹

The application of SNI is basically voluntary, but in matters relating to the interests of safety, security, health, or preservation of environmental functions, ministries/non-ministerial government agencies have the authority to stipulate mandatory implementation of SNI with Ministerial Regulations or Regulations of Heads of Non-ministerial Government Institutions. Article 29 of Law Number 20 of 2014 concerning Standardization and Conformity Assessment states, "In the framework of planning, formulating, implementing and implementing, as well as maintaining SNI, BSN and/or other ministries/non-ministerial government agencies jointly or separately can carry out standardization research and development activities".¹⁰

⁷ Badan Standardisasi Nasional, *Buku Pengantar Standarisasi*, Edisi Pertama, (Jakarta: BSN, 2009), 38-39.

⁸ *Ibid.*, Jakarta, 2009, 79.

⁹ Jur Udin Silalahi, *Analisis dan Evaluasi Undang-Undang Tentang Perlindungan Industri Dalam Negeri*, (Jakarta: Badan Pembinaan Hukum Nasional, 2011), 53.

¹⁰ Undang-Undang Republik Indonesia Nomor 20 Tahun 2014 tentang Standardisasi dan Penilaian Kesesuaian.

In Article 8 of the Law of the Republic of Indonesia Number 20 of 2014 concerning Standardization and Conformity Assessment explains:

- (1) The government carries out duties and responsibilities in the field of Standardization and Conformity Assessment;
- (2) Duties and responsibilities in the field of Standardization and Conformity Assessment as referred to in paragraph (1) are carried out by BSN;
- (3) BSN is under and responsible to the President through the coordinating minister.

The application of Indonesian National Standards (SNI) is compulsorily stipulated through ministerial regulations and heads of non-ministerial government institutions following the authority based on statutory regulations. If SNI is required for goods, services, systems, or processes, business actors, ministries or non-ministerial government agencies, and regional governments are required to have certificates for said goods, services, systems, or processes. The certificate is issued by the Conformity Assessment Agency (LPK) which is accredited by the National Accreditation Committee (KAN), and the provisions regarding goods that have SNI provisions are regulated in the regulation of the Minister of Trade No.72/M-DAG/PER/9/2015 concerning the third amendment to the regulation of the Minister of Trade Number 14/M-DAG/PER/3/2007 concerning Standardization of Services in the Trade Sector and Supervision of Compulsory Indonesian National Standards (SNI) for Traded Goods and Services.

Standardization activities can make a real contribution to the profits of a company/business actor and increase competitiveness in the national/international market. The standards applied by the company have an impact on workers, suppliers, product users (users), and direct consumers. Such national standards, when applied properly and correctly, have a broad impact, given the vastness of the domestic market, which covers more than 200 million people.¹¹ Standardization is a form of protection provided by the government and state to protect the community. Fitzgerald quotes Salmond's legal protection theory that law aims to integrate and coordinate various interests in society because in a traffic of interests, protection of certain interests can be done by limiting various interests on the other side. Legal protection arises from a legal provision and all legal regulations provided by society which are basically an agreement of the society to regulate behavioral relations between members of society and

¹¹ Badan Standardisasi Nasional, *Buku Pengantar Standardisasi*, Edisi Pertama, (Jakarta: BSN, 2009), 38-39.

between individuals and the government which is considered to represent the interests of society, Law functions as protection of human interests.

Standardization has an important role as a reference for product quality assurance and control, including product quality assurance for car spare parts or auto parts. Car parts are a very important component in a car, where the car itself consists of various kinds of parts in it that are mutually sustainable so that this vehicle can function and can be used properly and safely. Currently, there are various types and brands of spare parts circulating amidst the needs of the community, which have indirectly met the standards and have the right size to be used according to each type of existing vehicle, but most of the components of these spare parts are not has standard provisions enforced and regulated under SNI.

Meanwhile, the provisions for the application of voluntary SNI and SNI standard goods standards for components of car spare parts or auto parts issued by the Ministry of Industry are as follows:¹²

SNI mandatory list on four-wheeled vehicles;

- a) SNI 0098 2012 Passenger car tires;
- b) SNI 15-0048-2005 Hardened safety glass for motor vehicles;
- c) SNI 15-1326-2005 Laminated glass for motor vehicles;
- d) SNI 1896:2008 Wheel Rims for Motor Vehicles Category (M1, N1, M2, M3, N2, N3, O) or with tires;
- e) SNI 4658:2008 Wheel Rims for Motor Vehicles Category L.

Voluntary list of SNI on four-wheeled vehicles:

- a) SNI 7396:2008 Reverse lights for motorized vehicles, trailers, and attached cars;
- b) SNI 7398:2008 Retro reflector patches for motorized vehicles, trailers, and trains;
- c) SNI 7405 2008 Headlights for motorized vehicles with four or more wheels;
- d) SNI 7406 2008 Headrests, whether included or not in the chair;
- e) SNI 7520:2009 Windshield wipers (wipers) for motorized vehicles category M, N, and Q;
- f) SNI 09-1249-1989 Brake device for passenger vehicles (sedans), Performance;
- g) SNI 09-1252-1989 Parking brake for four-wheeled motorized vehicles, Performance;
- h) SNI 09-1255-1989 Brake pads on brake shoes, Method of attachment test;
- i) SNI 09-1488-1989 Compressed air brake devices, connections for pressure testing;

¹² [Http://Pustan.Kemenperin.Go.Id/List_Sni](http://Pustan.Kemenperin.Go.Id/List_Sni), Diakses pada 31 August 2022.

- j) SNI 09-1489-1989 Brake device, connection for hydraulic pressure test;
- k) SNI 09-2772-1992 Brake shoes and brake plates, Method of thermal expansion test;
- l) SNI 09-2775-1992 Disc brake linings and drum brake linings for motorized vehicles, Density test method;
- m) SNI 09-4080-1996 Motor vehicles – Hydraulic brake system – Pipes, threaded holes, and male connections;
- n) SNI 09-4408-1997 Hydraulic brake hoses for motorized vehicles;
- o) SNI 09-4097-1996 Seat belts for motorized vehicles;
- p) SNI 2769:2012 Brake fluid (brake fluid) for motorized vehicles;
- q) SNI 7520:2009 Wipers for motorized vehicles; category M, N, and O;
- r) SNI 0038: 2009 Battery for four or more wheeled motor vehicles;
- s) SNI 2770.2:2009 Mirrors for category L motorized vehicles.

It can be seen from the mandatory SNI practices and provisions imposed by the Ministry of Industry, there are still many categories of goods related to four-wheeled vehicles, especially car parts that have not been regulated and do not have standardization provisions. So that in practice most of the components of auto parts are still voluntary, and the regulation is still in very small numbers, especially for the regulation of products that are mandatory SNI. So this is felt to be inconsistent when viewed again from the purpose of the formulation of SNI itself which is related to interests, safety, and security for the community. As described in article 3 of Law no. 20 of 2014 concerning Standardization and Conformity Assessment, standardization and conformity assessment aims for:¹³

- a. Improving quality assurance, production efficiency, national competitiveness, fair and transparent business competition in trade, business certainty and capabilities of Business Actors, as well as technological innovation capabilities;
- b. Improving protection for consumers, business actors, workers, and other communities, as well as the state, both from the aspects of safety, security, health, and preservation of environmental functions; And
- c. Increasing certainty, smoothness, and efficiency of trade transactions of goods and services domestically and abroad.

¹³ Undang-Undang Republik Indonesia Nomor 20 Tahun 2014 tentang Standardisasi dan Penilaian Kesesuaian.

With explanation of article 3 of Law no. 20 of 2014, especially in paragraph 2, clearly explains that standardization aims to increase protection for the interests of consumers of car spare parts, both from the aspect of safety, security, and health. Along and in line with consumer rights regulated in article 4 of Law no. 8 of 1999.

Protection for consumers is regulated in Law No. 8 of 1999 consumer protection. Consumer protection is all efforts that guarantee legal certainty to provide protection to consumers, with the right to comfort, security, and safety in consuming goods and or services. Consumer Protection provides limits and rules for business actors, namely being prohibited from producing and/or trading goods and or services which, among other things, do not have and or do not comply with the required standards and provisions of laws and regulations. One way to protect consumers is to apply certification to all products that enter a country, or products produced by companies of the country concerned. This certification implies a certain standardization that is applied to products, so the government must be proactive in providing protection to consumers.¹⁴

Standardization is essentially a prohibition and obligation to business actors, the concept of prohibition in production quality standardization is a prohibition on producing a product with poor quality or below standard and the concept of liability is an obligation for business actors to produce a product with good quality. The standardization policy should bring a paradigm to business actors (producers) regarding the certainty of quality or quality limits determined and accepted by the market so that consumers obtain assurance of product quality and safety so that the public is protected from the point of view of security, health, safety, and environmental sustainability.¹⁵

Standardization as an important component in improving the quality of goods and services is an effort to fulfill consumer rights. Thus, standardization is closely related to consumer protection. Consumer interests can be fulfilled if a product meets the standards set by the government, either the national government through national laws and regulations or regional regulations set by countries in certain areas. Efforts to protect consumers must be carried out through laws that can protect the interests of consumers and can be implemented effectively in society. Therefore, consumer protection through standardization must be an

¹⁴ Peter H. Shuck, "Tort Liability To Those Injured By Negligence Accreditation Decisions, Law And Contemporary Problems Autumn", *Private Accreditation In The Regulatory States* 57, no. 114 (1994): 193.

¹⁵ Ali Mansyur, Irsan Rahman, "Penegakan Undang-Undang Perlindungan Konsumen Sebagai Upaya Peningkatan Kualitas Produksi Nasional", *Jurnal Pembaharuan Hukum* 2, no. 1 (January - April 2015): 5.

important concern.¹⁶ Consumer protection is an effort to provide legal protection for citizens for the protected rights of every citizen.

Economic activity in society is grouped into 3 (three) forms, namely production, distribution, and consumers. In a position, business actors have a stronger position where business actors control the goods and or services circulating in the market, with the knowledge possessed by business actors tending to be higher while the awareness possessed by consumers is very low, making the consumer's position even weaker. Resulting in consumers becoming the object of business activity for business actors to gain huge profits. Legal protection for consumers is made not to kill business actors, legal protection for consumers is expected to encourage a healthy business climate that encourages the birth of companies that are tough to face competition through the provision of quality goods and/or services.¹⁷

In Pekanbaru, to be exact, at business places or outlets that provide or trade various types of car spare parts, it was found that most of the spare parts provided were goods that were not labeled as SNI. However, one of the spare part brands that already have and is labeled with SNI is also found, namely products or goods issued by CV. Auto Part Joint Venture, which is a company that oversees various types and brands of spare parts as Birken, Heiker, Spagen, IKYBI, Protect, Stecker, Vaagen, Hublo, Fabber, dan Truck.

Spare parts or car parts are very important components in a car which are technical tools that are an integral part of the car engine, which affect the vehicle's ability to function. The existence of regulations on the standardization of spare parts or car parts will guarantee that spare parts or car parts in circulation will have the quality in accordance with the provisions and benchmark standards, so that it will minimize the occurrence of losses for consumers in obtaining certainty and protection and guaranteeing consumer interests, in line with consumer rights regulated in article 4 of Law no. 8 of 1999 concerning consumer protection namely "The right to comfort, security, and safety in consuming goods and/or services".¹⁸

However, if a conclusion is drawn, then in reality at this time in society, there is a regulatory vacuum that regulates the overall standardization of spare parts or auto parts. In line with that, through this research it was found that most of the respondents as consumers of car

¹⁶ Deviana Yuanitasari and Helitha Novianty Muchtar, *Op.Cit.*, 541.

¹⁷ Inthan Juwita, "Perlindungan Hukum Konsumen Suku Cadang Sepeda Motor Honda yang Bergaransi", *Mimbar Keadilan: Jurnal Ilmu Hukum* 14, no. 1 (2018): 2.

¹⁸ Undang-Undang Nomor 8 Tahun 1999 tentang Perlindungan Konsumen.

spare parts in the city of Pekanbaru had received spare parts or car parts that did not work, this was said to be failed goods, defective goods or non-functioning goods, which could occur due to several factors, such as errors during production, inappropriate materials in production, or inappropriate sizes and standards for goods and various other factors. In consumer protection, such a thing can be said to be a loss suffered by consumers. Losses to products that fail are defective, do not function, or endanger consumers for goods by producers/business actors.

In general and fundamentally the relationship between business actors (companies producing goods or services) and consumers (end users of goods or services for themselves) is a continuous relationship. This relationship occurs because both of them want each other and have a very high level of dependence on one another. Business actors need and are very dependent on consumer support as customers. Without consumer support, business actors can't guarantee the continuity of their business.¹⁹

The relationship between producers and consumers is a reciprocal relationship, but sometimes there are many imbalances that can harm consumers, the existence of consumer protection exists to be able to provide a balance between the interests of consumers, business actors, producers, and the government as a container. In the legal regulations for consumer protection in Indonesia, there are principles of liability, one of which is the principle of strict liability which is a derivation of absolute liability. provisions for strict liability for business actors towards consumers in consumer protection rules have been regulated in the Consumer Protection provisions of Law no. 8 of 1999. If one looks at the existing regulations on consumer protection, it is not intended to kill or weaken the activities of producers or business actors but aim to encourage a climate of fair business competition through the existence of standards for the provision of quality, quality, and standardized goods and services. One of them is the existence of standardization of goods and products as a standard guaranteed by the government for the existence of an item or product.

In addition to protecting consumers, standardization plays a role in providing legal protection. The legal protection given to the people of Indonesia is an implementation of the principle of recognizing and protecting human dignity which is rooted in Pancasila.²⁰ The principles of legal protection in Indonesia are based on Pancasila as the ideology and philosophy

¹⁹ Husni Syawali and Neni Srilmaniyati, *Hukum Perlindungan Konsumen*, (Bandung: Mandarmaju, 2000), 36.

²⁰ A. Taufiqurrohman, "Agama Dalam Konstitusi Negara Asean: Konsep Negara Hukum Dan Kesejahteraan", *Jurnal Hukum Internasional, Lingkungan, dan Sumber Daya Alam* 1, no. 1 (2021): 37–46. <https://doi.org/10.51749/Injurlens.V1i1.5>.

of the state which is based on the concepts of the *Rechtsstaat* and the Rule of Law. Meanwhile, the principle of legal protection against government actions rests on and originates from the concept of recognition and protection of human rights.²¹

According to CST Kansil, "legal protection is all legal remedies that must be provided by law enforcement officials in order to provide a sense of security, both mentally and physically from disturbances and various threats from any party".²² Protection can be said as legal protection if it contains the following elements:²³

- a. There is protection from the government for its citizens;
- b. Guarantee of legal certainty;
- c. Concerning the rights of citizens;
- d. There are penalties for those who violate them.

According to R. La Porta, the form of legal protection provided by a state has two characteristics, namely prevention (prohibited) and punishment (sanction).²⁴ The most tangible form of legal protection is the existence of law enforcement agencies such as courts, prosecutors, police, and other non-litigation dispute resolution institutions. The protection that is meant by preventing is making rules, while the protection that is meant is punishment, namely enforcing regulations. The purpose and method of implementation are as follows:

1. Make regulations, which aim to
 - a. Give rights and obligations
 - b. Guarantee the rights of pre-legal subjects
2. Enforcing regulations Through:
 - a. State administrative law that functions to prevent violations of rights by licensing and supervision.
 - b. Criminal law functions to overcome every violation of laws and regulations, by imposing legal sanctions in the form of criminal sanctions and punishments.
 - c. Civil law that functions to restore rights by paying compensation or damages.²⁵

²¹ Philipus M. Hadjon, *Perlindungan Hukum Bagi Bangsa Indonesia*, (Surabaya: Surabaya Bina Ilmu, 1989), 38.

²² C.S.T Kansil, *Pengantar Ilmu Hukum dan Hukum Indonesia*, (Jakarta: Penerbit Balai Pustaka, 1989), 40.

²³ Muchsin, *Perlindungan dan Kepastian Hukum Bagi Investor di Indonesia*, (Surakarta: Universitas Sebelas Maret, 2003), 14.

²⁴ La Porta, "Investor Protection And Corporate Governance", *Journal Of Financial Economics* 58, no. 1 (January, 2000): 2.

²⁵ Wahyu Sasongko, *Ketentuan Pokok Undang-undang Perlindungan Konsumen*, (Bandar Lampung: Universitas Lampung, 2007), 31.

Basically, besides being able to protect the interests of consumers, standardization is also a benchmark for the quality of a product, so standardization can provide confidence that the products produced and distributed in the market meet quality and safety requirements. The fulfillment of this will give birth to public trust nationally and globally. For this reason, business actors, in this case, are required to have the awareness to guarantee that products on the market can become competitive at home and abroad by meeting standards, to meet consumer needs.

The linkage of standardization arrangements with consumer protection regulations and legal protection guarantees will play an important role in creating the Indonesian National Standard (SNI) to protect the public as consumers in order to monitor the quality/quality of goods/services marketed to the public. This is because the Indonesian National Standard (SNI) plays a role in providing certainty to the public as consumers to obtain goods/services according to good standards. This means that the Indonesian National Standard (SNI) is on the side of consumers in providing legal certainty to consumers and guaranteeing consumers obtain goods according to their standards, including car parts.

CONCLUSION

Based on the results of the research above, what can be concluded is that the standardization of goods for car spare parts in Pekanbaru has not been arranged by the relevant parties, where most of the components of spare parts or spare parts do not have standard provisions imposed by related parties, namely the government through the National Standardization Agency (BSN).

In contrast, the role of standardization of goods in the framework of protecting the interests of consumers of car spare parts will protect consumers in the form of the right to comfort, security, and safety in consuming goods and services. Consumer rights themselves are regulated in consumer protection which guarantees legal protection and legal certainty for consumers. Appropriately with the implementation of standardization through rules regulated by related parties, namely the government will protect in order to protect consumer interests. The application of standardization is closely related to the role of consumer protection in the context of supervising and providing quality assurance, standards assurance, quality assurance, and protection guarantees to the public for goods/services circulating in the market, including car spare parts circulating in Pekanbaru City.

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