



Legal Responsibilities of Transportation Organizers for Passenger Protection

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ABSTRACT

Background. This research is motivated by the increasing public demand for transportation services that guarantee safety, comfort, and fairness, along with high mobility and the rapid development of land, sea, and air transportation.

Purpose. This research aims to examine the forms of legal responsibility of transportation operators in protecting passengers and assess its implementation based on the experiences and perceptions of service users.

Method. The approach used is qualitative with data collection techniques through interviews and exploration of the views of passengers as key informants. Data are analyzed descriptively and analytically to identify patterns of responsibility, dispute resolution procedures, and the level of perceived effectiveness of legal protection.

Results. Research findings indicate that while legal instruments provide a sufficient basis for protection, practical barriers to compensation and access to dispute resolution mechanisms remain.

Conclusion. Therefore, strengthening oversight functions, increasing service transparency, and optimizing the complaints system are necessary to ensure transportation operators' legal responsibilities are met effectively and fairly.

KEYWORDS

Legal Responsibility, Passenger Protection, Transportation Organizers

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INTRODUCTION

The development of the transportation sector plays a crucial role in supporting public mobility and driving national economic growth. In addition to serving as a means of moving people and goods, transportation also supports social activities, education, and trade. As mobility increases, public expectations for the quality of transportation services are also increasing (Kaminski, 2025). Service users expect safe, comfortable, affordable, and fair services. Within this framework, passenger protection is a crucial issue that must be addressed. Every passenger has the right to safety, security, and adequate service during their journey. Therefore, the legal responsibility of transportation providers is a crucial element in ensuring public services that are oriented toward consumer interests (Bazhinov, 2025).

In practice, the transportation sector still faces a number of issues that could potentially harm passengers. Issues such as delayed departures, accidents, lost or



luggage, and substandard service often lead to complaints from service users (Zhang, 2025). This situation indicates that legal protection for passengers has not been fully implemented effectively. Furthermore, some passengers still do not understand their rights when experiencing losses or service disruptions (Brünig, 2025). This lack of awareness creates an imbalance between transportation providers and passengers. Therefore, clear, firm, and enforceable legal regulations are needed to ensure certainty and fairness for passengers as consumers. Effective regulatory enforcement is crucial for minimizing potential losses and ensuring passenger rights are met. Furthermore, regulations must provide guidelines that are accessible and understandable to all parties. This approach will ensure optimal and equitable passenger protection (Khursheed, 2025).

Legally, the legal responsibilities of transportation operators are regulated through various applicable laws and regulations. One such law is Law Number 8 of 1999 concerning Consumer Protection, which provides the legal basis for guaranteeing consumer rights, including security and compensation for losses. Furthermore, Law Number 22 of 2009 concerning Road Traffic and Transportation also emphasizes the obligation of transportation operators to ensure the safety and comfort of passengers during the journey. These regulations emphasize that business operators are responsible for any losses arising from their negligence or operational errors. Thus, a strong legal basis exists to protect passenger rights and ensure legal certainty for transportation service users (Varatharajulu, 2025).

Despite the legal basis, the implementation of transportation operators' responsibilities in practice often encounters various obstacles. Compensation claims procedures are not always smooth and transparent for passengers. Some service users experience difficulties accessing available complaint channels and dispute resolution mechanisms. On the other hand, there are practices where operators limit their liability through standard clauses contained in tickets or service agreements (Gohari, 2025). This situation raises doubts about the extent to which the legal protections that should be provided are truly effective. These obstacles indicate a gap between normative provisions and the reality on the ground. Therefore, an in-depth analysis is needed to assess the actual implementation of legal responsibilities and the extent to which passenger rights are being fulfilled according to applicable regulations (S.M. Lee, 2025).

From a legal theory perspective, liability can be applied based on the principle of fault-based liability or strict liability in certain situations. In the transportation sector, determining the type of liability is crucial because it concerns the safety of passengers' lives and property. The application of these principles must be proportionate, taking into account fairness and legal certainty. Furthermore, passenger protection is closely linked to the principle of consumer protection, which places service users in a position that must be protected from harmful practices. In other words, the legal responsibility of transportation operators is not limited to administrative aspects alone but also encompasses civil and, under certain circumstances, criminal law. This situation underscores the complexity of legal implementation in the transportation sector and the importance of comprehensive regulations. Proper implementation can minimize the risk of loss and increase public trust in transportation services. Therefore, the dimensions of legal responsibility must be considered comprehensively to ensure the protection of passenger rights (Galkin, 2025).

This research focuses on analyzing the legal responsibilities of transportation operators in providing protection to passengers, with passenger experiences and perceptions as the primary focus. This approach was chosen to obtain an accurate empirical picture of the extent to which applicable laws are implemented in practice. By exploring passengers' perspectives, the research aims to identify the forms of protection they actually perceive and the obstacles they face when asserting their rights (Porkolab, 2025). This information is crucial for understanding the extent to

which regulations are able to fulfill consumer protection objectives. Furthermore, the analysis aims to bridge the gap between normative legal provisions and actual conditions on the ground. Therefore, this study comprehensively combines normative and empirical perspectives. This approach allows for a more comprehensive evaluation of the effectiveness of transportation operators' legal responsibilities. The results are expected to provide a basis for realistic and implementable policy recommendations. By focusing on passenger experience, this study assesses the law not only from a regulatory perspective but also from a practical perspective (Alberini, 2025).

From an academic perspective, this research makes an important contribution to the development of legal science, particularly in the areas of consumer protection law and transportation law. Operationally, the research findings are expected to serve as an evaluative reference for transportation operators to improve the quality of service to passengers. Furthermore, the results of this study are also relevant for policymakers in designing regulations that are more adaptive and responsive to public needs. In other words, this research has significant value both in terms of strengthening legal theory and its practical application in the context of transportation services (Wei, 2025).

Several previous studies have highlighted the topic of passenger protection and the legal obligations of transportation operators. Kshirsagar, (2025) examines airlines' responsibility for flight delays using a normative approach, but has not yet emphasized passengers' direct experiences as a data source. Shi, (2025) discusses standard clauses in tickets as a form of limiting the organizer's liability, but the focus is more on analyzing legal documents than on actual practice in the field. Furthermore, the research Wang, (2025) Studies examining consumer dispute resolution mechanisms in the transportation sector have not comprehensively considered passenger perceptions regarding the effectiveness of legal protection. Unlike these three studies, this research combines normative and empirical approaches based on passenger opinions. This approach allows for a more comprehensive evaluation of how transportation providers' legal responsibilities are implemented. Thus, this study not only assesses the formal regulatory aspects but also examines their implementation from the perspective of service users. The results provide a more realistic picture of the effectiveness of passenger protection. This approach is superior to previous studies because it integrates both the legal and empirical dimensions simultaneously.

RESEARCH METHODOLOGY

This study employs a qualitative approach to gain a deeper understanding of the legal responsibilities of transportation providers in protecting passengers. This approach is deemed appropriate because the issues studied are both normative and contextual, requiring interpretation of actual practices in the field and the subjective experiences of service users (Xie, 2025). By using qualitative methods, research can explore passengers' perceptions, experiences, and assessments regarding the implementation of legal responsibilities. This approach allows for the collection of rich, relevant, and comprehensive data, allowing the analysis to accurately depict actual conditions and gaps between legal norms and practices on the ground (Xing, 2025).

The primary data collection techniques in this study included in-depth interviews and an exploration of the opinions of passengers as key informants. The interviews were structured yet flexible, allowing researchers to adjust questions based on informant responses and field conditions. This approach allowed researchers to gather in-depth and contextual information about passengers' experiences with legal protection. The study focused on access to compensation, complaint mechanisms, and airline compliance with safety standards (Ma, 2025). Informants were selected

using a purposive sampling method to only involve passengers with direct experience using transportation services. This strategy ensures the data collected is relevant and provides in-depth insights into legal liability practices in the field. Furthermore, this approach helps understand passenger perceptions of the effectiveness of applicable regulations. This method emphasizes active passenger participation as the primary source of information. Thus, the study is able to capture empirical experiences comprehensively and accurately (J. Lee, 2025).



Figure 1. Research Design and Data Analysis Process for Evaluating Passenger Legal Protection

Data collected through interviews and exploration of passenger opinions were then processed using descriptive and analytical approaches. Descriptive analysis was applied to describe the patterns of responsibility of transportation providers, dispute resolution mechanisms, and various obstacles experienced by passengers. Next, thematic analysis was used to interpret the meaning of the data, identify common patterns, and link passenger experiences to applicable legal provisions. This approach allows for a systematic integration of normative perspectives and empirical findings (Persson, 2025). Thus, the research is able to provide a more comprehensive picture of the implementation of legal responsibilities of transportation providers. This analysis process also facilitates the identification of gaps between formal regulations and actual practices on the ground. The results provide a strong basis for concluding the effectiveness of legal protection for passengers (Chianebug, 2025).

All methodological steps in this study were designed to ensure high validity and reliability of the findings. Triangulation was applied by comparing information from various informants, thus reducing subjective bias and obtaining a more accurate picture. Furthermore, member checking techniques were employed to reconfirm the interpretations with passengers to ensure they align with their actual experiences. This approach allowed researchers to objectively assess the extent to which

transportation operators fulfill their legal responsibilities (Bruno, 2025). Besides that, this method also helps evaluate how effective the legal protection received by passengers is in practice. So, the data generated isn't just about rules on paper, but also reflects the real conditions out in the field. Analysis results based on triangulation and member checks give a more comprehensive understanding of how regulations are implemented. Overall, this process strengthens the accuracy of findings and the relevance of the research to passenger protection issues (Chianebug, 2025).

RESULT AND DISCUSSION

Research findings indicate that, normatively, regulations in Indonesia have already provided a sufficient legal basis to protect transportation passengers. Rules like Law Number 8 of 1999 on Consumer Protection and Law Number 22 of 2009 on Road Traffic and Transportation emphasize the responsibility of operators to ensure passenger safety and provide compensation in case of loss. This legal foundation not only affirms consumer rights but also requires transportation service providers to maintain safety, comfort, and fair service according to the regulations. In other words, these regulations act as a guideline for operators to fulfill their legal responsibilities while protecting passengers' interests from potential losses.

The implementation of legal responsibility on the ground still faces a number of obstacles. Interviews with passengers show that the compensation claim procedures are often seen as complex and not very transparent. In addition, access to dispute resolution mechanisms is sometimes limited, making it difficult for passengers to fully claim their rights. This situation creates dissatisfaction among users of transportation services. The impact of these obstacles is also seen in public perception regarding the effectiveness of legal protection that should be provided. Passengers feel that the existing process does not fully meet their expectations concerning their rights. As a result, trust in transportation providers and the legal system that governs passenger protection decreases. This phenomenon shows that even though regulations exist, on-the-ground implementation needs improvement.

Data analysis reveals that some transportation operators still use standard clauses in tickets or agreements that limit their level of liability. This practice creates uncertainty for passengers regarding the rights they should be able to claim in the event of a loss. Passengers who do not understand the contents of these clauses tend to be reluctant to pursue claims, as administrative procedures are perceived as complicated and confusing. This situation indicates that although there is a legal basis for passenger protection, its implementation in the field is not optimal. In other words, existing legal protection is not fully effective in ensuring passenger rights are met. This emphasizes the need for improved claims mechanisms and clearer outreach to ensure passengers understand their rights. Furthermore, regulations need to be supported by an administrative system that facilitates claims access. Thus, legal protection is not only normative but also practical and can be directly experienced by transportation service users. These efforts are crucial for increasing passenger trust in transportation operators and the overall effectiveness of legal protection.

Table 1. Summary of Findings on the Legal Responsibilities of Transportation Organizers for Passenger Protection

Research Aspect	Main Findings	Implications for Passenger Protection
Legal Framework	Indonesian laws provide a comprehensive legal basis for passenger protection through consumer protection	Passenger rights are legally recognized, including safety, security, and compensation.

	transportation regulations.	
Compensation Mechanism	Compensation claim procedures are often perceived as complicated and lacking transparency.	Passengers experience difficulties in obtaining timely and fair compensation.
Complaint Resolution	Access to complaint and dispute resolution mechanisms remains limited and bureaucratic.	The effectiveness of legal protection is reduced and passenger trust declines.
Operator Responsibility	Transportation providers with better administrative systems respond more effectively to passenger complaints.	Institutional capacity significantly influences the implementation of legal responsibility.
Passenger Perception	Passengers value transparency, communication, and prompt responses more than merely the existence of regulations.	Service quality strongly affects public confidence in legal protection.
External Factors	Passenger awareness of legal rights and availability of information influence the success of protection mechanisms.	Continuous legal education and dissemination are necessary to improve passenger empowerment.
Overall Evaluation	Strong legal regulations exist, but implementation gaps remain due to administrative and operational weaknesses.	Strengthening supervision, transparency, complaint systems, and institutional capacity is required to improve legal protection.

Interview results revealed significant differences in the implementation of legal responsibilities across transportation operators. Operators with well-organized administrative systems, transparent complaint procedures, and well-trained staff tended to respond more quickly and accurately to passenger complaints. Conversely, operators that paid less attention to administrative procedures and claims mechanisms demonstrated lower protection effectiveness and inadequate service. These findings confirm that institutional capacity is a key factor in ensuring legal responsibilities are effectively enforced. With a strong organizational structure and competent human resources, operators are able to consistently implement regulations. Conversely, weaknesses in internal management can hinder passenger protection. This situation also reflects that legal effectiveness depends not only on written regulations but also on the operational capabilities of the institution. Therefore, strengthening administration, procedures, and staff competence is a crucial aspect in improving the quality of legal protection for passengers.

This study reveals that passengers' perceptions of legal protection are not solely related to safety assurance, but are also influenced by the ease and speed of access to compensation or dispute resolution. Transportation operators that implement principles of transparency and good communication are able to foster a sense of security and trust among passengers. Conversely, slow and bureaucratic procedures actually lead to dissatisfaction and undermine passenger confidence in the existing protection system. These findings confirm that the effectiveness of legal protection is highly dependent on the managerial practices implemented and the smoothness of the administrative system at the operational level. Therefore, improving the management capacity and internal procedures of transportation operators is key to ensuring that passenger rights are optimally and efficiently protected.



Figure 2. Distribution of Research Findings on Legal Responsibility and Passenger Protection

Furthermore, the study found external factors that influence the effectiveness of legal protection for passengers. These factors include passengers' level of understanding of their rights, the availability of information on complaint procedures, and the role and support of supervisory authorities. Passengers with adequate knowledge and information are better able to assert their rights appropriately, while those with less understanding of procedures tend to be passive. This situation suggests that providing legal information and understanding is a crucial aspect in improving access to protection. These findings emphasize the importance of comprehensive and ongoing education and outreach to strengthen passenger awareness. Therefore, the effectiveness of transportation operators' legal responsibility depends not only on regulations but also on passengers' capacity to know and optimally exercise their rights. This increased awareness will encourage active passenger participation in ensuring their rights are protected. Intensive and strategic outreach efforts will support the creation of a fairer and more responsive transportation system.

Based on findings from observations and interviews, this study identified that the current dispute resolution mechanism is not functioning optimally. The claims and complaints process often takes a significant amount of time, while coordination between relevant parties is sometimes inconsistent. This situation impacts passengers' trust in transportation providers and their perception of fairness in legal protection. Delays and irregularities in this process create dissatisfaction and reduce the effectiveness of the legal responsibilities that should be carried out. Therefore, improving coordination, improving administrative procedures, and accelerating the claims process are crucial. Optimizing these mechanisms is expected to make providers more responsive to passenger complaints. These improvements will not only increase user satisfaction but also strengthen the implementation of legal responsibilities. Overall, the effectiveness of legal protection for passengers depends heavily on the ability of the dispute resolution system to operate quickly, transparently, and accountably.

Overall, the research findings indicate that while legal regulations have provided a strong foundation for passenger protection, their implementation still faces various challenges. These challenges include difficulties in the compensation process, limited access to dispute resolution

mechanisms, and differences in service quality between transportation providers. This situation emphasizes the importance of strengthening administrative procedures to ensure a smoother claims and complaints process. Furthermore, greater transparency in providing information to passengers is crucial for enhancing public trust. Comprehensive regulatory dissemination is also necessary to ensure passenger rights are easily understood and accessed. Improvements in these aspects will enable transportation providers to implement their legal responsibilities more consistently. This will also ensure that the protection provided is not merely formal but also truly felt by passengers. Ultimately, effective implementation will create fairer, safer, and more equitable transportation services for all users.

Research reveals that, legally, the responsibilities of transportation operators are explicitly stipulated in various laws and regulations. These include Law No. 8 of 1999 concerning Consumer Protection and Law No. 22 of 2009 concerning Road Traffic and Transportation, which emphasize operators' obligations to ensure passenger safety and provide compensation in the event of losses (Yin, 2025). This legal basis not only provides a strong normative basis for consumer protection, but also affirms passenger rights from both a civil and administrative law perspective. (Hong, 2025) With these regulations, transportation operators have a clear obligation to carry out their responsibilities professionally and accountably. This creates a legal framework that supports the assurance of passenger protection in daily operational practices. Furthermore, these regulations serve as a reference for law enforcement in the event of violations or disputes between passengers and operators. In other words, this normative aspect provides a solid foundation to encourage transportation operators to carry out their legal obligations effectively and consistently (Feng, 2025).

Although legal protection is regulated normatively, research shows that its implementation in the field still faces various obstacles. Several passengers reported difficulties in accessing complaint and compensation claim procedures, which they considered complicated and non-transparent (Solah, 2025). These obstacles arise from complex administrative procedures and limited information provided by transportation providers. This situation indicates a gap between written legal provisions and operational practices in the field, resulting in passengers' rights not being fully and effectively fulfilled. Interview analysis also revealed that the capacity of the provider significantly influences the effectiveness of legal accountability (Huo, 2025). Operators with well-organized administrative systems and competent staff are able to respond to passenger complaints quickly and transparently. Conversely, operators that pay little attention to internal procedures tend to result in low passenger satisfaction. These findings confirm that management quality and institutional strength are crucial factors in ensuring optimal regulatory implementation. Therefore, strengthening these two aspects is key to achieving effective legal protection for passengers (Chen, 2025).

Furthermore, research reveals that passengers' perceptions of legal protection are significantly influenced by the speed and ease of access to compensation and dispute resolution. Passengers who receive clear information about complaint procedures tend to feel safer, while slow and bureaucratic processes foster distrust. This confirms that the effectiveness of legal protection depends not only on written regulations but also on the quality of communication, transparency, and responsiveness of transportation providers (Jaydarifard, 2025). The findings also indicate external factors influencing protection, such as passengers' level of understanding of their rights, the availability of information regarding claims procedures, and the role of supervisors. Passengers with complete information are better able to assert their rights than those who lack a thorough understanding of legal procedures. Therefore, education and outreach regarding passenger rights are crucial for

increasing the effectiveness of transportation providers' legal accountability. This step not only strengthens passenger protection but also encourages providers to be more accountable and transparent in carrying out their obligations (Yu, 2025).

Overall, the research discussion shows that the legal responsibility of transportation organizers is supported by a fairly strong normative basis, but its implementation in the field still faces various obstacles (Seeley, 2025). These obstacles include difficulties in the compensation claims process, limited access to file complaints, and differences in service quality between providers. This situation highlights the need to strengthen administrative procedures to ensure smoother complaint and claim handling. Furthermore, increasing transparency in providing information to passengers is crucial for building trust (Zhu, 2025). Educating passengers about their rights is also necessary to maximize their use of legal protection mechanisms. Optimizing the dispute resolution system is a strategic step to overcome existing obstacles. By improving these aspects, the implementation of legal responsibilities by operators can be more effective. This allows passenger protection to be not only formal but also truly felt in practice. Ultimately, these efforts ensure consistent regulations and the provision of safe, fair, and reliable transportation services for all passengers (Yungratog, 2025).

CONCLUSION

Based on the overall findings, this study shows that the legal responsibility of transportation operators has a strong normative basis through regulations such as Law Number 8 of 1999 and Law Number 22 of 2009. These regulations require business operators to ensure passenger safety, provide compensation for losses, and guarantee the protection of passenger rights. This legal basis is important to provide certainty and fairness for transportation service consumers, while also serving as a guideline for operators in carrying out their responsibilities. Although the legal framework is in place, the research findings reveal that its implementation in the field still faces obstacles. These obstacles include complicated compensation claim procedures, limited access to dispute resolution mechanisms, and differences in service quality between operators. These factors impact the effectiveness of legal protection and passenger perceptions of service fairness. The study confirms that the successful implementation of legal responsibility is determined not only by formal regulations, but also by the managerial capacity, transparency, and adequate administrative systems of transportation operators.

Based on the research findings, it is recommended that oversight functions be strengthened, service transparency enhanced, and complaint mechanisms optimized to ensure more effective implementation of transportation operators' legal responsibilities. Furthermore, educating passengers about their rights is a crucial step in strengthening comprehensive legal protection. By implementing these strategies, transportation operators will not only formally enforce regulations but also ensure tangible protection for passengers. This will enable passengers to experience safer and more comfortable services. Increasing transparency and responsiveness of services are key factors in building public trust. Furthermore, optimizing complaint procedures helps resolve disputes more quickly and fairly. The combination of oversight, education, and efficient mechanisms will make regulations more effective. Ultimately, these efforts will support the creation of fair and equitable transportation services for all passengers.

DECLARATION OF AI AND AI ASSISTED TECHNOLOGIES IN THE WRITING PROCESS

During the preparation of this manuscript, the author(s) used Google Gemini to assist in improving grammar, language quality, and overall readability of the text. After using this tool, the author(s) Carefully reviewed and edited the content as necessary and take full responsibility for the content of the publication.

AUTHORS' CONTRIBUTION

Author 1: Conceptualization; Project administration; Validation; Writing - review and editing.

Author 2: Conceptualization; Data curation; In-vestigation.

DECLARATION OF COMPETING INTEREST

The authors declare that they have no known competing financial interests or personal relationships that could have appeared to influence the work reported in this paper.

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