

## ABSTRAK

Skripsi dengan judul “Analisis Pelaksanaan Tera dan Tera Ulang Timbangan Terhadap Upaya Perlindungan Konsumen (Studi Kasus Pasar Rakyat Kauman Desa Kauman Kecamatan Kauman Tulungagung)” ini ditulis oleh Nurul Novia Ridaya, NIM. 12402173165, pembimbing Dr. Syafrudin Arif Marah Manunggal, M.S.I. Penelitian ini dilatarbelakangi oleh aspek perlindungan konsumen. Dalam penelitian ini, perlindungan konsumen dikaitkan dengan menggunakan alat ukur timbangan sebagai media dalam beberapa transaksi jual beli. Kondisi serta hasil penakaran alat ukur berpengaruh dalam pemberian atau penerimaan barang yang diperjual belikan. Untuk itu perlu dilaksanakannya tera dan tera ulang untuk kebenaran atau keakuratan timbangan. Kaitannya dengan ekonomi Islam, tera dan tera ulang dapat menimbulkan jual beli yang amanah, jujur, terhindar dari unsur gharar.

Fokus dalam penelitian ini adalah (1) Bagaimana pemahaman pedagang Pasar Rakyat Kauman tentang menggunakan alat ukur timbangan serta tera dan tera ulang? (2) Bagaimana pelaksanaan tera dan tera ulang terhadap upaya perlindungan konsumen? (3) Apa faktor penghambat dan pendukung dalam pelaksanaan tera dan tera ulang terhadap upaya perlindungan konsumen? Penelitian ini termasuk penelitian lapangan dengan pendekatan kualitatif. Teknik pengambilan sampel menggunakan metode purposive sampling. Data penelitian ini diperoleh dari hasil wawancara, observasi, dan dokumentasi. Kemudian dianalisis dengan model analisis interaktif Miles dan Huberman melalui tiga tahap yaitu reduksi data, pemaparan data, dan penarikan kesimpulan.

Hasil penelitian menunjukkan bahwa (1) Pemahaman pedagang Pasar Rakyat Kauman tentang menggunakan alat ukur timbangan serta tera dan tera ulang sudah baik. Pedagang mampu mengoperasikan atau menggunakan alat ukur timbangan sesuai dengan kebutuhannya. Pedagang telah patuh serta tertib tera. Namun yang perlu diperhatikan adalah kebersihan dari alat ukur timbangan yang digunakan oleh pedagang. (2) Pelaksanaan tera dan tera ulang timbangan terhadap upaya perlindungan konsumen telah dilaksanakan di Pasar Rakyat Kauman setiap 1 (satu) tahun sekali. Pelaksanaan tera dan tera ulang di Pasar Rakyat Kauman berjalan dengan baik. Dalam keikutsertaan tera dan atau tera ulang pedagang mengutamakan kepuasan konsumen, konsumen yang puas akan merasa terlindungi serta merasa aman ketika bertransaksi jual beli dengan pedagang. (3) Faktor penghambat dan faktor pendukung pelaksanaan tera dan tera ulang terhadap upaya perlindungan konsumen berasal dari dalam, dari luar ataupun dari faktor tidak terduga. Faktor penghambat dari dalam bersal dari penyelenggara tera dan tera ulang, faktor penghambat luar berasal dari kesadaran serta respon wajib tera.. Faktor pendukung pelaksanaan tera yang utama adalah dengan dibentuknya Bidang Metrologi Legal Dinas Perindustrian Perdagangan Tulungagung, dan faktor pendukung yang diupayakan berupa sosialisasi dan peningkatan pelayanan tera dan tera ulang.

**Kata kunci:** alat ukur timbangan, tera dan tera ulang, perlindungan konsumen.

## ABSTRACT

*Thesis with the title "Analysis of the Implementation of Calibration and Recalibration of Scales on Consumer Protection Efforts (Case Study of Kauman People's Market Kauman village, Tulungagung sub-district)" was written by Nurul Novia Ridaya, NIM. 12402173165, adviser Dr. Syafrudin Arif Marah Manunggal, M.S.I. This research is motivated by the aspect of consumer protection. In this study, consumer protection is associated with the use of measuring scales as a medium in several buying and selling transactions. The conditions and results of measuring measuring instruments affect the giving or receiving of goods being traded. For this reason, it is necessary to carry out calibration and re-calibration for the truth or accuracy of the scales. In relation to Islamic economics, calibration and re-calibration can lead to buying and selling that is trustworthy, honest, free from the element of gharar.*

*The focus of this research is (1) How do the Kauman People's Market traders understand about the use of measuring scales as well as calibrating and re-calibrating? (2) How are calibrations and re-calibrations carried out on consumer protection efforts? (3) What are the inhibiting and supporting factors in the implementation of calibration and re-calibration of consumer protection efforts? This research includes field research with a qualitative approach. The sampling technique used purposive sampling method. The data of this study were obtained from the results of interviews, observations, and documentation. Then analyzed by Miles and Huberman's interactive analysis model through three stages, namely data reduction, data exposure, and drawing conclusions.*

*The results showed that (1) the understanding of the Kauman People's Market traders regarding the use of measuring tools for scales and calibrating and re-calibrating was good. Traders are able to operate or use measuring tools according to their needs. Merchants have been obedient and orderly. But what needs to be considered is the cleanliness of the measuring scales used by traders. (2) The calibration and re-calibration of the consumer protection efforts have been carried out at the Kauman People's Market every 1 (one) year. The calibration and re-calibration at the Kauman People's Market went well. In participating in the calibration and or re-calibration, traders prioritize customer satisfaction, satisfied consumers will feel protected and feel safe when buying and selling transactions with traders. (3) Inhibiting factors and supporting factors for the implementation of calibration and re-calibration of consumer protection efforts come from within, from outside or from unexpected factors. Inhibiting factors from within come from the organizers of calibration and recalibration, external inhibiting factors come from awareness and the response to calibration requirements. The main supporting factor for the implementation of calibration is the establishment of the Legal Metrology Division of the Tulungagung Industry and Trade Office, and the supporting factors that are sought are in the form of socialization and improvement of calibration and calibration services.*

**Key words:** *measuring scales, measuring and re-calibrating, consumer protection.*