

Abstract

The study in “Consumer’s Rights Protection Measures According to Inter-professional Practitioner’s points of view” is the descriptive research by collecting all the related data including papers and questionnaires, for the total of 234 from 5 consumer protection related organizations, which is the metropolitan police bureau, the office of the consumer protection board, the food and drug administration, the right and liberties protection department and department of land. All these collected data is managed by the SPSS, analyzed by the percentage statistics, the moderate numbers. And the One-way analysis of Variance of the deviation numbers, and the comparison value (t-test), the variable analyzing (F-test), for the following conclusions.

Most of the target are female not over the 30 years of ages, bachelor of laws, and 52.1% are very well knowledge in protection rights. Most of them agree that the best way in reducing the consumer rights violation is increase the knowledge of consumer for protecting themselves (the average is 4.43), also said the organizations representative to the consumer should work harder to inform consumer any information needed (the average is 4.14), and wish to see more efficiency compensation (the average is 4.06), after the negotiation has ended (the average is 3.78), while the others felt that the consumer protection related organizations should be more efficiency (the average is 3.95).

By the society: Most of citizen agrees that the law enforcement cannot work properly, because of lacking some capability (the average 4.06), and the policy settlement of the government is the most important factor which caused the efficiency of the consumer protection (the average is 3.08), most of citizen expect to see the main organization for managing the consumer protection in the central and the rural area (the average is 4.12), and peoples should have more action in any consumer protection activities such as, set up the group to do some related activities etc. (the average is 3.94), which also empower the protection rights.

The main proposal of this research is the servicing activities of consumer protection should be spread out thoroughly, also the informing any necessary knowledge of consumer rights for both, consumers and the related organizations. The next goal is to have a deep research in opinion, vision and satisfaction of consumer to the method of consumer protection related organizations, all for the most efficiency of the consumer protection.