

ABSTRAK

Penelitian ini mengkaji dinamika politik penerapan kebijakan *e-ticketing* “Sapawarga” pada objek wisata Situ Gede Tasikmalaya yang diluncurkan pada Oktober 2024 tanpa sosialisasi kepada 34 pedagang kecil dan 32 penyewa perahu yang paling terdampak, serta tanpa regulasi lokal yang memayunginya. Penelitian menggunakan pendekatan kualitatif fenomenologi melalui wawancara mendalam terhadap sepuluh informan dari unsur pemerintah, pengunjung, pelaku usaha kawasan, dan akademisi, diperkuat observasi lapangan dan studi dokumentasi. Analisis mengintegrasikan Teori *Street-Level Bureaucracy* Michael Lipsky dan Teori Redistribusi serta Rekognisi Nancy Fraser. Temuan menunjukkan kesenjangan signifikan antara tujuan formal dan realitas lapangan 90 persen transaksi masih tunai, hanya 1–2 pengguna aplikasi per hari, dan PAD kota dari *e-ticketing* hanya Rp1 juta dalam setahun penuh. Ketidakadilan redistribusi termanifestasi dalam aliran retribusi ke kas Provinsi tanpa mekanisme bagi hasil yang adil, sementara ketidakadilan rekognisi berlapis mulai dari absennya konsultasi publik hingga desain sistem yang tidak mengakui keberagaman kapasitas pengguna. Penelitian ini merekomendasikan agar kebijakan serupa dirumuskan secara partisipatif, didahului perbaikan infrastruktur, dan dipayungi regulasi lokal yang spesifik.

Kata Kunci: Dinamika Politik, Sapawarga, *E-ticketing*, Situ Gede, Redistribusi, Rekognisi, *Street-Level Bureaucracy*, Digitalisasi Pariwisata.

ABSTRACT

This study examines the political dynamics of the implementation of the “Sapawarga” e-ticketing policy at the Situ Gede tourist attraction in Tasikmalaya, launched in October 2024 without outreach to 34 small traders and 32 boat renters who were most directly affected, and without specific local regulations to govern it. Using a qualitative phenomenological approach, the study conducted in-depth interviews with ten informants from government agencies, visitors, local business actors, and academics, supplemented by field observation and documentation. The analysis integrates Michael Lipsky’s Street-Level Bureaucracy Theory and Nancy Fraser’s Redistribution and Recognition Theory. Findings reveal a significant gap between formal policy objectives and field realities: ninety percent of transactions remain cash-based, with only one to two app users per day, and the city’s local revenue from e-ticketing amounts to only IDR 1 million over a full year. Redistributive injustice manifests in the flow of fees to the Provincial treasury without a fair revenue-sharing arrangement, while recognition injustice operates in layers, from the absence of public consultation to a system design that fails to acknowledge users’ diverse digital capacities. This study recommends that similar policies be formulated participatorily, preceded by infrastructure improvements, and grounded in specific local regulations.

Keywords: *Political Dynamics, Sapawarga, E-ticketing, Situ Gede, Redistribution, Recognition, Street-Level Bureaucracy, Tourism Digitalization.*