

INTISARI

Kompleksitas manajemen kelembagaan pariwisata di Kepulauan Togean terjadi akibat perbedaan kepentingan setiap lembaga, regulasi yang diinterpretasikan berbeda oleh aktor, dan proses terbentuknya lembaga selalu sama dalam kelembagaan. Akibatnya, masalah yang muncul hampir selalu sama, yaitu berkuat pada bagaimana menghubungkan kepentingan setiap aktor dalam manajerial kelembagaan. Problematika antaraktor tidak berjalan dengan semestinya karena motor penggeraknya ada di hubungan sosial. Oleh karena itu, penelitian ini bertujuan untuk mengembangkan dan memperluas teori yang didasarkan dari data dalam bentuk model hubungan sosial kelembagaan pariwisata di kawasan Kepulauan Togean. Metode pengumpulan data dalam penelitian ini adalah *grounded research* yaitu teorisasi atau skema analitik abstrak suatu fenomena yang berasal dari proses hubungan sosial, situasi, dan pengalaman antaraktor di Kepulauan Togean. Data diambil dari hasil wawancara kepada 11 informan dari berbagai lembaga di sektor publik, swasta, dan masyarakat. Hasil penelitian ini menemukan model kelembagaan pariwisata yang berbasis hubungan sosial dengan menghasilkan turunan kategorisasi berdasarkan hasil kerjasama kolektif kelembagaan, pola hubungan sosial asosiatif dan disosiatifnya, faktor-faktor yang memengaruhi terjadinya hubungan sosial di kelembagaan, serta bagaimana mengatasi konflik dalam kelembagaan.

Kata kunci : kelembagaan, hubungan sosial, pemangku kepentingan, Kepulauan Togean

Abstract

The complexity of tourism institutional management in the Togean Islands occurs due to differences in the interests of each institution, regulations as are interpreted differently by actors, and the process of forming institutions is always the same in institutions. As a result, the problems that arise are almost always the same, namely dealing with how to connect the interests of each actor in managerial institutions. Problems between actors do not go well because the driving force is in social relations. Therefore, this research aims to develop and expand theory based on data and create model of tourism institutional social relations in the Togean Islands region.. The data collection method in this research is grounded research, namely producing a theory or abstract analytical scheme of a phenomenon originating from of social relations, situations, and experiences between actors in the Togean Islands. Data was taken from interviews with 11 informants from various institutions in the public, private, and community sectors. The result of this research is the construction of a model of institutional social relations which is categorized based on two associative and dissociative relationships, where these relationships include forms of collective cooperative relationships between institutions, factors in which relationships between actors occur, and conflicts and conflict resolution between actors within institutions.

Keywords: *institutional, social relationship, stakeholder, Togean Island*