



Extension Service Quality In Fayoum Governorate

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ABSTRACT

The main objectives of the study were to: identify the relative importance of agricultural information sources to farmers, Identification of agricultural extension services provided by each of (governmental extension, agricultural private sector, and NGOs) from the point of view the benefit, development of a quantitative measure of the agricultural extension service quality, determine relative importance of the sub-axes of the quality scale, determine the agricultural extension service quality provided by the three studied bodies from the point of view of the surveyed farmers and the most important variables affecting them, identify the differences in the service quality among the three actors studied, and identify the problems faced by respondents in their dealings with the studied actors, and their suggestions to improve the services provided by them.

The Study was conducted in Fayoum Governorate. Fayoum and Senoras districts have been selected according to the numbers of land holders, One village was selected from each district, Al-Edwa from Fayoum, and Senoris Awal from Sinnouris according to the same criterion. In relation to the sample of governmental extension and private sector, a simple random sample of farmers representing 4.4% of the total number of frame selected which reached to 295 respondent.

A representative sample was chosen to represent the most active NGOs in the agricultural field which were Fayoum and Abshway. Two villages were selected from each district: Bani Saleh and Zawiya Karadsah from Fayoum, El- Sangaa and kasr Bayad from Abshway, A simple random sample of the beneficiaries of these associations was selected by 10% of them. The sample size reached to 159 respondent.

Findings showed that 62.6% were average age, and 57.1% of them were illiterate or just read and write, and that nearly two-thirds (63.9%) have (less than 3 feddans), also 63.2%, of them working full time and 55.7% are not satisfied with agricultural work. Finding reported that 64.3% of the respondents had a high level of ambition, compared to only 9.5% had low levels of ambition. also 67.8% of the respondents had average attitude towards change, and majority of respondents (81.3%) fell into low level of organizations membership.

The personal source were the most important sources of information as the self experience is the main source of information for the majority of farmers, followed by friends and neighbors, followed by family and relatives as mentioned by 80.8%, 58.4% and 52.8%, respectively. Also 58.8% of the respondents had average exposure to agricultural information sources, and about half of them (55.3%) had average usage from these sources.

Findings showed that more than half of respondents (52.9%) received low quality services from the governmental extension, compared with only 12.9% who receive high quality services. Also about 56.6% of respondent received an average quality of service, compared with 14.2% receiving high quality services from private sector.

Findings showed that nearly half of the respondents (49.1%) received an average quality of service, while only 20.1% of respondents received high quality services.

Findings of the statistical analysis showed that: getting benefit of new information, satisfaction with extension services, contribution of extension in solving farmers problems, satisfaction with agricultural work, were the most important factors affecting the service quality provided by the Agricultural governmental extension as these variables contribute together in the interpretation of variance in the dependent variable with 34.6%.

Results of the statistical analysis showed that the most influential on the variable overall quality of the extension service by private agricultural sector were: contribute to problem solving, the problems during dealing with the private sector, getting benefit of new

information, educational status, Continuity of service delivery, and attitudes towards change, and that the contribution of the variables together in interpreting variance in the dependent variable was 21%.

Also Findings of the statistical analysis showed that the most influential variable on the overall quality of the extension provided by NGOs were: contribute to problem solving, getting benefit of new information, membership of local development organizations, age, and the extent of problems during dealing, and that the contribution of the variables combined to explain the variance in the dependent variable was 56.7%.