Farmers' Satisfaction With The Government's Performance In Inpari Variety Rice Seed Assistance 32 (Case Study In Dukupuntang District, Cirebon Regency)

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ABSTRACT

This study analyzes the level of satisfaction of farmers who receive Inpari 32 variety rice seed assistance in Dukupuntang District, Cirebon Regency. The quantitative survey method with Importance Performance Analysis (IPA) was applied to 66 respondents. The data includes: demographic characteristics (age, education, land area, farming experience, membership), importance score and attribute performance (type, quality, quantity, time, process, mentoring), validity test, reliability, and science analysis. The results showed that the average importance score ($\bar{Y}$ = 2.58) and performance ($\bar{X}$ = 2.47) resulted in a 63.2% fit rate (medium category). The attributes of "Seed Type" are located in Quadrant I (improvement priority), "Quantity" and "Distribution Time" in Quadrant II (retained), while "Quality", "Process", and "Mentoring" are in Quadrant III (incremental improvement). These findings support strategic recommendations for the Agriculture Service and policymakers.

Keywords: Farmer satisfaction, seed assistance, government performance, Inpari 32, Importance Performance Analysis.

I INTRODUCTION

Agriculture is a strategic sector that affects national food security, especially in Indonesia where the majority of the population depends on agriculture for their livelihood. One of the government's policies to increase rice production is through the provision of subsidized seeds. Superior seeds, such as the Inpari 32 variety, are believed to increase agricultural productivity if their distribution is on target and on time (Fagi et al., 2021). The agricultural sector plays an important role in national economic development, especially in absorbing labor and providing food needs for the majority of Indonesians who depend on the sector for their livelihoods (Wijayanti et al., 2015)

However, the reality on the ground shows that there are still complaints from farmers regarding the quality of seeds, the timeliness of distribution, and the effectiveness of assistance from the government (Mako, 2017; Pardede, 2023). Farmers' satisfaction with government programs is greatly influenced by the timeliness of distribution and the suitability of the type of assistance to the needs of farmers (Susanti & Kartikasari, 2020). This raises big questions about the

level of farmers' satisfaction with the government's performance, especially in seed assistance programs. The level of satisfaction of farmers is not only influenced by the quality of assistance, but also by communication and technical assistance carried out by field extension workers" (Harahap & Sitompul, 2022). Dukupuntang District, as a recipient of the seed assistance program, is a strategic agricultural area that has the potential for quite large rice fields. However, there has been no in-depth study that measures farmers' perception and satisfaction with this program. Therefore, this study aims to evaluate the level of farmer satisfaction using the Importance Performance Analysis (IPA) approach. This research is expected to make a scientific and practical contribution to policy makers in improving the distribution system and the quality of government seed assistance programs.

From several explanations by the Directorate General of Agricultural Infrastructure and Facilities about subsidized seed management, it was also revealed that there were several problems in the distribution of seed assistance, such as improper verification and validation, inaccurate input of seed needs proposals in the e-RDKK and technical problems. This seed problem will ultimately also have an impact on the level of farmers' satisfaction with seed assistance provided by the government which is getting lower, so that it will have the potential to decrease food production by farmers. The provision of quality and subsidized rice seeds should meet the efficiency indicators of the seed supply system such as 6 exact: right varieties, right quality, right quantity, right location, right price and right time. The availability of rice seeds is often not in accordance with the needs and expectations of consumers (rice farmers) and agro-ecosystems in their respective regions.

Farmers can be interpreted as the work of utilizing biological resources carried out by humans to produce food, industrial raw materials, or energy sources, as well as to manage their environment to meet the needs of life by using traditional and *modern equipment*. In general, the definition of agriculture is a human activity that includes farming, livestock, fisheries and forestry. Farmers in the broadest sense include all business activities that involve the use of living things (including plants, animals, and microbes) for the benefit of humans. In a narrow sense, farming is also defined as the activity of utilizing a plot of land to cultivate certain types of crops, especially those that are seasonal. Farmer satisfaction is defined as a feeling of happiness that arises after comparing perceptions or experiences with the performance of agricultural extension services. Viewed in the context of agricultural extension, satisfaction is conceptualized as the fulfillment of farmers' previous expectations for the quality of extension services (Kassem et al., 2021).

The government agency in this study is agricultural extension workers who work under the Agriculture Office. Extension is non-formal education carried out by an individual or group to farmers to gain insight into land cultivation and planting sites for rural communities (Nurilmi et al., 2023:191). The government's performance in seed distribution must also be accompanied by extension activities so that farmers are able to take advantage of the assistance optimally" (Putra & Ramadhan, 2023). Agricultural extension is a policy tool that can be used by the government to encourage agricultural development on the other hand, farmers have the freedom to accept and reject the suggestions used by extension agents can only achieve their targets if the desired changes are in accordance with the needs of farmers (ilham, 2020). If stretching is done correctly, continuously and consistently, it shows the quality of the stretch and increases the expectations of the farmer's customers. To improve farmers' welfare and quality of life, it is important to measure the impact on performance and identify the expected level of satisfaction for farmers who receive direct or indirect coaching (Efendi et al., 2021). Counseling will be said to be successful, if there has been a change in knowledge, skills and attitudes from the target so that welfare will be created for the target of the counseling. To support the creation of successful counseling activities, it is necessary to make preparations before successful counseling activities are carried out, so preparations need to be made before counseling activities are carried out.(Sadat et al., 2023)

II. MATERIALS AND METHODS

Research Location

The location of this research was carried out in Dukupuntang District, one of the agricultural bases and has farmer groups that actively receive government seed assistance, the research was carried out through several stages with a time plan from May to July 2025. The area of Dukupuntang District is 33.27 square kilometers (km2). Dukupuntang District has heavy rainfall and cool air, with an average of 256.6 mm as of 2024 and a maximum temperature of 31^{0C} and a minimum temperature of $27^{0C.}$ The topography of Dukupuntang District is a flat area (BPP Dukupuntang, 2025).

Population and Sampling Methods

The respondents in this study were 195 people who received inpari 32 rice seed assistance. Primary data is obtained directly from the first source, which can be referred to as a respondent. Information was obtained through written questions using questionnaires or interviews. This study uses the Slovin Formula, to determine the sample size of a population with a certain margin *of error*

$$n = \frac{N}{1 + N(e)^2}$$

Data Analysis Methods

The collected data were described and processed quantitatively using science analysis. In this study, there are two variables represented by the letters X and Y, X_i is the level of government performance towards users, while Y_i is the satisfaction (expectation) of farmers with government performance. Meanwhile, the level of government performance adjustment (TK) is the result of the quality of performance provided by the government and directly felt by farmers

Table 1 Weight Assessment

Likert Scale Score	Level Satisfaction (Hope)	Code Satisfaction (Hope)	Performance Level	Code Performance
1	Very Unimportant	STP	Very Unsuitable	STS
2	Not Important	TP	Inappropriate	TS
3	Quite Important	CP	Quite Appropriate	CS
4	Important	P	Appropriate	S
5	Very important	SP	Highly Appropriate	SP

Source: (Nababan, 2022)

Engineering (IPA) is carried out by making a Science *Matrix* to process the results obtained. First, calculate the average value of farmers' perceptions of the level of expectation (importance) and performance level of each indicator, with the following equation formula:

And Satisfaction (Hope)

Priority (Quadrant I)	Maintain Position (Quadrant II)
Low Priority (Quadrant III)	Over-Priority (Quadrant IV)

Figure 1. Cartesian Diagram

X

III. RESULTS AND DISCUSSION

Overview of Dukupuntang District

Dukupuntang District is one of the sub-districts that receive the inpari rice seed assistance program 32 in Cirebon district has 13 villages, Balad, Bobos, Cangkoak, Cisaat, Cikalahang, Dukupuntang, Girinata, Sindangjawa, Mandala, Sindangmekar, Kepunduan, and Kedongdong Kidul and Cipanas. Dukupuntang District borders several surrounding sub-districts. The north is bordered by Palimanan and Depok Districts, the east is bordered by Sumber District, the south is bordered by Kuningan Regency, and the west is bordered by Majalengka Regency.

Respondent Characteristics

In this study, the respondent farmers are farmers in Dukupuntang District who receive inpari 32 rice seed assistance, the number of respondent farmers who receive inpari 32 rice seed assistance is 66 people, with the different location of the agricultural land that is cultivated, then farmers in the Dukupuntang District area will also have different needs, The characteristics of the respondents aim to describe the background of farmers who receive Inpari 32 variety seed assistance in Dukupuntang District. Understanding these characteristics is important to contextually analyze farmers' perceptions and satisfaction with government performance.

Table 1. Respondent Age

Category: Umur	Number of Respondents	Percentage
< 40 years old	5	7,6%
41–50 years	30	45,5%
51–60 years old	21	31,8%
> 60 years old	10	15,1%
Total	**66**	**100%**

Source : Primary data 2025

The majority of respondents (45.5%) were between the ages of 41–50 years, which indicates that farmers who received seed assistance were in productive age with relatively mature work experience. Most of the respondents were in the age group of 41–50 years (45.5%), followed by the 51–60 age group. This shows that respondents are of productive age and are still active in managing farming. These productive age groups are considered the most responsive group to government assistance programs, as they have a combination of labor and maturity in decision-making. Arifin et al. (2022). states that farmers in the productive age range have a high ability to

adopt agricultural technology. This is also supported by Yustida & Arhan (2022) who affirm that the age of farmers has a great influence on the understanding of aid programs, including seed distribution. In the context of the implementation of the seed program, this age group is considered more open to agricultural extension and is able to apply the technical information provided.

Table 2. Respondent's education level

Education Level	Number of Respondents	Percentage
No School	3	4,5%
Elementary School (SD)	28	42,4%
Secondary School (SMP)	19	28,8%
High School (SMA)	16	24,3%
Total	**66**	**100%**

Source : Primary data 2025

Most of the respondents had basic education (SD) at 42.4%. This shows that the level of formal literacy is relatively low, but it does not mean that it is not able to accept agricultural innovations. Counseling with a practical approach is still needed. The majority of farmers (42.4%) have an elementary school education background, followed by junior high and high school. This low level of formal education shows that technical communication in agricultural programs needs to be done directly and practically. However, the limitations of formal education are not a major barrier for farmers to understand the aid program, as long as the approach is appropriate. According to Saepul Alam & Velayati (2020), interpersonal communication strategies are much more effective among low-educated farmers.

Table 3 Respondents' Land Area

Land	Number of Respondents	Percentage
< 0.5 hectares	6	9,1%
0.5–1 hectare	38	57,6%
> 1 hectare	22	33,3%
Total	**66**	**100%**

Source : Primary data 2025

The majority of farmers (57.6%) cultivate an area of 0.5–1 hectare. This indicates that the scale

of farming tends to be small to medium-sized, which has the potential to be highly dependent on input assistance such as seeds. The majority of farmers in this study cultivate an area of 0.5–1 hectare (57.6%), which is classified as a smallholder category. Farmers with this scale of business tend to have a high dependence on subsidy programs and production input assistance. The Directorate General of Food Crops (2022) stated that seed assistance is crucial for smallholders, because they are more vulnerable to production failures if there is no support from the government.

Validity Test

Table 4. Results of the Validity Test of Variable X (Government Performance)

Statement Code	Correlation (r_hitung)	Information
X1_1	0,629	Valid
X1_2	0,666	Valid
X1_3	0,441	Valid
X1_4	0,558	Valid
X1_5	0,547	Valid
X1_6	0,341	Valid

Source : Primary Data (SPSS), 2025

Interpretation: All items in variable X have a correlation value that exceeds the minimum limit, meaning that each item is rated as being able to significantly represent the concept of "government performance". This indicates that indicators such as punctuality, seed type, number of seeds, and assistance are indeed relevant as a benchmark for the evaluation of seed assistance programs by farmers (Djibran, 2023).

Table 5. Results of the Validity Test of Variable Y (Farmer Satisfaction)

Statement Code	$r_{calculating}$	Information
Y1	0,607	Valid
Y2	0,562	Valid
Y3	0,468	Valid
Y4	0,591	Valid

Statement Code	$r_{calculating}$	Information
Y5	0,528	Valid
Y6	0,523	Valid

Source : Primary Data (SPSS), 2025

The table above shows the results of the validity test of six statements (Y1 to Y6) used to measure the Y variable, namely Farmer Satisfaction. The validity test is carried out to find out the extent to which the statement items in the questionnaire are able to measure what should be measured.

Reliability Test

Reliability indicates the consistency of measurement results if a remeasurement is made against the same construct. This test was carried out using the Cronbach's Alpha method, with a ≥ value criterion of 0.60 as a reliable sign (Ghozali, 2016).

Table 6. Reliability Test Results

Variabel	Cronbach's Alpha	Number of Items	Information
Government Performance (X)	0,793	6	Reliabel
Farmer Satisfaction (Y)	0,897	6	Reliabel

Source : Primary Data (SPSS), 2025

Both variables had excellent alpha values (> 0.7), indicating that the instrument has a high level of reliability and can be used for further research.

Average Score and Suitability Rate per Attribute

The following are the results of calculating the average score and the level of conformity (TKI) of each attribute based on the total score obtained:

Table 7. Average Score and Suitability Rate Per Attribute

No	Attribution	Performance Score (X)	Hope Score (Y)	Tki (%)	Category
1	Seed Types	245	259	62,4%	Keep
2	Seed Quality	222	250	58,6%	Low
3	Number of Seeds	255	284	59,3%	Low
4	Seed Distribution Time	258	263	64,7%	Keep

No	Attribution	Performance Score (X)	Hope Score (Y)	Tki (%)	Category
5	Seed Distribution Process	205	256	52,9%	Low
6	Seed Distribution Assistance	258	242	70,4%	Keep

Source : Primary Data (SPSS), 2025

Description of the TKI category:

- 100% : Very High
- 80–100% : High
- 60–79% : Moderate
- < 60% : Low

Overall Average Score

The total scores and averages of all attributes can be seen as follows:

- **Total Performance Score (∑X):** 1483
- **Total Expected Score (∑Y):** 1549
- **Total Suitability Level (Total TKI):**

$$Tki = \left(\frac{\sum X}{\sum Y} \right) \times 100 = \left(\frac{1483}{1549} \right) \times 100 \approx 63,2\%$$

With average score per attribute:

- **Average Performance (X̄):** 2.47
- **Average Expectation (Ȳ):** 2.58

These results show that in general, the government's performance in rice seed assistance has not fully met farmers' expectations, because the average Tki is in the "medium" category and even some attributes are in the "low" category, such as *seed quality*, *seed count*, and *distribution process*.

Analisis Importance Performance Analysis (*IPA*)

The Importance Performance Analysis (IPA) was used to determine the gap between the level of importance (expectations) and the level of performance (reality) of the attributes of Inpari 32 rice seed assistance provided by the government. This technique maps each attribute into four quadrants on a Cartesian diagram based on the average values of the performance score (X) and the expectation score (Y).
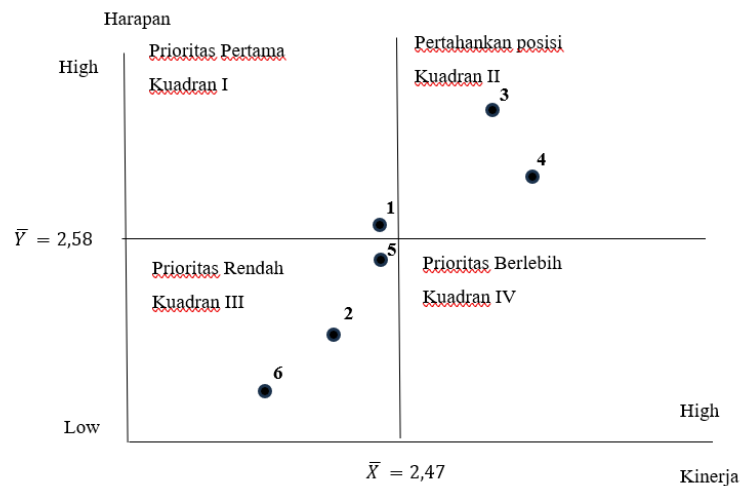
Figure 2. Cartesian Quadrant

Science Calculation Results

The results of the data processing show:

- **Average performance score (X̄)** = 2.47
- **Average expectation score (Ȳ)** = 2.58

These values are used as dividing axes in the cartesian diagram, with the four quadrants as follows:

Table 8. Science Calculation Results

Quadrant	Explanation
I	Top priorities (low performance, high expectations) — **need to be fixed**
II	Maintain (high performance, high expectations) — **maintained**
III	Low priority (low performance and expectations) — **not very important**
IV	Over-prioritization (high performance, low expectations) — **can be reduced**

Source : Primary Data (SPSS), 2025

Interpretation:

- **Quadrant I (Seed Type):** Is a top priority because it is important but its performance is not satisfactory. The government must immediately evaluate the seed varieties distributed.

- **Quadrant II (Distribution Quantity and Time):** Performance as expected, showing that the distribution of the amount and timing of distribution has been optimal.

- **Quadrant III (Quality, Process, Assistance):** It is not the main focus of farmers. But that doesn't mean it's completely ignored, because gradual improvements are still needed.

Conclusions and Suggestions

Based on the results of the Importance Performance Analysis (IPA), the level of farmers' satisfaction with Inpari 32 seed assistance is still in the medium category. Four service attributes (timeliness of distribution, seed quality, socialization, and mentoring) are the main priorities for improvement because they are in Quadrant I. The other two attributes (availability of seeds during planting and clarity of information) are considered satisfactory and need to be maintained. The seed assistance program is not fully optimal in meeting farmers' expectations. A comprehensive improvement is needed, both in terms of logistics, seed quality, communication strategies, and extension approaches.

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