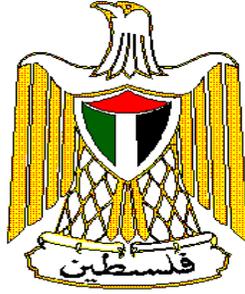


PALESTINIAN NATIONAL AUTHORITY



**EVALUATION OF THE KEY AGRICULTURAL SERVICES PROVIDED TO
FARMERS IN PALESTINE**

**SUBMITTED TO
THE MINISTRY OF AGRICULTURE**

PREPARED BY



RAMALLAH-PALESTINE

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PREFACE

The aim of the study was to assess and gain an overall picture of key agricultural services provided to framers in the West Bank districts. The assessment has identified types and current status of key agricultural services, existing gaps, services recipients' perceptions, and recommendations for improvements.

Over past time, we have had to change –and we continue to adapt our programmes and services to reflect emerging needs. Today, our "*centre of gravity*" is shifting toward our capacity building programmes and focusing on institutional change, market-demand, value-added agriculture and extension approaches, methods and extension message contents development. This can help assist in responding effectively to growing demand for our agricultural services either provided by the MOA or any other development or private agencies. The ultimate development and strengthening of the agricultural services can be done by developing a tailor-made agricultural services programme, bridging gaps, modifying and/or fine-tuning the already existing services, and developing new agricultural services.

In order to achieve this objective various activities, projects and studies programmes are being carried out by the General Directorate of Extension and Rural Development (GDoERD) of which the present study. Consequently, the National Agricultural Extension Strategy will capitalize on and build upon the outcomes of the technical studies, conducted under the framework of the Netherlands Programme.

Ibrahim Qtaishat

Director General of Extension & Rural Directorate

May-2012

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Last but not least, I am especially grateful to the guidance and comments provided by Mr. Ibrahim Qtaishat - Director General of Extension and Rural Directorate\MOA- and Mr. Amin Abu-Alsoud, the MOA Senior Programme Coordinator, and to all MoA and other institutions staff.

Director General

Dr. Walid abed Rabboh

Horizon for Sustainable Development

ACRONYMS AND ABBREVIATIONS

AES	Agriculture Experiment Station
AEZ	Agro-Ecological Zone
CBO	Community-Based Organization
DG	Director General
DAD	District Agricultural Directorate
EO	Extension Officer
ESMS	Extension Subject Matter Specialist
FAO	Food and Agriculture Organization of the United Nations
FGMs	Focus Group Meetings
GDoERD	General Directorate of Extension & Rural Development
GDP	Gross Domestic Product
HRD	Human Resource Development
ICT	Information Communication Technology
IPM	Integrated Pest Management
JICA	Japan International Cooperation Agency
JRV	Jordan Rift Valley
LRC	Land Research Centre
MCM	Million Cubic Meter
MoA	Ministry of Agriculture
M&E	Monitoring & Evaluation
MoF	Ministry of Finance
NRO	Netherlands Representative Office

NARC	National Agricultural Research Center
NGO	Nongovernmental Organization
oPt	Occupied Palestinian Territories
PARC	Palestinian Agricultural Relief Committee "Agricultural Development Associations"
PHG	Palestinian Hydrology Groups
PIF:	Palestinian Investment Fund
PIPA:	Palestinian Investment Promotion Authority
PNA	Palestinian National Authority
POs	Producers' Organizations
PRDP	Palestinian Reform and Development Plan
RWDS	Rural Women Development Society
SMS	Subject Matter Specialist
USD	United States Dollar
UAWC	Union of Agricultural Work Committees
WB	West Bank
WB&GS	WB and Gaza Strip

TABLES OF CONTENTS

PREFACE	2
ACKNOWLEDGEMENTS.....	3
ACRONYMS AND ABBREVIATIONS	4
TABLES OF CONTENTS.....	6
ABSTRACT.....	8
CHAPTER-1 INTRODUCTION AND BACKGROUND	11
1.1. INTRODUCTION:.....	11
1.2. BRIEF OVERVIEW OF PALESTINIAN AGRICULTURAL SECTOR:.....	13
1.3. BACKGROUND INFORMATION ON THE AGRICULTURAL SERVICES:	14
1.4. OBJECTIVE OF THE STUDY:	18
1.5. DATA COLLECTION AND METHODS:.....	18
1.6. REPORT STRUCTURE:	20
CHAPTER-2 EVALUATION OF SERVICES PROVIDED TO FARMERS	21
2.1. ANALYSIS AND RESULTS.....	21
2.1.1. AGRICULTURAL EXTENSION	21
2.1.2. CREDIT SERVICES	28
2.1.3. TRAINING SERVICES.....	35
2.1.4. MARKETING	39
2.1.5. AGRICULTURAL PROCESSING	45
2.1.6. LABORATORY SUPPORT	50
2.1.7. LAND DEVELOPMENT.....	55
2.1.8. FARM MACHINERY.....	60
2.1.9. FARMING INPUTS:.....	65
2.1.10. VETERINARY SERVICES.....	70
2.1.11. EDUCATION	76
2.1.12. AGRICULTURAL RESEARCH	77
2.1.13. AGRICULTURAL INSURANCE	80
2.1.14. COMPENSATION ON CALAMITIES AND UP NORMAL CONDITIONS.....	81
2.1.15. AFFORESTATION	82
2.1.16. INVESTMENT PROMOTION	83
2.2. SYNTHESIS.....	84
CHAPTER-3 CONCLUSIONS AND RECOMMENDATIONS.....	87
3.1. CONCLUSIONS AND FINDINGS:	87
3.2. RECOMMENDATIONS:	89
LIST OF ANNEXES	91
ANNEX -1: LIST OF DOCUMENTS REVIEWED	92

ANNEX -2: LIST OF PERSONS INTERVIEWED.....	94
ANNEX -3: THE QUESTIONNAIRE.....	96
ANNEX- 4: NUMBER AND TYPE OF SERVICE IN EACH GOVERNORATE	130
ANNEX- 5: LIST OF WORKSHOP ATTENDANCE AND PHOTOS	131

ABSTRACT

This study intends to review, assess and scrutinize the available agricultural services provided through different stakeholders to farmers in Palestine. The evaluation of the agricultural services was made by looking in-depth at different types of agricultural services and their current status as well as conducting SWOT analysis, level of farmers' satisfactions, gaps analysis and recommendations for improvements.

The study team applied different data collections tools and methods such as: literature reviews, semi-structure interviews, field survey, and workshop discussions/ focus groups. The aim was to collect relevant and adequate data from a wider range of different organizations and services end-users categories. 548 questionnaires were administered and filled out by farmers' of different agricultural practices in all West bank districts. Also a number of semi-structure interviews, focus groups meetings and workshop were conducted for effective assessment of the agricultural services.

The study results can be briefly described as follows:

The study provides detailed information on the type of agricultural activity, size of holding quality of provided extension services in terms of sources of extension services, frequency of farm visits, type of service provided, service providers, farmers degree of satisfactions reason for not being satisfied, service improvement, service lacking an needed.

Lastly, the study provides synthesis statements of conclusion and recommendations as well as a detailed list of persons interviewed and references.

Keywords: *Agricultural Services, market demand, agriculture in Palestine,*

ملخص الدراسة

تهدف هذه الدراسة إلى تقييم الخدمات الزراعية الرئيسية المقدمة إلى المزارعين في المناطق الفلسطينية المحتلة- محافظات الضفة الغربية، حيث تم استهداف أهم (16) خدمه زراعيه مقدمه إلى المزارعين، وتمت دراسة تلك الخدمات من حيث تكرار الاستفادة من الخدمة، والجهات المقدمة، ونوع الخدمة، ودرجة رضا متلقي الخدمة، وتحديد الفجوات والاحتياجات، وفي النهاية تحديد أهم التوصيات ومقترحات لتحسين الأداء.

اعتمد فريق الدراسة اعتمادا كبيرا على مصادر المعلومات المتاحة التي يمكن الوصول إليها وتجميعها، لا سيما عن طريق الدراسات والتقارير المتوفرة لدى الوزارة والجهات الأخرى ذات العلاقة على المستوى المحلي أو الدولي. وقد تم توثيق قائمة المراجع في (ملحق رقم 1) وهي التي تم اللجوء إليها أثناء عمليه إعداد مكونات ومحتويات الدراسة. ومن جهة أخرى، تم الاعتماد بشكل أساسي على المسح الميداني في دراسة حالة الخدمات وتحديد مستوى الرضا عن الخدمات الزراعية المقدمة من قبل كافة فئات المزارعين متلقي الخدمة في مختلف المحافظات، حيث تم إعداد (10) استبانات لتقييم (10) خدمات زراعية مقدمة إلى المزارعين وتمت تعبئة (548) استبانة من كافة المحافظات. بالإضافة إلى عقد سلسلة اجتماعات ورشات عمل ومجموعات بؤرية مركزة مع كافة أصحاب المصلحة لنفس الغرض.

اشتملت أجزاء ومحتويات الدراسة في البداية على معلومات تتعلق بنوع وحجم الحيازة سواء كانت نباتية أو حيوانية. علاوة على ذلك، تتناول الدراسة معطيات ومؤشرات كميته ونوعيه حول الخدمات الزراعية المقدمة إلى المزارعين، حيث تستعرض الدراسة مؤشرات حول وقت وتكرار الاستفادة من الخدمة، نوعية الخدمات المقدمة، الجهة المقدمة، مستوى الرضا عن الخدمة، أسباب عدم الرضا، الفجوات والاحتياجات، وتوصيات تحسين الخدمة.

وتلقي الدراسة من جهة أخرى الضوء على نقاط القوة والضعف والفرص المتاحة والمخاطر لكل خدمه زراعيه مقدمه وذلك من وجهة نظر كافة أصحاب العلاقة. تحديد الخدمات المطلوبة بالإضافة إلى تقديم الاستنتاجات والتوصيات التي من شأنها المساهمة في تحسين الخدمات الزراعية المقدمة.

وقد شملت الدراسة تقييم الخدمات الزراعية: الإرشاد الزراعي، التمويل الزراعي، التدريب الزراعي، ، التسويق الزراعي، الصناعات الغذائية والزراعية، الخدمات المخبرية، استصلاح وتطوير الأراضي، الآلات الزراعية، مدخلات الإنتاج، الخدمات البيطرية، التعليم الزراعي، البحث، التأمين الزراعي، درء المخاطر والكوارث الطبيعية، التحريج، تشجيع الاستثمار.

يمكن القول بشكل عام أن الخدمات المقدمة إلى المزارعين كافيته إلى حد ما مع وجود بعض الخدمات الأساسية التي يعتبرها المزارعين ضرورية وبحاجة ماسه إليها مثل صندوق التعويض ضد الكوارث الطبيعية، والتأمين الزراعي، وخدمات التسويق الزراعي أما فيما يخص الخدمات الأخرى فهي بحاجة إلى تحسين من حيث نوعية وجودة الخدمة المقدمة بما يتناسب مع احتياجات وقدرات المزارعين المختلفة.

أخيراً، توفر الدراسة بيانات تحليلية للخلاصة والتوصيات، فضلاً عن قائمة مفصلة بأسماء الأشخاص المبحوثين وقائمة المراجع والمصادر المستخدمة.

مفتاح الكلمات: الخدمات الزراعية، تقييم الخدمات الزراعية، الزراعة في فلسطين

CHAPTER-1 Introduction and Background

1.1. Introduction:

With the development of the Palestinian Reform and Development Plan (PRDP) and its endorsement by all major national and international stakeholders, a significant emphasis is now being placed on the capacity development of Palestinian governmental institutions to manage their public services in a more effective and efficient manner.

The PRDP focuses on institutions that influence the economic and productive growth of local communities, and can become major drivers for sustainable and equitable development in their sectors. The Ministry of Agriculture (MoA), being linked to one of the fundamental means of livelihoods of the Palestinian community, ranks at the top of the list.

The Ministry of Agriculture currently derives its influence from its wide public outreach with 17 district offices spread in all districts of the WB and Gaza Strip, providing a variety of vital services in the areas of agricultural planning, animal and plant production, animal health, land development, and other areas related to rural development. Furthermore, the MoA is the main authority for formulating policies, planning strategies, and monitoring the development of the agricultural sector.

In its efforts to support and develop the agricultural sector, the MoA work is complemented by a group of civil society organizations working in the fields of agricultural and rural development. These organizations are classified to be among the most organized and well experienced civil society institutions in the territory. Their numerous programmes and financial resources fulfill a wide range of farmer needs; nonetheless, their contribution is not synchronized under clear national strategies and plans, which makes the process of measuring the impact of interventions (on the national level) a difficult task. In the process of empowering its national mandate to better lead and serve the sector and the different stakeholders involved in its development, the MoA regards the strong presence of civil society institutions to be a challenge and an opportunity at the same time

The Palestinian Ministry of Agriculture is seeking to enhance its organizational capacity to better fulfill its institutional mandate in the sector as the main driver for sustainable agricultural development. To do so, the MoA has initiated the present study “*Evaluation of the key agricultural services provided to farmers in Palestine*” under the Netherlands Programme "Improving Livelihoods in the OPt in the WB Districts".

This program is funded by the Minister of Development and Cooperation through the Netherlands Representative Office (NRO) in Palestine. The program is implemented by a consortium of five local Palestinian NGOs, led and managed by Agricultural Development Associations (PARC), and working in agriculture sector and rural development, these are: Agricultural Development Associations, Palestinian Hydrology Groups (PHG), Land Research Centre (LRC), Union of Agricultural Work Committees (UAWC) and Rural Women Development Society (RWDS). This program consists of five sub - projects, where each of the five organizations carries certain activities at different locations aiming at improving livelihood in WB. This program is implemented in a close cooperation with the Ministry of agriculture who is responsible for the provision of the extension services to all beneficiaries of the program. The overall objective of this program is to contribute to the improvement of access to food for vulnerable population in rural areas of the WB. Its specific objective (purpose) is to protect and improve access to natural resources in the targeted locations of rural areas in the West-Bank.

Harmonization and Alignment: The existence of *appropriate agricultural infrastructure and services* in the oPt. is one of the key agricultural strategic goals which were addressed in the agricultural national strategy "*A shared vision*". To contribute in achieving the said objective the following proposed interventions are to be executed: *upgrading the agricultural extension services, plant protection, veterinary medicine and agricultural research*. To ensure harmonization with that, the present assignment is going to assess and evaluate the agricultural services provided to farmers over past ten years, as to set-in-place policy measures to tackle services efficiency and consequently ensuring an appropriate and effective agricultural extension service delivery system in Palestine.

1.2. Brief Overview of Palestinian Agricultural Sector:

The agricultural sector is characterized by unstable production; it depends mostly on rain and its distribution over the cultivation season, which directly affects production of the rainfed lands, rangelands, livestock and irrigated crops because of its impact on the groundwater and water sources storage. In spite of the sector's low contribution to the GDP, it is still - in its economical and social dimensions- a fundamental sector of the national economy. It is the base for integrated rural development, a source of income and employment for rural people and a generator of activities in the other economical sub-sectors, especially the industrial and services ones. It also plays a central role in food security and trade balance improvement.

The total area of oPt covers 6,023,510 dunums, distributed between the West Bank (5,660,820 dunums, forming 94% of the total area of oPt) and the Gaza Strip (362,690 dunums, forming 6% of the total area). The total area of agricultural land currently used by Palestinians covers 30.5% (1,833,350 dunums) of the Palestinian land area and 54.4% of the total suitable lands for cultivation (PCBS, 2006).

After the Oslo Agreement, the Palestinian lands were divided to areas A, B, and C, where the Palestinians exercise full control over area A, civil control over area B, while area C falls under full Israeli control. This classification gives the Palestinians control over most of the populated areas and limited control over natural resources and agricultural lands.

In the West Bank, 63% of the agricultural lands (arable lands, mixed holdings, permanent crops and plastic houses) are located in area C, 19% in Area B and 18% in area A. Thus, the Palestinian farmers have proper access to only 37% of their agricultural lands. (ARIJ, 2006).

With regard to the water resources, the West Bank has a total combined annual water discharge of 679 MCM. The Palestinians are allowed to use just 118 MCM/year (18%) while the Israelis control the remaining amount of water (82%) either by pumping it from the West Bank to Israel, and/or to the Israeli settlements within the West Bank.

Only 70 MCM of water accessible is used for agriculture, having led to the prevalence of the rain-fed agriculture in the West Bank, which is practiced in 87% of the total cultivated area, while only 13% is irrigated agriculture.

Historically, agriculture has been the main employer, as most Palestinians depend on agriculture as a primary or secondary source of income. Officially, it is a major job provider for women as 36% of female labor force is involved in agriculture vs. 10% of male¹. Farming also has become a household's coping strategy for rural households headed by women. In addition agricultural sector contributed 25 percent of all exports.

Agriculture sector had been contributing around 10% to the GDP of Palestine during 1994 – 2004 years: the lowest share was indicated for 2001 (8.1%), while the highest – for 1996 (13.6%). During the past 5 years, the agriculture contribution to the GDP has been slightly shrinking due to activation of other sectors, mainly construction and services, and in 2010, it reached 5.9%. However, in value terms, agriculture demonstrates a stable growth²:

Moreover, in the past ten years, agriculture has proved to be the most appropriate sector for dealing with emergencies that erupted in light of the political situation, and has shown a large potential to survive despite significant losses of vital assets occurred in the second Intifada: Israeli occupation measures such as the restriction on movement, control over resources confiscation of lands and the separation wall have tremendous negative impacts on agriculture.

1.3. Background Information on the Agricultural Services:

For the purpose of this study agricultural services are defined as all services provided to farmers, operators and farming communities, irrespectively to the source or being paid or not.

Service has many definitions³ and no real consensus exist (Albert, 2000). Rural services can be distinguished according to: source of financing (e.g. public or private sources, or a mix of it), provider (e.g. State, farmer organization, NGO, private enterprises, or through partnerships), content (e.g. process, input or output) or method (e.g. facilitation, advice, research, or training).

¹ Palestinian Central Bureau of Statistics

² <http://www.pcbs.gov.ps/DesktopDefault.aspx?tabID=3769&lang=en>; Basic changes for the agriculture sector in the Palestinian territory, 1996 - 2008

³ See for example <http://en.wikipedia.org/wiki/Service>

Agricultural services are part and parcel of rural services, and extremely heterogeneous. They primarily address the stakeholders and activities of crop production, both annual and perennial crops, and animal production, and their natural resource base. These activities also include upstream and downstream activities such as the preparation of the crop and animal production, the postharvest handling of agricultural produce and marketing of products. Agricultural services facilitate access to and use of production factors (land, labour, capital, knowledge and inputs).

Financial services are also part of the services that are offered and used in rural areas by people of all income levels. Agricultural finance is a sub-set of rural finance dedicated to financing agriculture-related activities (e.g. input supply, production, distribution and wholesaling, and marketing), and thus target people involved in agricultural activities.

Financial service providers include Micro-Finance Institutions (MFIs), membership-based financial organizations (e.g. cooperatives, credit unions, and savings and credit associations), community- or activity-based group models (e.g. tontine clubs) and private enterprises (e.g. traders and processors) (World Bank, 2004; Rabobank, 2005).

Service systems: services are to be considered within their context, whether it is a geographical area or an economic sector; for example services may be organized around a specific supply- or value-chain or may be coordinated by local government authorities. Therefore the complexity of services can be understood using a systems perspective instead of focusing on their rather technical aspects (Gadrey, 1996; Albert, 2000). Examples of (sub-) systems are: the application and management of agricultural inputs; value-chain development, including the production, transformation and marketing of a specific commodity; the creation and dissemination of agricultural technologies; and the up-scaling of a particular innovation (adapted from Albert, 2000).

The relationships between the public and private sectors in service provision, As a result of developments public services are disappearing or at least receive less government and donor funding. Service provision by state bureaucracies and centralized administrations, in particular agricultural research and extension, is being restructured, either to allow for service provision by the private sector and non-profit agencies, or to improve the performance of public service organizations. Therefore public services are confronted with new challenges in the

transformation of its roles, functions and organization, as well as its relationship with civil society and market stakeholders.

The increasing liberalization of national economies worldwide gives a more prominent role to private enterprises in input supply, service provision and marketing and advisory services. In the agricultural sector the private sector generally focuses on cash crops and addresses farmer households with strong market links. The public sector and NGOs, remain in charge of services concerning food and subsistence crops that target smallholders and areas with weaker market linkages (Steenhuijsen Piters et al., 2003). However, few services are now purely public or private, and shifts occur according to circumstances (e.g. degree of market integration, regulations on intellectual property rights).

The relationships between the public and private sectors in service provision take different forms, such as: full transfer of responsibility (“pure” privatization of public-sector organizations); contractual relationships (e.g. outsourcing of services, voucher system); and public-private partnerships that underwrite a common goal and share resources. This redistribution of roles also led to an increased separation of the funding, planning and implementation of services in which the roles of public and private sectors and farmer organizations change in weight (Chema et al., 2003).

The state’s withdrawal, the deepening crisis in the availability of public and donor funding and the partial opening of the sub-sector to the private sector forced public agricultural service providers to fundamentally review its roles, functions and organization, as well as its relationship with civil society and market stakeholders. This included the introduction of private enterprise management principles, e.g. new public management, performance-oriented management, enhanced user responsiveness, and the need to generate revenues from service provision to clients. In approaches for enhancing client orientation of research and extension services the relevance (type) and specificity (targeting) of services are emphasized, and attention is thus given to the users’ point of view (satisfaction) on the services provided. Demand-driven approaches for service provision are also encouraged by new funding mechanisms (e.g. multi-stakeholder managed competitive funds for financing services, cost-sharing of operations through levies on commodities) and are further enhanced by decentralization (Heemskerk et al., 2003; Heemskerk and Wennink, 2005; NEPAD, 2006, Friis-Hansen and Egelyng, 2006).

How can farmers be empowered to voice their needs for services? All too often needs of intended beneficiaries are formulated by the service providers without taking into account the need as perceived by the users themselves, either because they are taken for granted or because providers offer what they have rather than what is needed. Participation of stakeholders claimed by service providers is often limited to priority setting. The farmers do not always participate effectively in the provision and Monitoring and Evaluation of service delivery. Empowerment of the farmers to play a decisive role in demand articulation, service provision and M&E of delivery for decision-making ('governance') is therefore essential.

How to enhance accountability by service providers? In most cases service providers are not paid directly by the beneficiaries, the farmers. As a result service providers sometimes feel accountable towards those who provide them with the means rather than those who use their services. Yet, in order to improve impact of the service on farmers' livelihoods, a direct relation between service providers and client is essential, including a relationship of accountability, where clients can request adaptations and make providers accountable for the success or failure of a service. Hence, capacity of the farmers to involve in resource allocation for services is essential for enhancing accountability. Examples of cost-sharing and cost-recovery are limited.

How can farmers have an effective access to services? In some cases the farmers require certain services, but do not have the possibility to access them, for example because they do not have a membership (i.e. of a farmers' organization) that is required - and which in turn needs a small investment and the necessary networks, i.e. social capital), because they are not aware of the existence of the service and how to gain access to it, or because the service puts certain criteria for targeting or participation on its users such as title to land, labour or tools. Indeed, particularly agricultural services usually work with people who have assets; this does exclude for example the landless and wage workers. Increasingly also services are linked to supply- and value-chains. However, not everybody is involved at the same intensity in chains and not all services are linked to chains. Service providers especially the public sector mostly lack the means and incentives to access farmers especially in remote areas.

1.4. Objective of the Study:

The study intends to review, assess and scrutinize the available agricultural services provided through different stakeholders to farmers in Palestine. The evaluation of the agricultural services was made by looking in-depth at different types of agricultural services in terms of: current status, types, SWOT analysis, level of farmers' and respondents' satisfactions, gaps analysis and recommendations for improvements.

1.5. Data collection and Methods:

Information on the existing agricultural services was gathered and analyzed by adopting some appropriate data collection methods to realize the ultimate study objectives in a proper way.

Literature review: All related documents and useful references including the already conducted studies by the Netherlands programme, agricultural national strategy "shared vision", agricultural policies, and other relevant resources were reviewed and assessed by the study team. This step is important in terms of scrutinizing and grasping the current status of existing concerned services, avoiding replications and building upon results of the already existing studies for better outcomes.

Preparatory meeting and workshops: The study team leader conducted two meetings and one training workshop with the respective counterparts from the MOA and the data collectors. The meetings were aiming at the following: Discussing in-depth the study terms of reference and its requirements, discussing and adjusting the draft questionnaire, training a team of data collectors from different districts, conducting in-depth discussion about the study target groups (dividing farmers into different segments), sampling approaches, sample sizes, geographical distribution, and setting-in-place an action plan for field survey accomplishment.

Design of questionnaires A concise questionnaire was developed per agricultural service based on its importance and existence. Short questionnaires were developed for the purposes of effective data collection from different segments of farmers distributed over all of the WB districts, where the importance of agricultural sector in districts was taken into consideration. The questionnaire was designed by the study team in close cooperation with respective counterparts from the MOA

and the MOA Programme Coordinator. The objectives of the field survey were transferred to measurable indicators concerning the following key aspects: accessibility and types of agricultural services, recipients' perception and their level of satisfactions, needed services and recommendations for improvements.

Sampling methodology: The study teams in close collaboration with the MOA programme coordinator and the MOA staff have identified and selected the most important agricultural services. The list of services included around (16) agricultural services, as specified in the report contents. Next, the sample size was drawn-up based on the identified agricultural services and the geographical locations. In brief, the total number of the sample was (548) farmer distributed over all the WB districts. Annex (3)

Training of data collectors: to ensure better understating of the questionnaire's contents, variable, and questions and to avoid any possible mistakes in filling process, an intensive workshop was conducted in Horizon office on February, 27 and (12) extension officers "data collectors" from different districts of the WB were attended and participated in the revision and discussion. Annex (5.1)

Data collection: Each surveyor was assigned work localities and time schedule for conducting data collection. Each questionnaire had administered to only one farmer's to gather focused perception information on one agricultural service or more. Completed questionnaires were verified by the "*Deputy Directors of the district agricultural directorates*" and sent to Horizon office for further processing and analysis.

Editing and coding: All questionnaires were edited and coded in the main office using the same instructions adopted for editing in the field.

Data entry and results analysis: Questionnaire data was entered into the computer, using a data entry template. A thorough analysis of the gathered data and information was conducted to arrive at the survey findings. The analysis included quantitative analysis using SPSS software which provided totals and percentages by categories- farmers' segments, cropping patterns, livestock holdings, services providers, type of provided services, level of satisfactions, needed services, recommendations for improvements. At this stage, tables, charts, and figures were generated. Specific impression on the status of existing agricultural services were taken and concluded.

Focus groups workshop: A workshop was conducted on April, 30 to verify and validate certain preliminary findings of the study. Participants representing MoA and NGOs were divided into five focus groups to conduct SWOT analysis for the services. The study team prepared drafts of the SWOT analysis while the participants reviewed and complemented them. Annex (5.2)

1.6. Report Structure:

The report is divided into three main chapters. Following this introduction and background information on the agricultural services, *chapter two explores* findings on farmers' perception regarding the agricultural services in terms of sources, frequency, types, level of satisfaction and gaps. It also summarizes the perception of stakeholders on the existing agricultural services in terms of weakness, strengthens, threat and opportunities and recommendations for improvements. It also includes a synthesis of the results and analysis.

Chapter three provides decision-makers with concise conclusions' results and a set of recommendations about improvements to be taken for better contents, outreach and delivery of the key agricultural services.

The annexes section includes some additional and detailed information about adopted methodology and report's contents such as: list of persons met and interviewed, list of documents reviewed, and (10) types of questionnaires administered by different farmers' categories.

CHAPTER-2 Evaluation of Services Provided to Farmers

2.1. Analysis and Results

The results of the questionnaires collected for the purpose of this study, the focus groups work results and the semi-structured meetings have been analyzed in order to come up with a proper evaluation of the (16) services selected. Data were collected from farmers for (10) services that are offered directly to farmers including: Agricultural extension, credit, training, marketing, agricultural processing, laboratory support, land development, farm machinery, farming inputs and veterinary services.

While the other services were evaluated through the data collected by other means, mainly literature review, meetings, focus groups and study team experience.

It is worth noting that we tried to select respondents who either very familiar or received the service. The sample size was (548) covering all West Bank governorates, number and type of service in each governorate were assigned according to the nature and intensity of the service. Annex (4) shows the number and type of questionnaire collected from each governorate.

2.1.1. Agricultural Extension

Historically agricultural extension was solely delivered by the specialized departments in the Ministry of Agriculture through its extension workers who are distributed all over the governorates. The role of NGOs extension has been gradually increasing over the years mainly through projects supported by donors, also the private sector involvement in the delivery of extension services has been increasing, but mostly oriented towards business promotion. The first Agricultural Research and Extension Policy was endorsed in 1998 in order to guide and frame the future development of research and extension in oPt. There are several agricultural stations that are providing research, technology transfer and extension services such as Beit Qad station and Qabatiya station in Jenin, Tulkarem station, Jericho station, and Aroub station in Hebron.

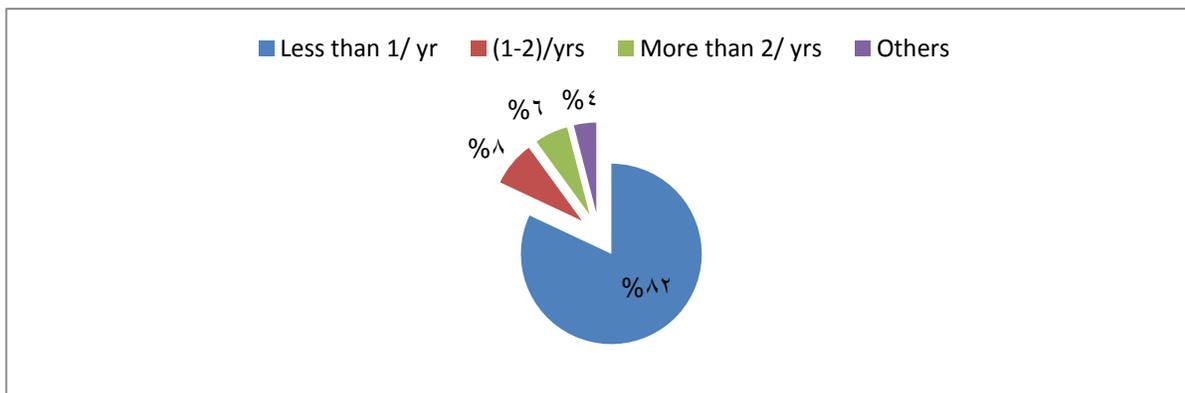
Extension services are delivered free of charge it takes different forms

1. Field visits of the extension worker to the farmers as individuals or in groups
2. Demonstration blocks and field days mainly in the agricultural stations or pilot farmers fields
3. Farmer to farmer extension and exchange of knowledge
4. Farmers visits to extension worker office
5. Dissemination of knowledge and information though media and ICT

Despite the fact that agricultural extension has always been given high priority in the different agricultural plans and strategies mainly in the new Agricultural Sector Strategy “A Shared Vision” 2011-2013, the budget allocated to support extension whether through PNA or donors was minimal.

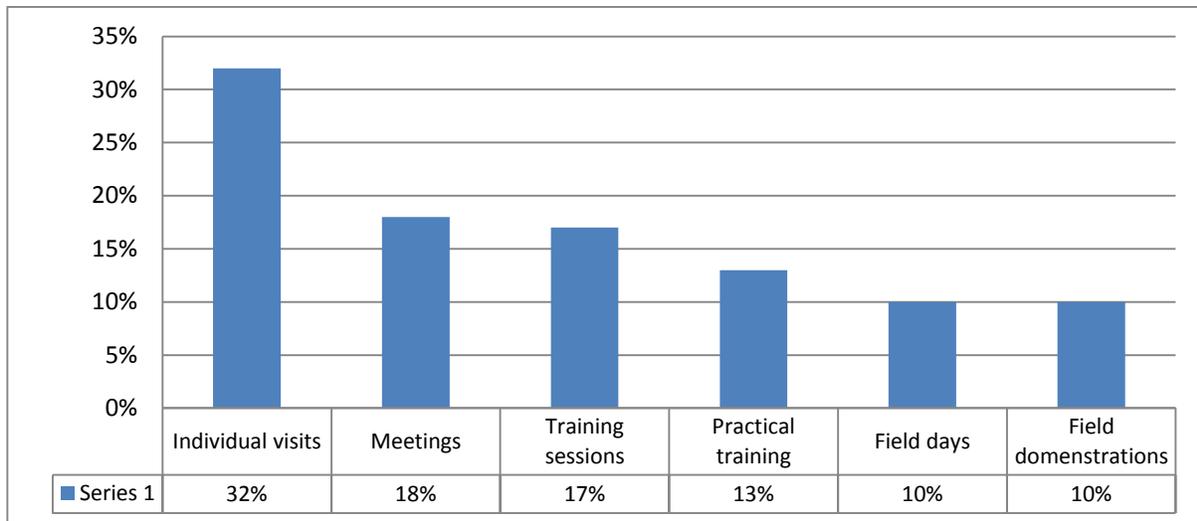
Time of receiving last services:

When farmers were asked about the last time they received extension service, their response was:



Type of extension services:

The results of the questionnaire conducted for the purpose of this study revealed that the type of extension services provided to farmers and the ratio of farmers receive each service are:



Key providers:

Several public, NGOs, cooperatives and private sector organizations and institutions are involved directly or indirectly in the delivery of agricultural extension in oPt. Following are the key providers:

1. Ministry of Agriculture

a) Agricultural Extension and Rural Development Department

It delivers extension services to the farmers through the extension divisions in the agricultural directorate in each governorate, in addition to Dura. Services are delivered to farmers either upon request from them or as part of an extension campaign which mostly conducted for farmers group whether in the farmers fields or in the agricultural stations.

b) National Agricultural Research Center

Located in Qabatiya/ Jenin, its major objective is to conduct agricultural research and experiments, in addition to technology transfer and advise that is provided to farmers

either through extension workers or directly, NARC provides its services to institutions, farmers groups or individuals.

c) Other department within Moa and the agricultural directorates

Extension, advise and knowledge transfer are also delivered through other departments and their branches in the governorates mainly veterinary services, plant protection, land reclamation, soil and water and marketing.

2. Other public institutions

Other public institutions such as the Palestinian Water Authority, Ministry of Social Affairs, Ministry of Health and Mass media institutions deliver extension and knowledge transfer services. Sometimes the institutions coordinate their activities with MoA but mostly the coordination is weak.

3. NGOs

4. Cooperatives

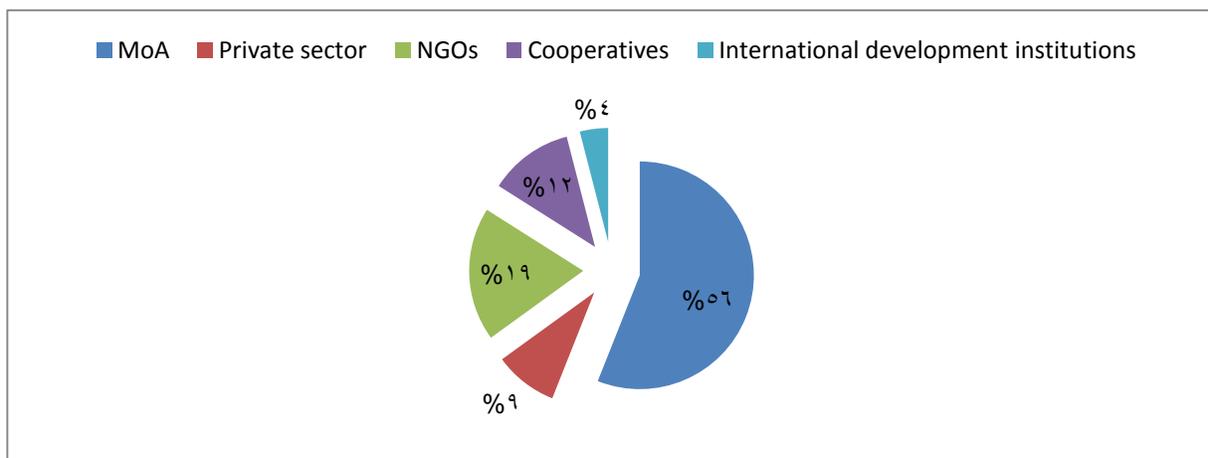
5. Colleges of agriculture and veterinary medicine at the universities

6. Inputs dealers

7. Whole sale market operators

8. International organization and NGOs

When farmers were asked about the source of the extension services, their response was as following:



SWOT Analysis:

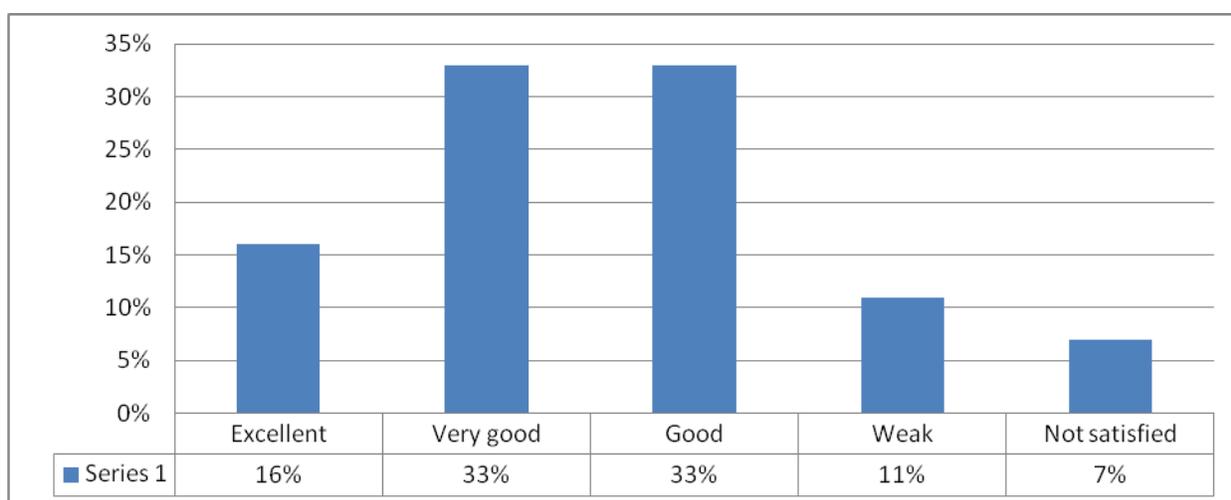
The internal and external environment governing extension services was analyzed in a workshop held in April, with the participation of representatives of several stakeholders who were divided into several focus groups. Following are the strengths, weaknesses, opportunities and threats related to agricultural extension.

Strengths	Weaknesses
<ul style="list-style-type: none"> • Distribution of extension directorates and extension units in all governorates • There is good coordination between the formal and informal extension , which prevents duplication of work in the same area • Application of ICT in extension such as SMS, websites and agricultural media • Availability of qualified, trained, efficient staff capable of transferring modern technology • There is a good margin of trust between the farmer and extension worker • There are extension plans to facilitate extension work 	<ul style="list-style-type: none"> • Budget for the extension doesn't fit with its responsibilities and this is reflected in the weakness of the means used and available facilities • Poor coordination with partners that target the same categories (nongovernmental extension) • Lack of monitoring& evaluation system for extension • In adequate number of specialists in some technical and scientific fields • Poor coordination between extension system and NARC which weakens the credibility of the messages delivered to farmers • Organizational structure of extension is not consistent with the actual work of extension • Inadequate training for newly appointed staff • Lack of salaries and incentives for agricultural extension workers • Weak role of universities in the extension of local community and is confined to the teaching and scientific research to a lesser extent • Extension worker is involved in non extensional tasks and contrast with the extension work • Most of the NGOs are out of extension works
Opportunities	Threats
<ul style="list-style-type: none"> • There is a coordination between neighboring countries in this field 	<ul style="list-style-type: none"> • Inaccessibility to reach some farmers

<ul style="list-style-type: none"> • Interest of some donors to support extension 	<ul style="list-style-type: none"> • Frequent movements of extension workers • Qualified extension workers leaved to better financial opportunities • Presence of the Wall and settlements
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Level of Satisfaction:

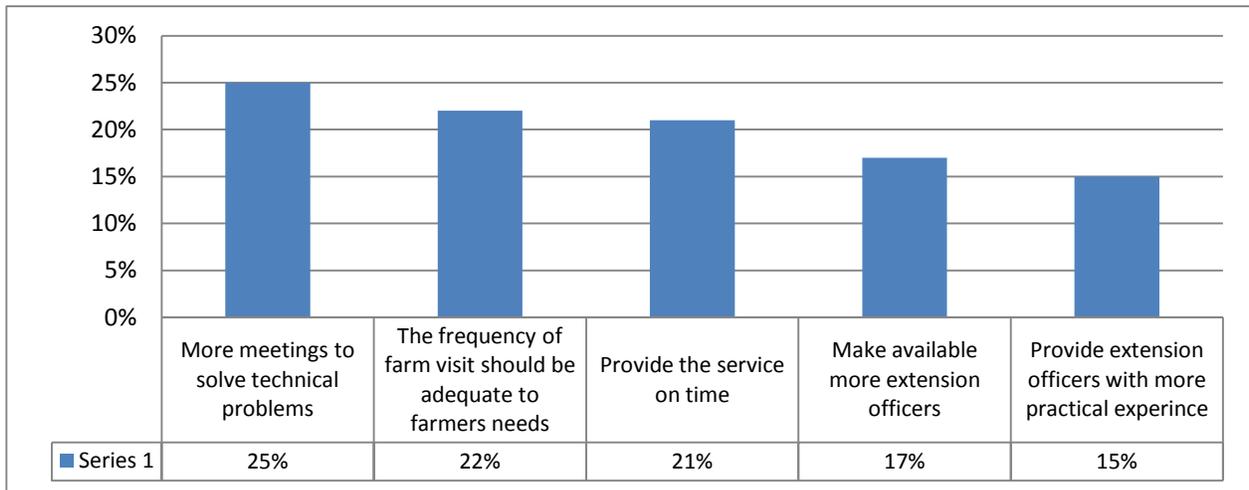
The degree of farmer’s satisfaction with the extension services delivered as was expressed by the farmer are:



The reasons of weakly satisfaction or non satisfaction were:

1. Very little in kind support and incentives
2. Delays in paying compensation to farmers
3. Results of extension impacts are indirect and need time
4. Farmers accustomed to emergency projects supported by donors and not developmental projects
5. Visits are not programmed well
6. Services are mostly theoretical

The farmers suggested that the services could be improved through the following:

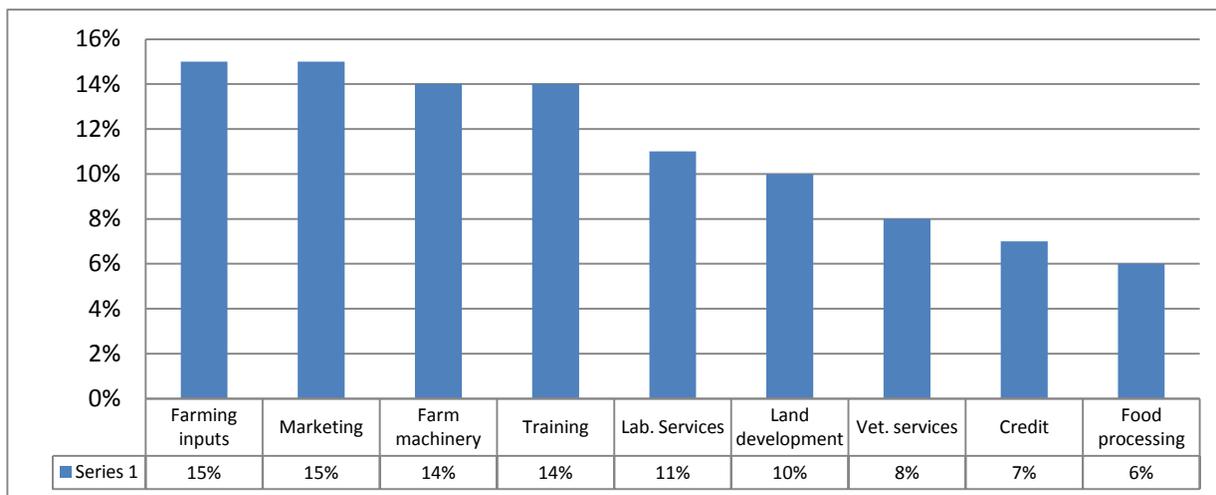


Needs and Gap Analysis:

Several extension services are needed or lacking, the farmers mentioned the following as the major ones:

- Brochures
- Field visits
- More qualified and specialized extension workers
- Training courses
- Field experiments and demonstrations
- Application of different chemicals and inputs
- Extension for the following:
 - Marketing
 - Plastic houses management and maintenance
 - Bees and bees queens
 - Irrigation
 - Use of fertilizers
 - Feeding and fodders
 - Diagnosis of diseases

As for services needed other than extension services, the farmers expressed the need of the following:



2.1.2. Credit Services

Agricultural credit and finance is a major tool to attain agricultural development, especially when farmers are diversifying their production systems from extensive and semi-extensive towards intensive agriculture to cope with the soaring prices and strong competition in the local and foreign markets.

As a result of the Israeli occupation in 1967, the Jordanian Agricultural Credit Cooperation (ACC) and Jordan Cooperative Organization (JCO) and its cooperative bank stopped their activities in the West Bank, since then no public agricultural finance institutions in oPt. Yet and since late 1980 the informal sector (dealers, money exchangers, cooperative, funds and banks) start being active.

The demand on agricultural credit and finance exceeded the supply by four folds, the estimated demand is US\$ 200 million while the available supply is around US\$ 48 million⁴.

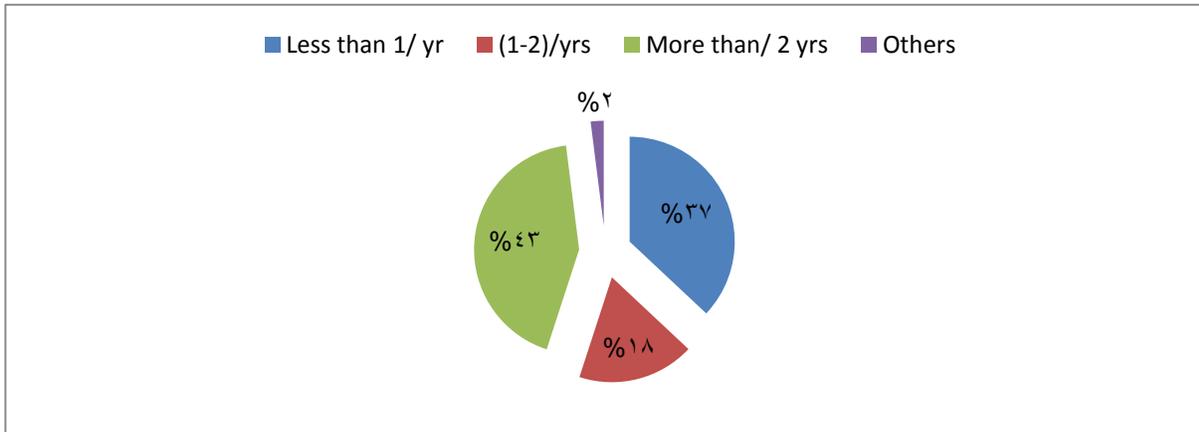
It is worth mentioning that the banks in oPt are the major source of agricultural credit and finance despite the low and decreasing share of its total lendings less than 1% or 35 million in

⁴ Agricultural services strategy

2011 This is attributed mainly to the high risks and uncertainties in agricultural and lack of collaterals.

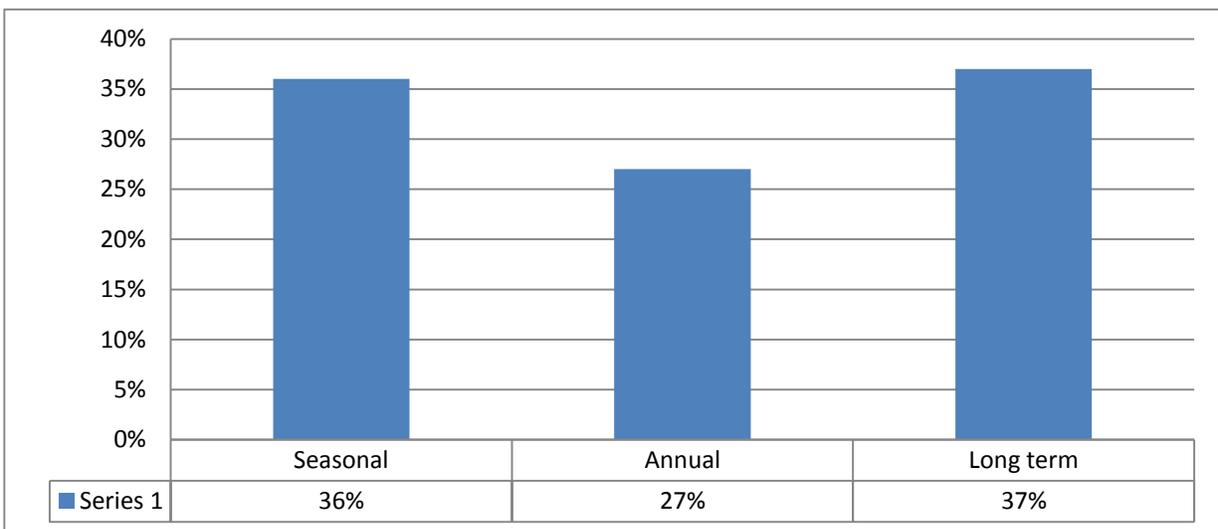
Time of receiving last services:

When farmers were asked about the last time they received the service, their response was:



Type of credit services:

The results of the questionnaire conducted for the purpose of this study revealed that the type of credit services provided to farmers and the ratio of farmers receive each service are:



Key providers:

When farmers were asked about the source of the credit, their response was as following:

Table (1): Source of credit

Type of credit provided	Source	%	Profit	Non-Profit	Interest rate
Seasonal	Banks	12.5%	100%	-	8%
	Organizations/ cooperatives	50%	75%	25%	6% – 8%
	Relatives/ friends	0%	-	-	-
	Dealers	37.5%	100%	-	6.5%
Annual	Banks	36.36%	100%	-	6% – 7%
	Organizations/ cooperatives	63.63%	57.15 %	42.85%	6% – 17%
	Relatives/ friends	0%	-	-	-
	Dealers	0%	-	-	-
Long term	Banks	0%	-	-	-
	Organizations/ cooperatives	100%	83.33%	16.66%	3% – 18%
	Relatives/ friends	0%	-	-	-
	Dealers	0%	-	-	-

SWOT Analysis:

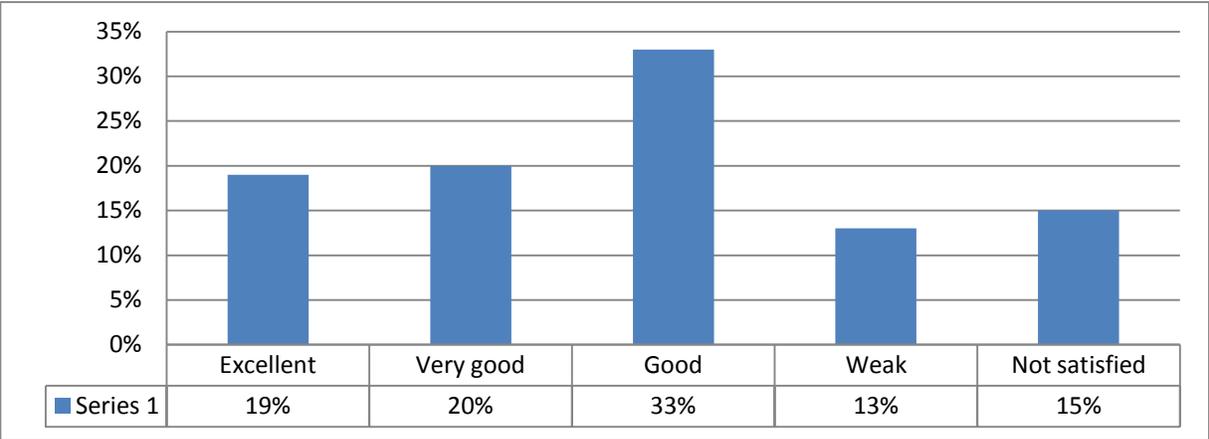
The internal and external environment governing credit services was analyzed in a workshop held in April, with the participation of representatives of several stakeholders who were divided into several focus groups. Following are the strengths, weaknesses, opportunities and threats related to credit services.

Strengths	Weaknesses
<ul style="list-style-type: none"> • Importance and sensitivity of agricultural sector • Possibility to promote and expand the agricultural sector • A basic pillar of peace and social security • Small size of required investment • Potential for job creation • Availability of skills and capabilities 	<ul style="list-style-type: none"> • Provided funding in general is decreasing • High interest rates on loans • Limited financing contribution of private sector • commercial nature of agricultural and rural financing • Weakness factors inherent in the nature and the structure of Palestinian agriculture in terms of being traditional, rainfed and small scale agriculture and often based on small family holding • Economic distortion and in complementary of the production process (production - Marketing) • Lack of attractive environment • Lack of guarantees basis • Poor marketing network • Unavailability of a real estate and holding registry • Credit culture is not mature yet especially agricultural credit • Absence of effective and government control over institutions involved in lending • Absence of tools for applying the concepts of transparency, efficiency, communication and equitable distribution • Problems in repayments and accumulation of debts • Do not know the effects and impacts of granted loans • Lack of lending awareness
Opportunities	Threats
<ul style="list-style-type: none"> • The growing importance of agriculture in the side of donors which might positively reflect on finance their contents of the opportunities for the development of targeted funding for agriculture and rural • High demand for loans, which 	<ul style="list-style-type: none"> • Absence of a coherent governmental program to ensure appropriate rural and agricultural finance • Limited PNA control over fiscal and monetary policies • Limited private sector's role in contributing to the serious and

<p>amount to \$ 200 million, but the available loans from banks and institutions do not to exceed \$ 40 million</p> <ul style="list-style-type: none"> • Possibility to promote and expand the sector in terms of productivity and marketing • Domestication of modern technologies • There are opportunities with international agencies to finance some activities related to sustainable agricultural and rural development 	<p>concrete rural and agricultural financing, especially in light of the high rate of risk</p> <ul style="list-style-type: none"> • Short term funding and the complexities of the payment terms • Climate change and its negative effects as it raises the degree of risk • Occupation procedures against land and resources • Rural and agricultural financing depend mostly on donors funding • Absence of an agricultural insurance system • Weak linkages between agricultural finance practices at the regional level, with the policies and agricultural sector work programs at the central level • Limited diversity of lending programs and funding for agricultural products and not take into account the priorities of national food security • Lack of a clear policy to support and stimulate some of the priority projects
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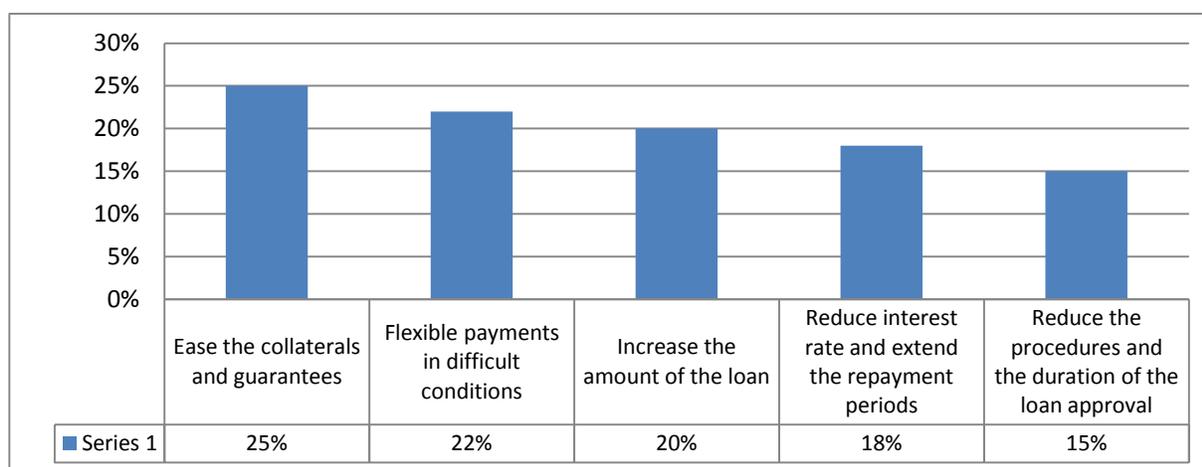
Level of Satisfaction:

The degree of farmer’s satisfaction with the credit services delivered as was expressed by them are:



The reasons for weak and non satisfaction were:

1. Funding sources are limited
2. Collaterals are not available
3. High interest rate



The farmers suggested that the services could be improved through the following:

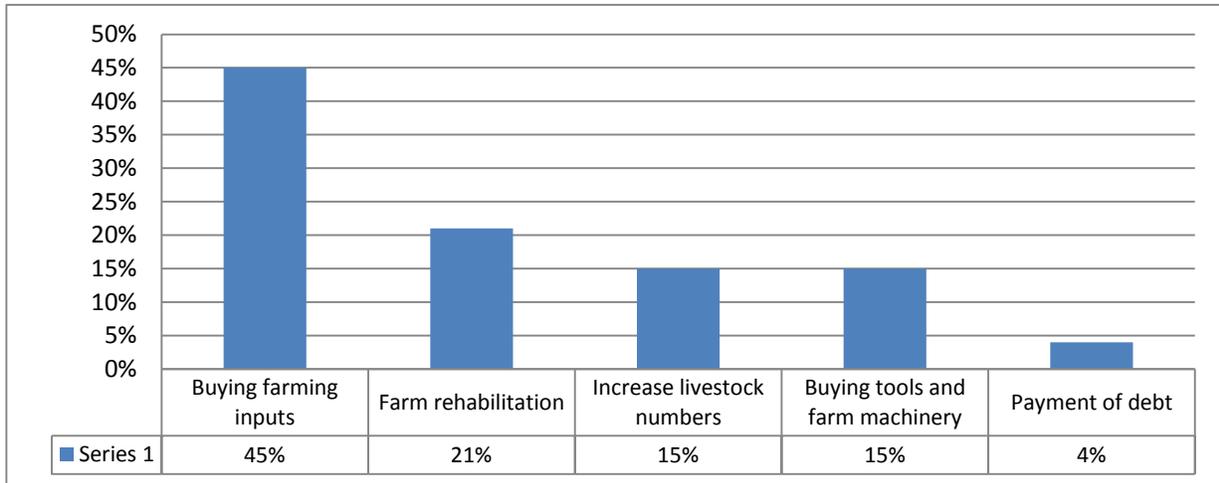
Needs and Gap Analysis:

Several credit related services are needed or lacking, the farmers mentioned the following as the major ones:

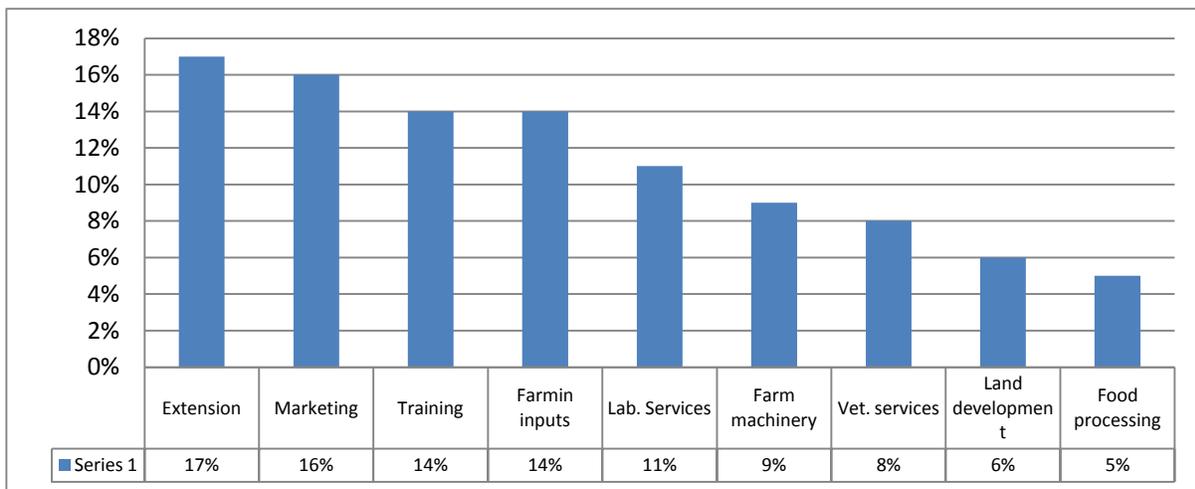
- Simplification of the procedures and extension of the repayment periods
- Establishing institution (cooperative or bank) for agricultural credit directed toward purchasing agricultural tools and machinery
- Allocate loans to purchase agricultural inputs
- Make loans interest free or reduce it through public institution or cooperatives

- Raise the ceiling of the loan to match with the agricultural needs
- More seasonal credit
- Provision of Islamic loans and to make available housing loans for farmers and to establish agricultural insurance

Purposes of using the loan:



As for services needed other than credit services, the farmers expressed the need of the following:



2.1.3. Training Services

Enhancing the capabilities and efficiency of services providers and farmers is key to improving productivity and profitability of agricultural activities and practices.

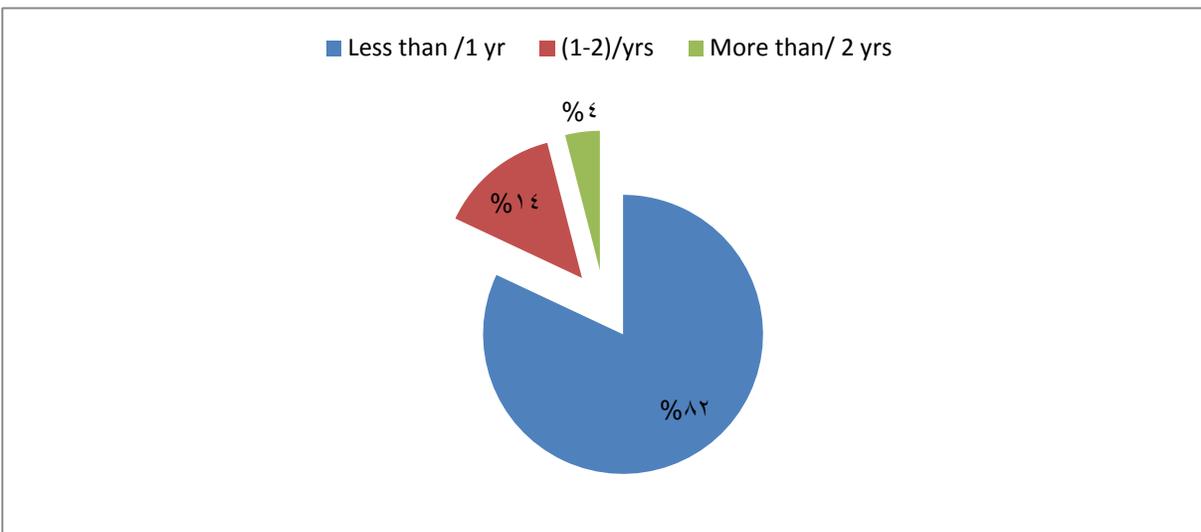
The formal training and education in the West Bank is provided at Secondary School Level and University Level, while the informal and short term training to the employers of agricultural institution, farmers and other operators is offered through MoA, NGOs, CSOs, private sector and international organization active in agriculture.

Training takes place either locally in the agricultural station, training centers, farmer's fields, schools or at the universities, while outside training takes place in other countries mainly Jordan, Egypt and Israel.

Most training activities are conducted by projects financed by donors and development funds.

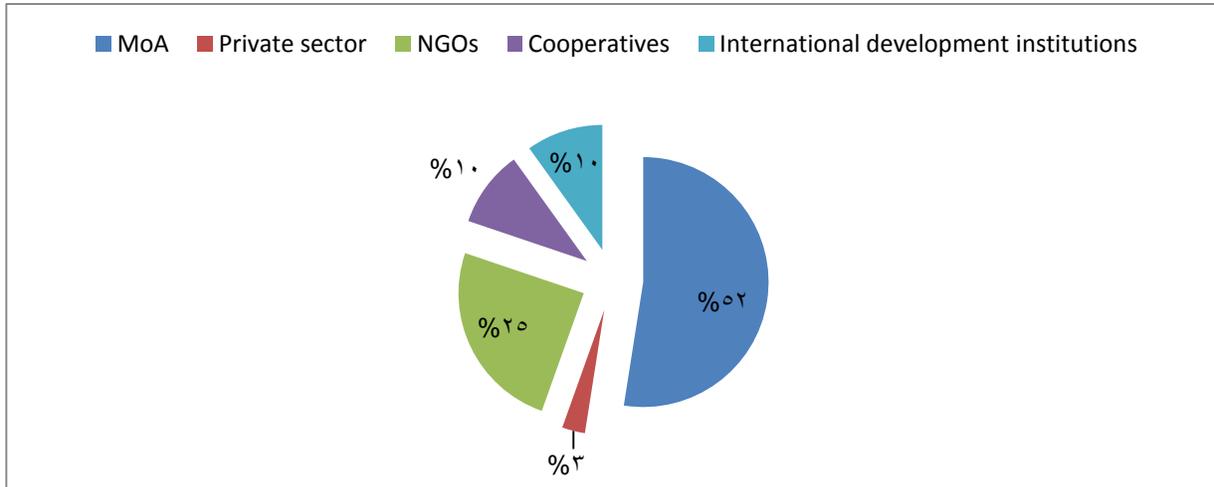
Time of receiving last services:

When farmers were asked about the last time they received the service, their response was:



Key providers:

When farmers were asked about the source of the training services, their response was as following:



SWOT Analysis:

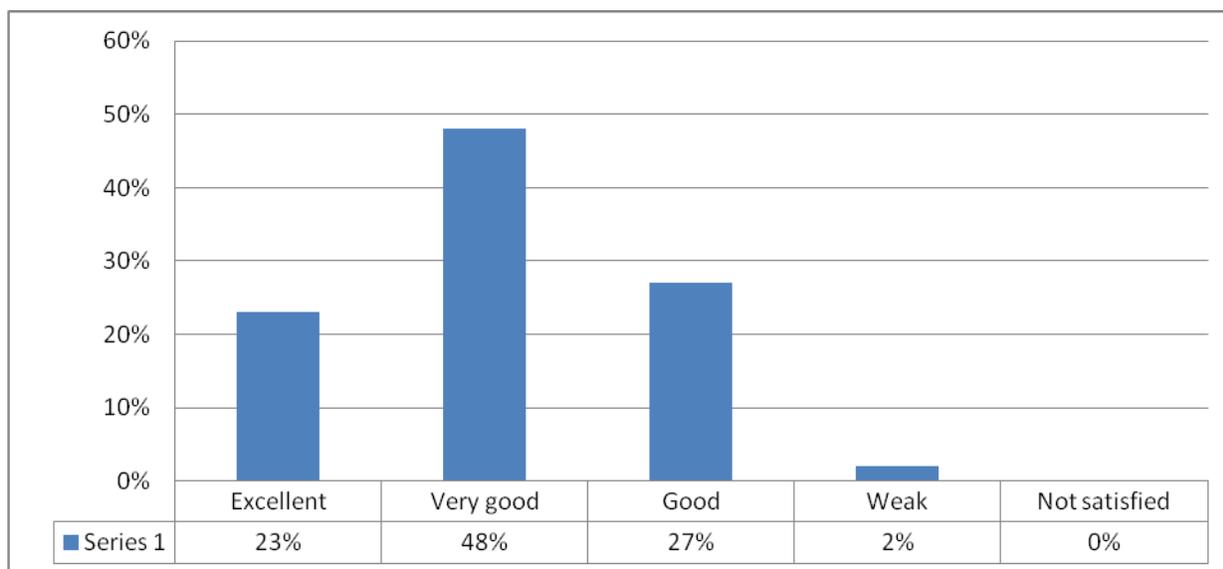
The internal and external environment governing training services was analyzed in a workshop held in April, with the participation of representatives of several stakeholders who were divided into several focus groups. Following are the strengths, weaknesses, opportunities and threats related to training services.

Strengths	Weaknesses
<ul style="list-style-type: none"> • There is interest in agricultural training at formal and informal levels • Availability of local trainers, qualified and approved by the MoA or NGOs • Willingness of all agricultural extension workers for training • Availability of training centers 	<ul style="list-style-type: none"> • Lack of internal financing • In availability of some clarification means • Lack of realistic and logical analysis for training needs • Lack of coordination between governmental and non-governmental institutions • Ineffectiveness of training centers • Repetition and duplication of training and lack of coordination between training institutions • Lack of monitoring and evaluation system for training programs and trainees • Lack of a clear training plan
Opportunities	Threats

<ul style="list-style-type: none"> • Signing of several cooperation agreements regionally and internationally in this scope • Willingness of many Palestinian experts, in the 1948 area to support • Existence of specialized companies in promising sectors such as palm and medicinal plants which are an opportunity for training • Fund is available in specialized sectors such as Global Gap for training agricultural extension workers 	<ul style="list-style-type: none"> • Sometimes the external training is inappropriate for the real needs • Limited preparation for external courses regarding to the numbers of agricultural engineers • Israeli constraints which not allow for some agronomists to travel abroad
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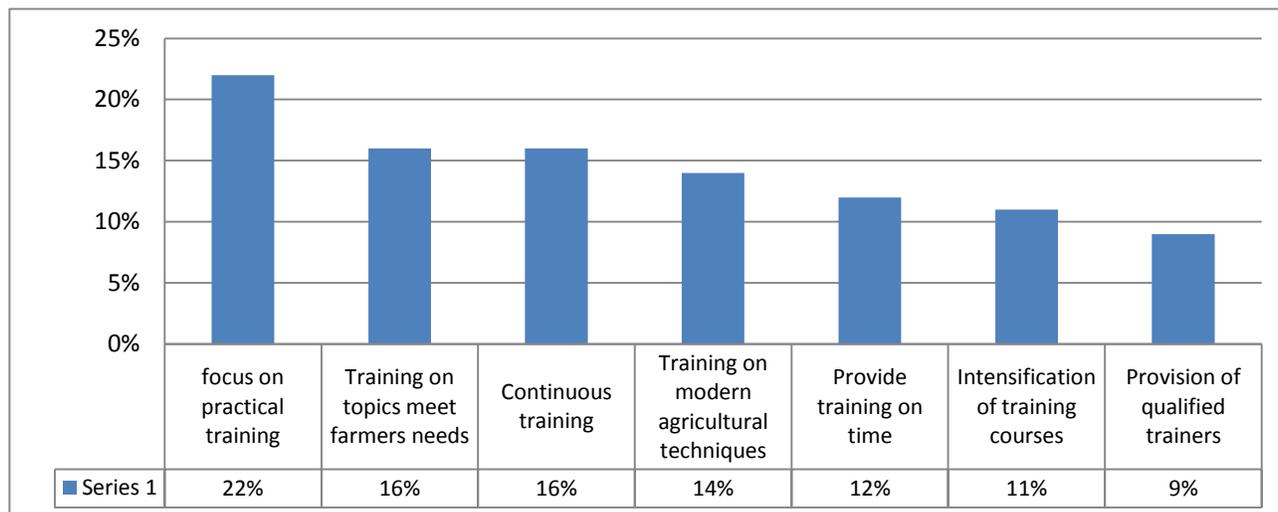
Level of Satisfaction:

The degree of farmer’s satisfaction with the training services delivered as was expressed by them are:



The farmers were weakly satisfied or not satisfied due to the following reasons:

1. Time consuming
2. Too much theory



The farmers suggested that the services could be improved through the following:

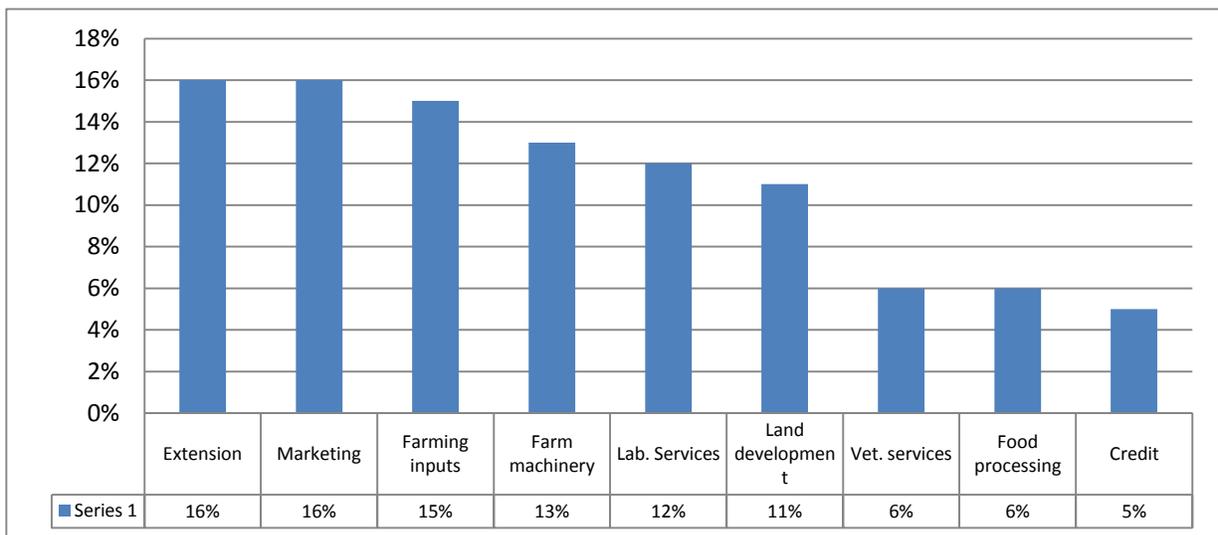
Needs and Gap Analysis:

Several training services are needed or lacking, the farmers mentioned the following as the major ones:

- Training courses in different subjects such as:
 - Trees pruning and crafting
 - Disease diagnosis and treatment
 - Farm management and small project management
 - Integrated pest management and organic farming
 - Feed and care for new born animals
 - Methods of producing good oil and storage
 - Follow-up of modern technologies in agriculture
 - Modern methods of media and extension
 - Improved family and small scale dairy products
- Practical training in the field

- Qualified extensionist, longer visits on regular basis

As for services needed other than training services, the farmers expressed the need of the following:



2.1.4. Marketing

Agricultural marketing and export are affected directly by the Israeli occupation and the measures taken or imposed by the occupation. The fact that Palestinians have no control over the entry points and not having direct access to international markets in addition to restrictions on the internal movement, cause serious negative impacts and effects, In most cases the import and export should totally or partially go through Israeli dealers. The de-facto separation between the West Bank, Jerusalem and Gaza adds to the problem.

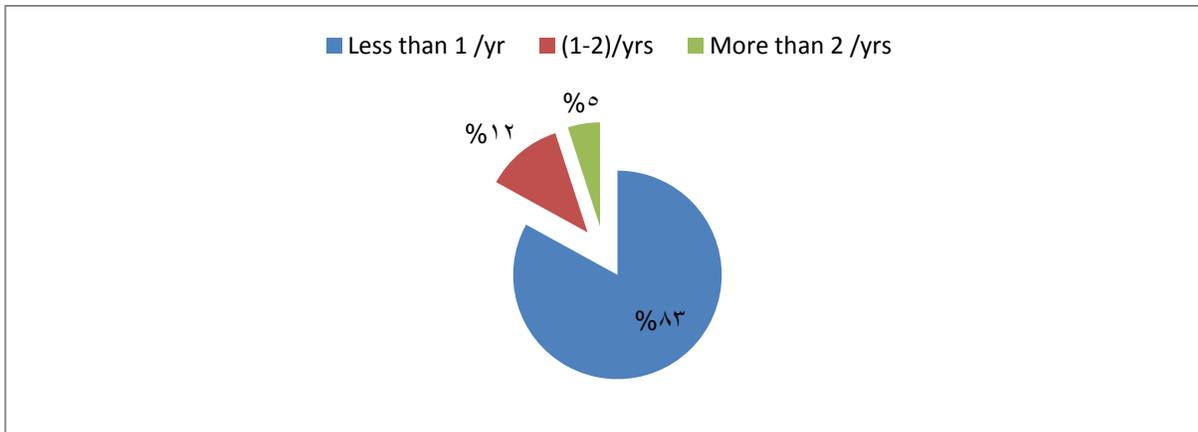
In general the marketing of fruits and vegetables go through the whole sale markets in the big cities or nearby markets, where the retailers and sometimes the exporters buy their needs. Some of the export goes directly from the farmers' fields to the exporting destination. Sheep and goats are sold either directly to dealers in the sheep market or to butchers, while milk is either processed at home or sold to dairy plant, as for poultry it is mostly sold to the slaughter shop and the slaughter houses.

The gap between agricultural import and export keeps widening due to the fact that the increase in the import value is exceeding the increase in the export value.

Israel is the major export destination, followed by Gulf states and Jordan , it is worth mentioning that export of vegetables, olive oil, medicinal and herbal plants have been increasing to Europe and USA in the last few years.

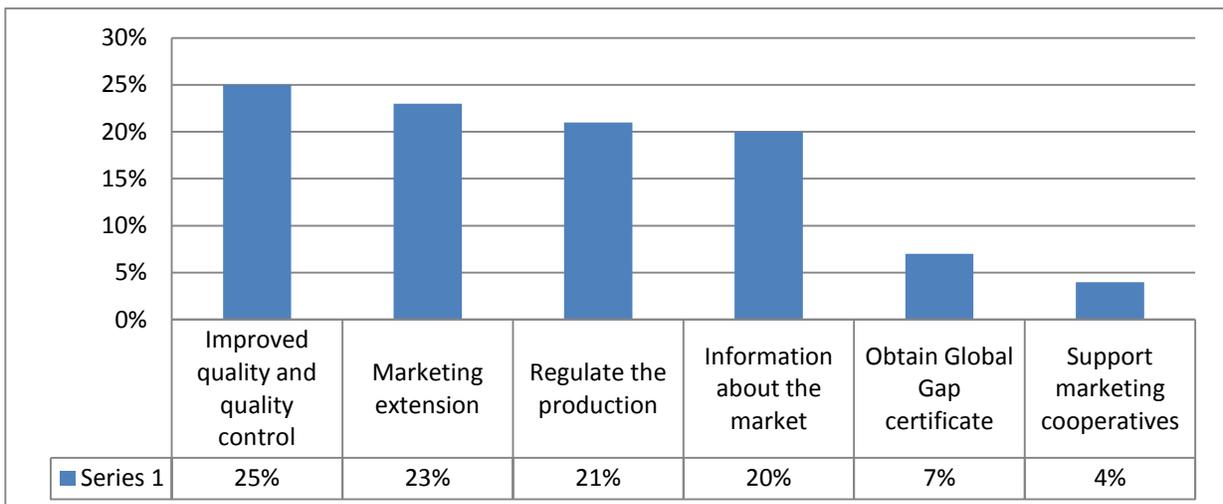
Time of receiving last services:

When farmers were asked about the last time they received the service, their response was:



Type of marketing services:

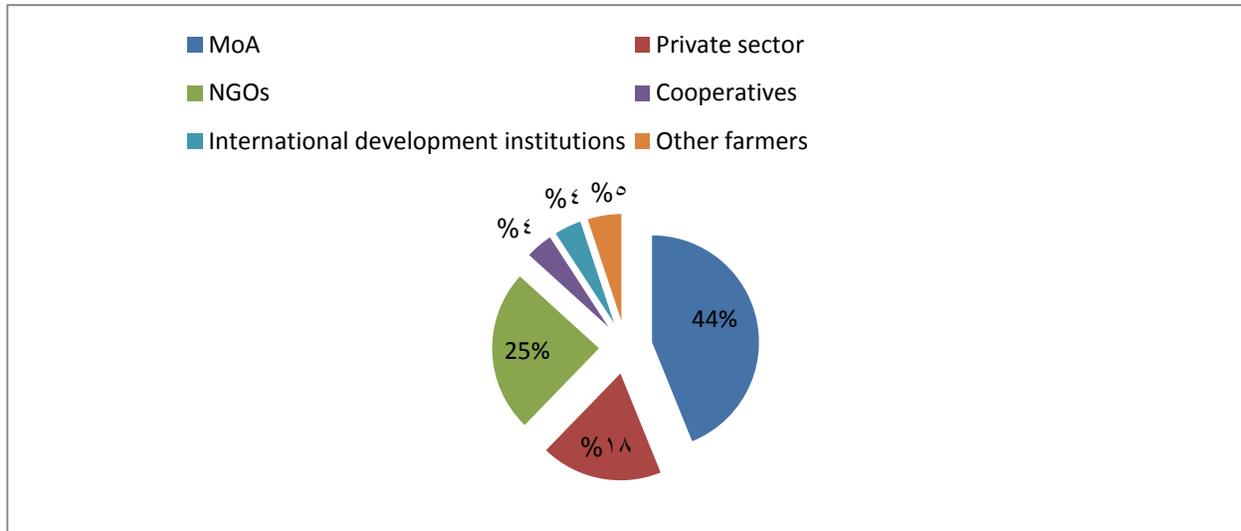
The results of the questionnaire conducted for the purpose of this study revealed that the type of



marketing services provided to farmers and the ratio of farmers receive each service are:

Key providers:

When farmers were asked about the source of the marketing services, their response was as following:



SWOT Analysis:

The internal and external environment governing marketing services was analyzed in a workshop held in April, with the participation of representatives of several stakeholders who were divided into several focus groups. Following are the strengths, weaknesses, opportunities and threats related to marketing services.

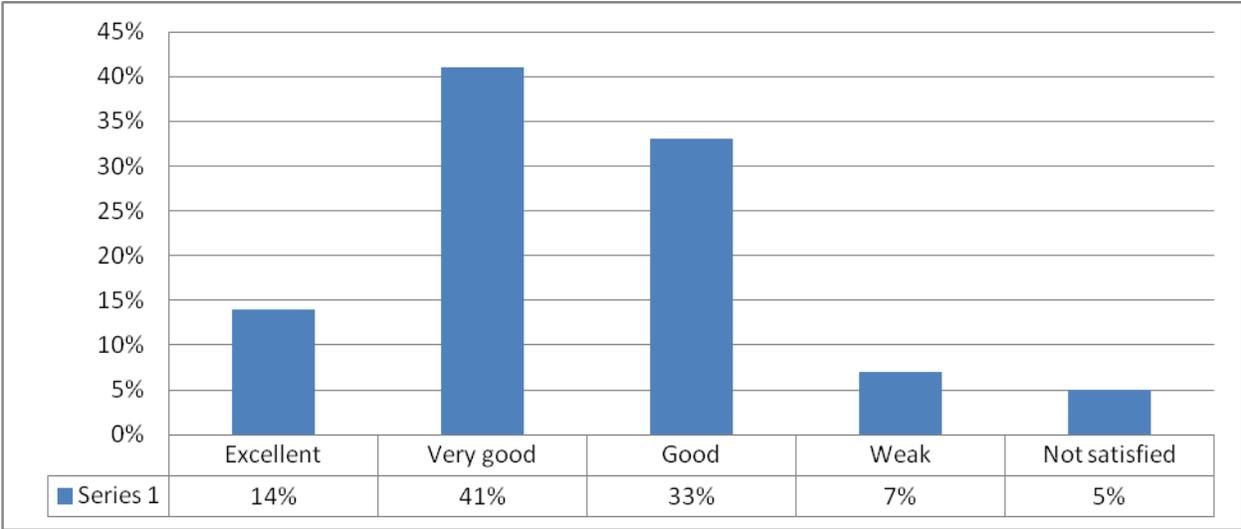
Strengths	Weaknesses
<ul style="list-style-type: none"> • The growing interest in the role of the agricultural sector as one of the tributaries of the national economy • Location of Palestine • Diversity of climatic zones that allow diversification of agricultural production to meet marketing needs • Availability of scientific and research 	<ul style="list-style-type: none"> • lack of marketing facilities, including packing, sorting, grading houses and cold storage • Lack of shipping and refrigerated and proper transport • Lack of laboratory for quality assurance and analysis of pesticide residues

<p>potential in some institutions which can be used</p> <ul style="list-style-type: none"> • Awareness of the Palestinian private sector to the opportunities for meaningful investment in agricultural trade incase political factors improved • Availability of minimum number of marketing services, agricultural trade facilities, which can be built upon and developed • Membership of Palestine in bilateral and international trade agreements • Several Palestinian agricultural products has a comparative advantage 	<ul style="list-style-type: none"> • Lack of funding • Fragmentation of production units and the absence of farmers groups • Old and incomplete legal framework • Weak enforcement of laws and legislation • Inefficient organizational structures and weak of completeness in the institutions • Improper research and marketing extension capacities • Poor inspection and quality control measures • Weak marketing information system • Weak export companies • Limited capabilities of human resources • Lack of producers knowledge of the foreign market mechanisms • Unavailability of quality production inputs • Inability of producers to meet market requirements and to supply products of constant quantity and quality • Lack of studies to assess the production chain • Lack of knowledge in the needs and requirements and lack of import markets • lack of interest of public sector in marketing and producer support
Opportunities	Threats
<ul style="list-style-type: none"> • Willingness of donors to fund projects in Palestine (including projects that may be associated with marketing, agricultural trade, post-harvest facilities and the application of good agricultural practices) • International sympathy with Palestine • Lifting of customs restrictions in many Arab and international markets and the pursuit of agricultural trade liberalization • Availability and accessibility of many quality standards and protocols • Sometimes quality plays a role in opening several markets for agricultural products, even if prices are high 	<ul style="list-style-type: none"> • Separation wall and checkpoints, closures and restrictions on the movement of people and goods • Breach of the Paris Convention and the Israeli control rules and regulations of the Palestinian trade • Israeli's monopoly in the Palestinian market • Absence of Palestinian sovereignty on crossing points and inability of Palestinians to control the flow of goods to their markets • Fluctuation of prices of production inputs and services

	<ul style="list-style-type: none"> • lack of confidence between producers and marketers • Natural calamities • The agricultural and marketing traditions and behaviors
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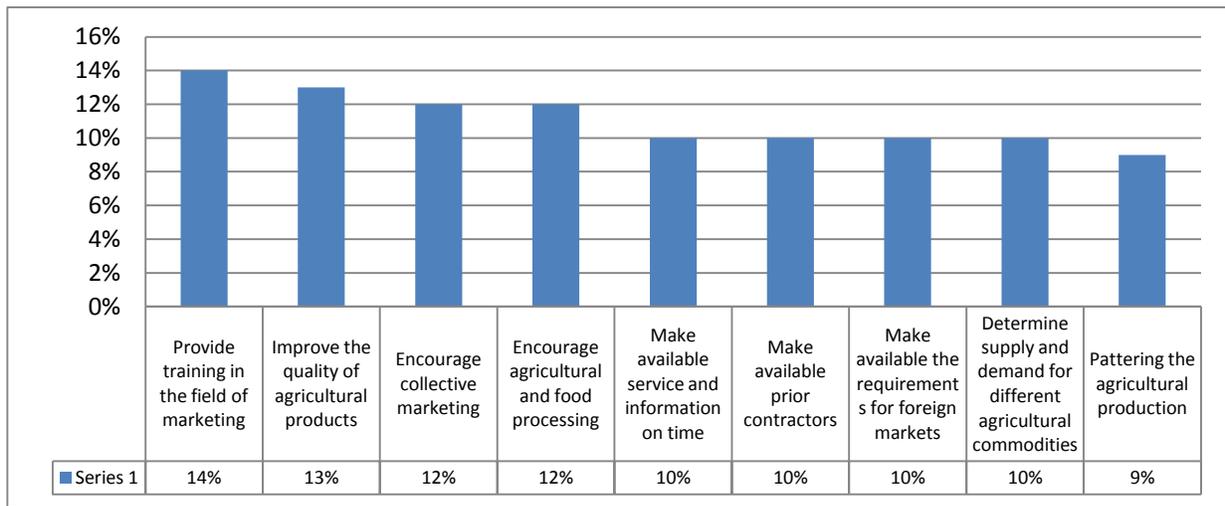
Level of Satisfaction:

The degree of farmer’s satisfaction with the marketing services delivered as was expressed by them are:



Those farmers who were weakly satisfied or not satisfied mentioned that the reasons were:

1. limited alternatives available to farmers
2. High marketing margins
3. The service is not responsive to the needs



They suggested that the services could be improved through the following:

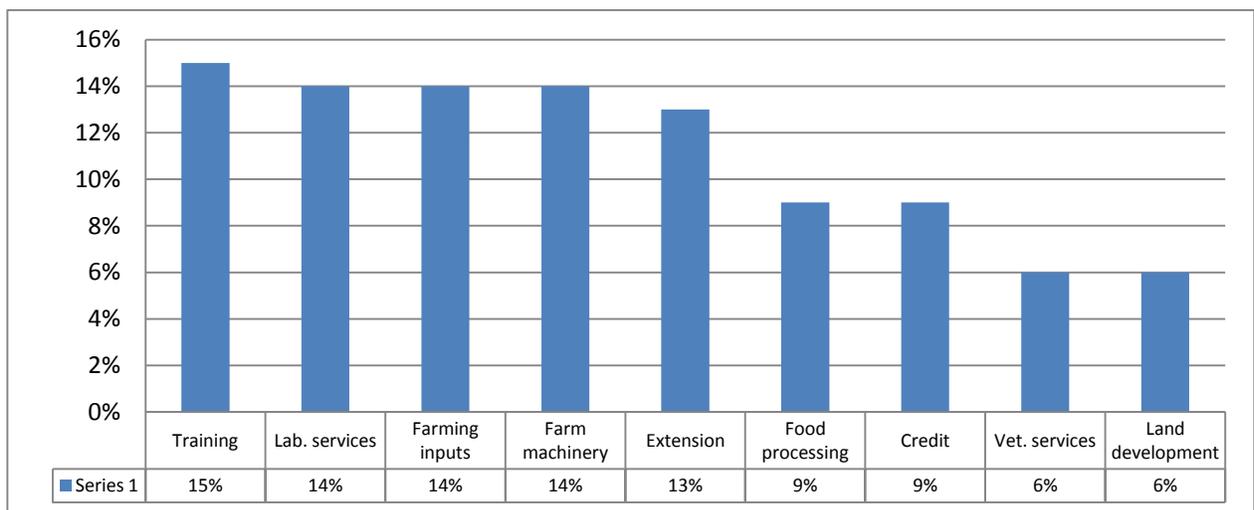
Needs and Gap Analysis:

Several marketing services are needed or lacking, the farmers mentioned the following as the major ones:

- Alternative and new internal markets to sell their agricultural products and external markets to export their products
- Providing a center for packing and grading the products
- Training for marketing and marketing procedures, control of market and prices, and provide permanent marketing centers for cooperatives and women products
- Testing the product quality and provide refrigerator for products preservation
- Improve the quality of agricultural products, food processing methods
- Determining agricultural patterns
- Reduce the imports especially for oil and protect local products such as dairy products
- Providing production inputs for poultry sector with determinate prices, machines and tools of picking and honey processing
- Fodders control and analysis
- Examination of different diseases

- Conduct local agricultural exhibition and participation in international agricultural exhibitions
- Provision of marketing information for different periods in order to be studied and evaluated to determine the type of agricultural products to be produced according to season
- Determine the required agricultural patterns which aims to regulate the production and maintain the prices and provision information about markets that consume these products in practical and periodical manners

As for services needed other than marketing services, the farmers expressed the need of the following:



2.1.5. Agricultural Processing

There are several agricultural processing plants in the West Bank ranging from packing, pressing, drying, pickling, food industry, dairy etc. It is worth mentioning that the largest packing house currently operates at an average 33% of its capacity, while the milk processing plants operate at 45% capacity and the olive presses work at around 50% of their capacity of average year⁵.

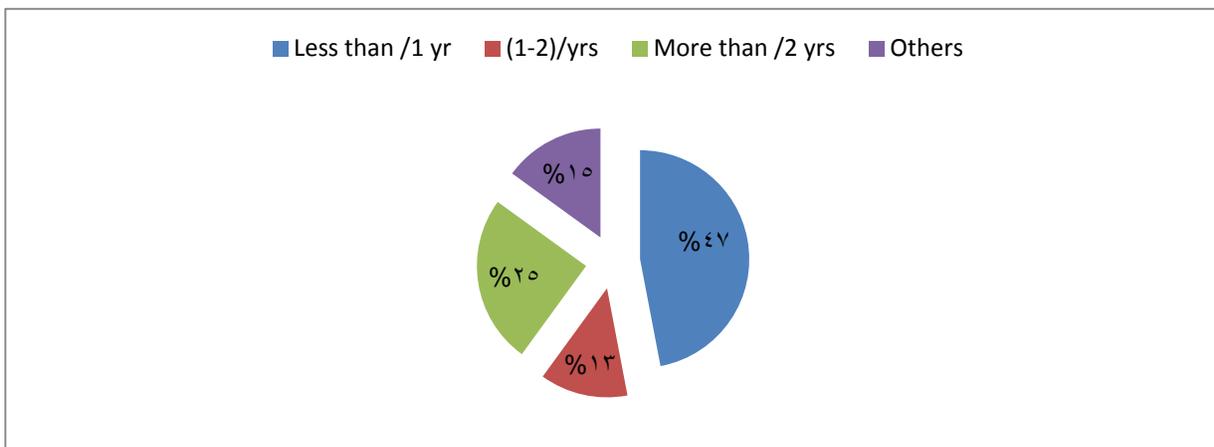
⁵ Techno serve study

Most raw material for processing is locally produced except the milk where the import ranges between 20-25 thousand tons/year.

Private sector is the main actor in agricultural and food processing in addition to NGOs, cooperative and family businesses.

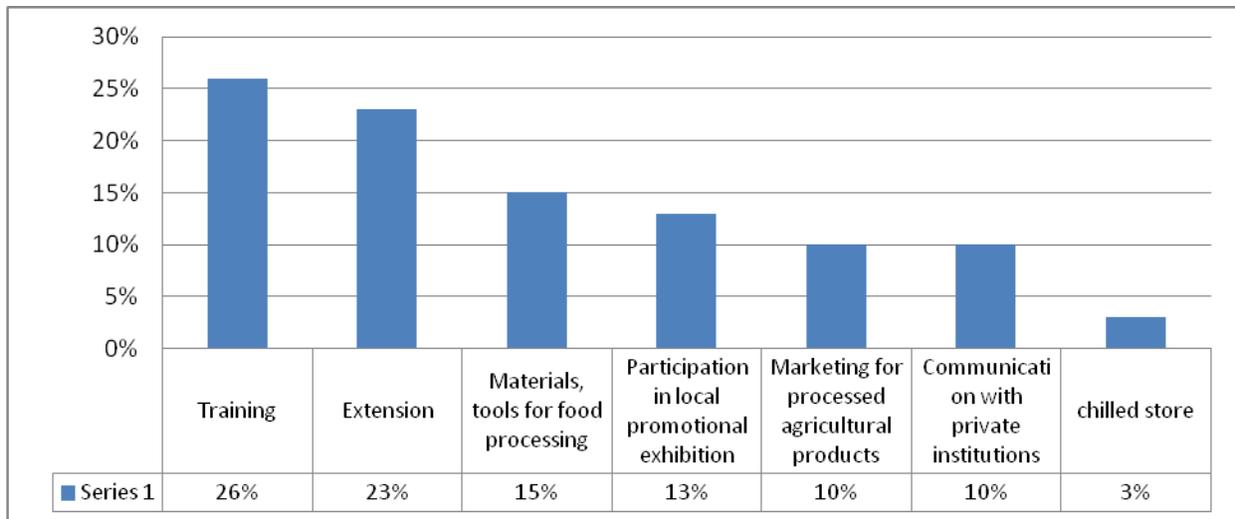
Time of receiving last services:

When farmers were asked about the last time they received the service, their response was:



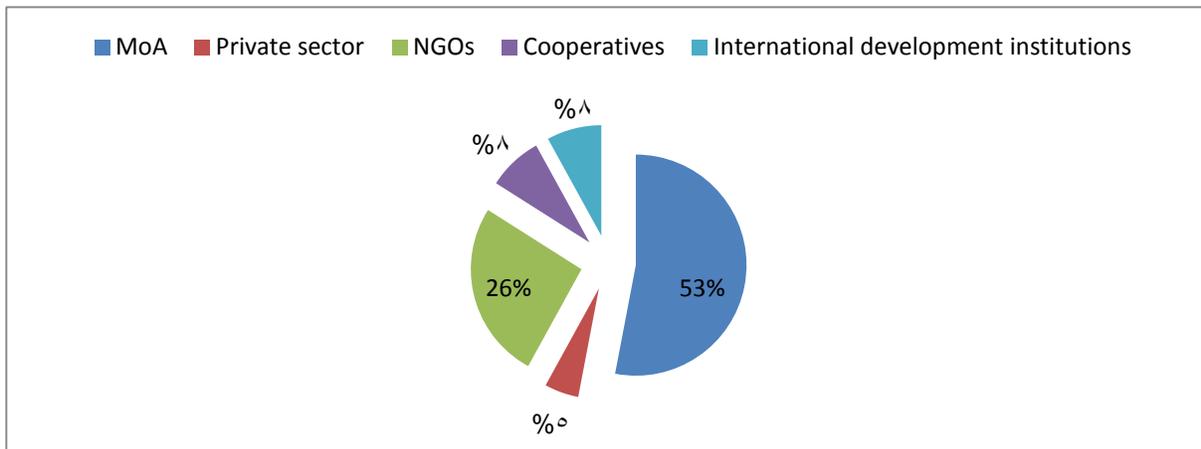
Type of agricultural processing services:

The results of the questionnaire conducted for the purpose of this study revealed that the type of agricultural processing services provided to farmers and the ratio of farmers receive each service are:



Key providers:

When farmers were asked about the source of the agricultural processing services, their response was as following:



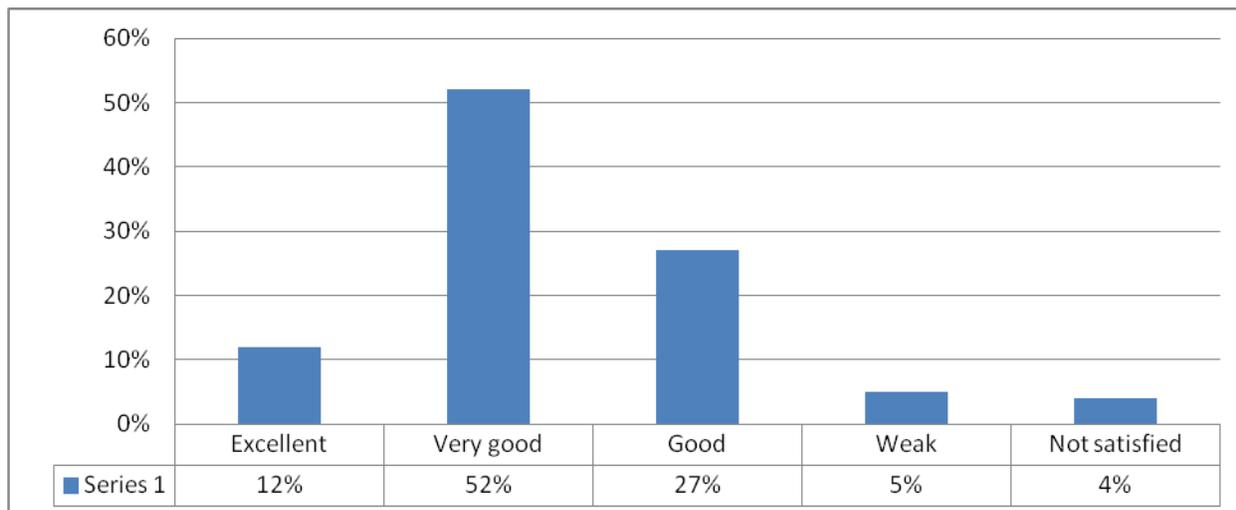
SWOT Analysis:

The internal and external environment governing agricultural processing services was analyzed in a workshop held in April, with the participation of representatives of several stakeholders who were divided into several focus groups. Following are the strengths, weaknesses, opportunities and threats related to agricultural processing services.

Strengths	Weaknesses
<ul style="list-style-type: none"> • Availability of raw materials and primary products with reasonable prices • Availability of technical and skilled labors • Existence of well established and famous companies with accumulated experiences • Availability of infrastructures and applied services • Active cooperatives and NGOs 	<ul style="list-style-type: none"> • Weak cooperation and coordination between different institutions • Weak protection for local product • Weak control on quality especially for home made products and small business products • Old institutions that don't cope with modern technologies • Lack of competitiveness • low quality and application of food health standards on products • Lack of promotional and media means
Opportunities	Threats
<ul style="list-style-type: none"> • Ability to access to neighboring countries • Most citizens prefer local products • Difficulty of neighboring countries products to enter oPt 	<ul style="list-style-type: none"> • Settlements products • Prices fluctuation of raw and primary products • Support and subsidy in some neighboring countries • Difficulty to access the foreign markets

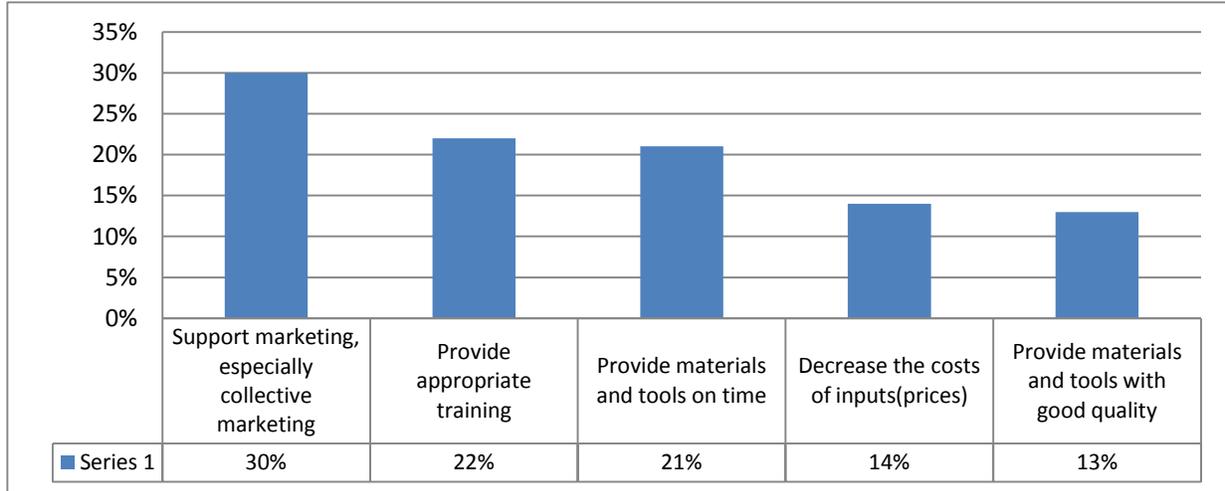
Level of Satisfaction:

The degree of farmer's satisfaction with the agricultural processing services delivered as was expressed by there are:



Those farmers who were weakly or not satisfied mentioned that the reasons were:

1. Lack of coordination and conflicting of goals of service providers
2. Lack of continuity and follow-up to provide services
3. Producer feeling of low and minimum yield



They suggested that the services could be improved through the following:

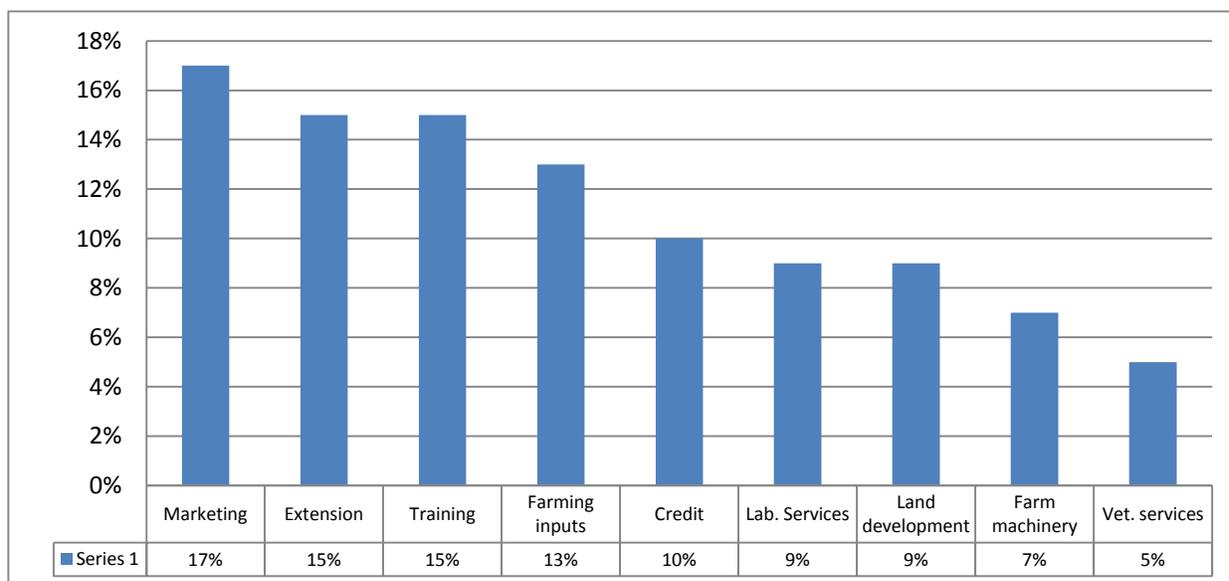
Needs and Gap Analysis:

Several agricultural processing services are needed or lacking, the farmers mentioned the following as the major ones:

- Materials, tools for food processing
- Training courses about drying of home made products, dairy processing
- Tools for cheese processing like tables and presses
- Packaging tools and materials
- Milking and shaking machines, cheese presses and large ovens
- Reduce production costs
- Monitor the standards
- Conduct periodical testing for products

- Thermometers and tools specialized for milk boiling and tools for processing and packing thyme
- Stop smuggling

As for services needed other than agricultural processing services, the farmers expressed the need of the following:



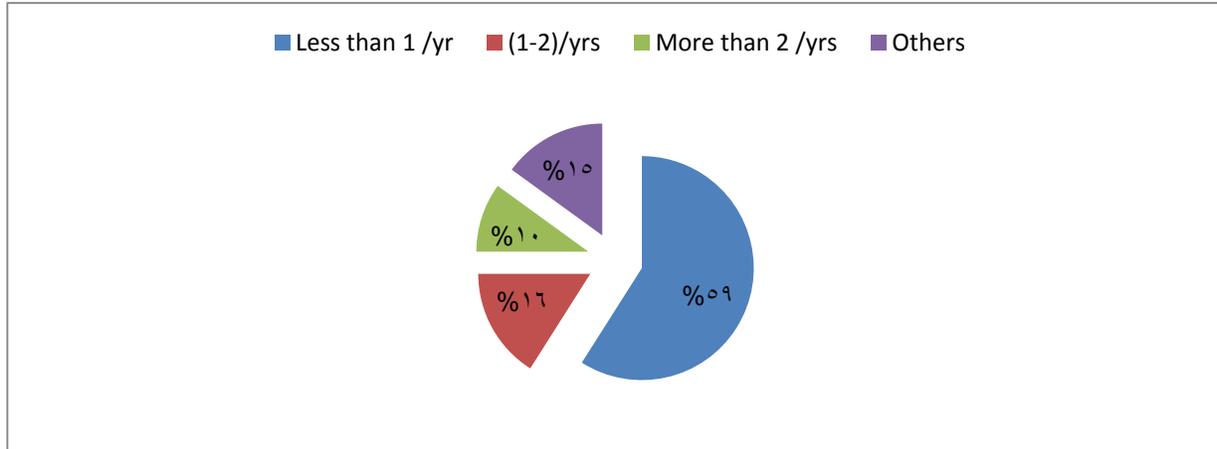
2.1.6. Laboratory Support

Diagnostic, analytical and quality control and assurance labs for soil, water, formulation, residues and quality testing and assurance are provided locally by the ministry of Agriculture, universities, private sector and other ministries.

The more complicated lab services are conducted in Israel. Lab analysis conducted in the public sector labs are either free of charge or at cost while those conducted by the universities and private sector are against payment.

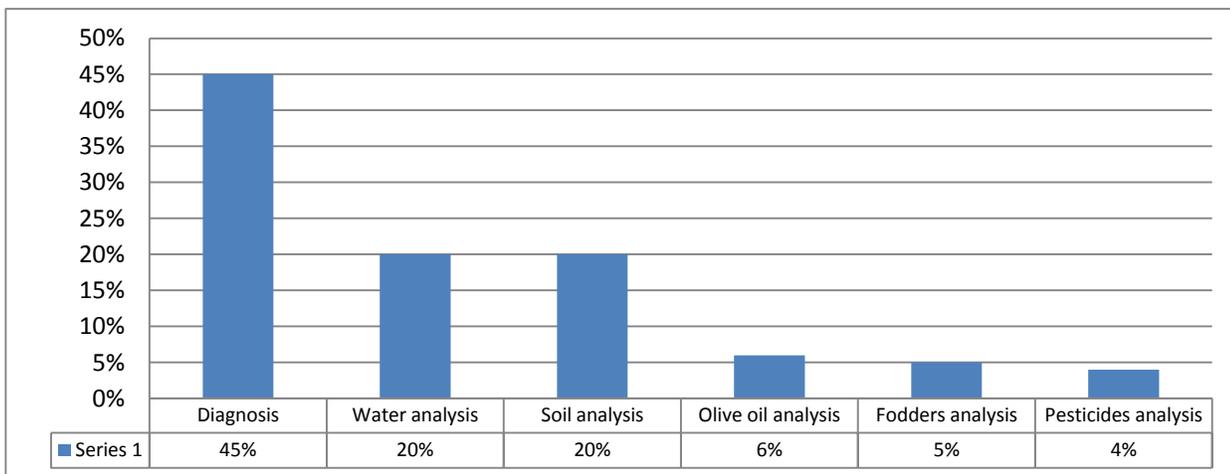
Time of receiving last services:

When farmers were asked about the last time they received the service, their response was:



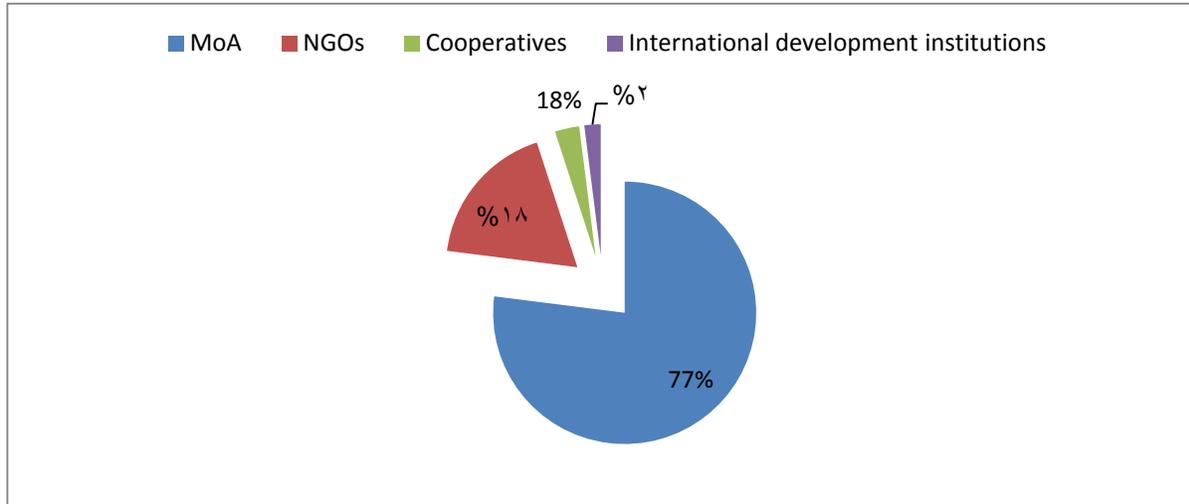
Type of laboratory services:

The results of the questionnaire conducted for the purpose of this study revealed that the type of laboratory services provided to farmers and the ratio of farmers receive each service are:



Key providers:

When farmers were asked about the source of the laboratory services, their response was as following:



SWOT Analysis:

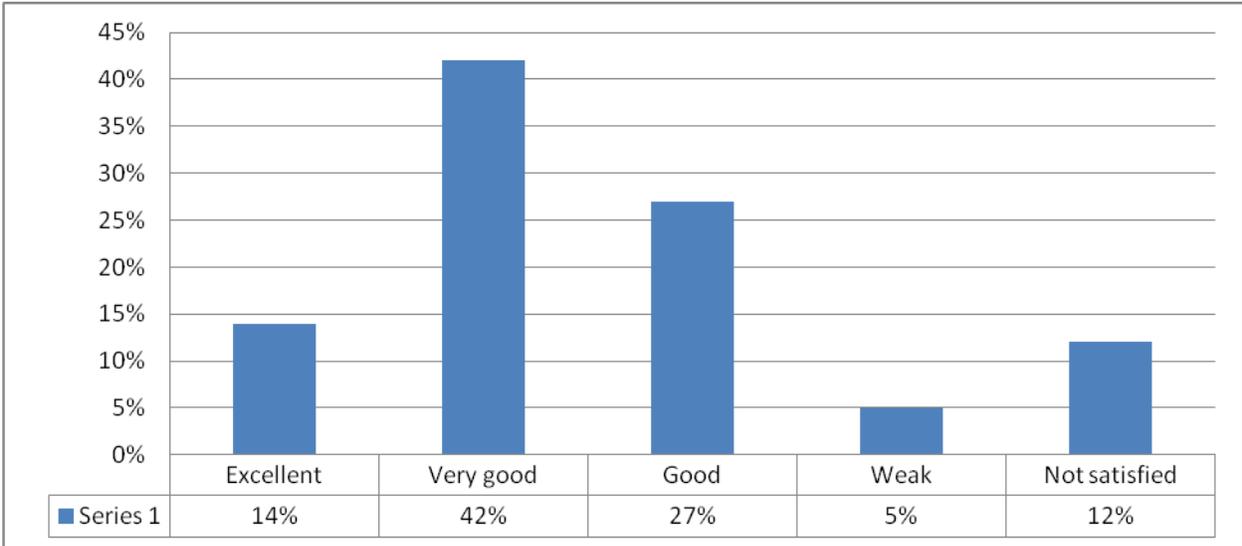
The internal and external environment governing laboratory services was analyzed in a workshop held in April, with the participation of representatives of several stakeholders who were divided into several focus groups. Following are the strengths, weaknesses, opportunities and threats related to laboratory services

Strengths	Weaknesses
<ul style="list-style-type: none"> • The presence of technical staff • Availability of some basic laboratory • Reasonable costs for analysis 	<ul style="list-style-type: none"> • Limited possibility of conducting complicated and advanced tests and examinations in Palestine • Shortage in some specializations • Difficulty of access to laboratories in some cases • Delays in the provision and / or the delivery of results to end users • Weak responses and follow up after the results of the analysis and diagnosis appears • Sometimes the accuracy of the results is not guaranteed

	<ul style="list-style-type: none"> Lack of a central laboratory specializing in animal, plant health and food safety
Opportunities	Threats
<ul style="list-style-type: none"> Easy access to laboratories in neighboring countries Increase awareness among farmers and citizens Availability of governmental and donors support Availability of services and the possibility of improvement by the private sector Palestine request to join WTO and sign SPS agreement 	<ul style="list-style-type: none"> Israeli side ban entry several of the laboratory supplies

Level of Satisfaction:

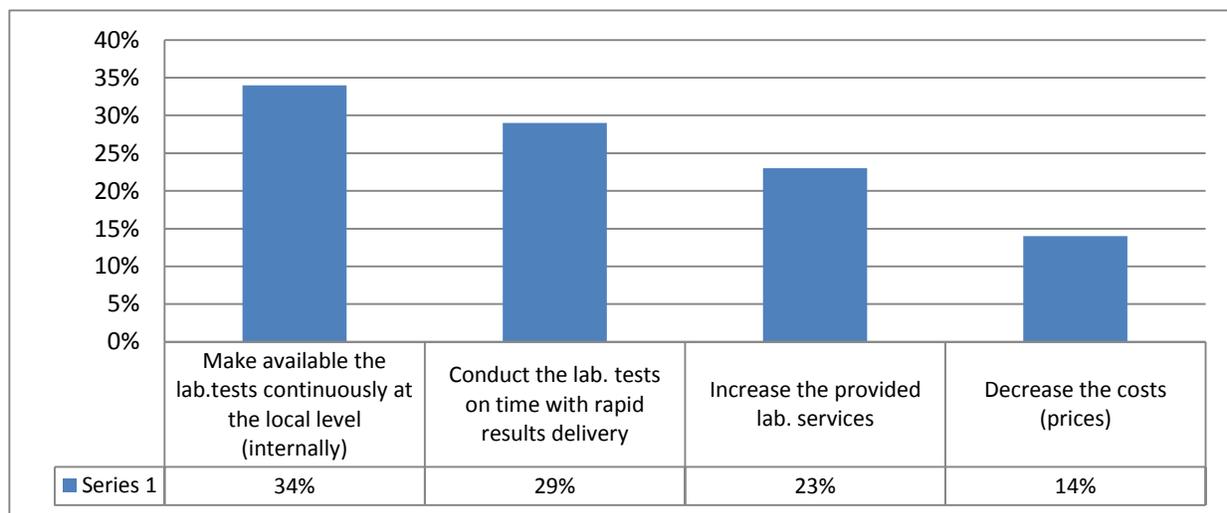
The degree of farmer’s satisfaction with the laboratory services delivered as was expressed by them are:



Those farmers who were weakly or not satisfied mentioned that the reasons were:

1. Delay and conflicting of results delivery sometimes
2. Relatively high cost of laboratory tests
3. Difficulty of access to laboratories

They suggested that the services could be improved through the following:



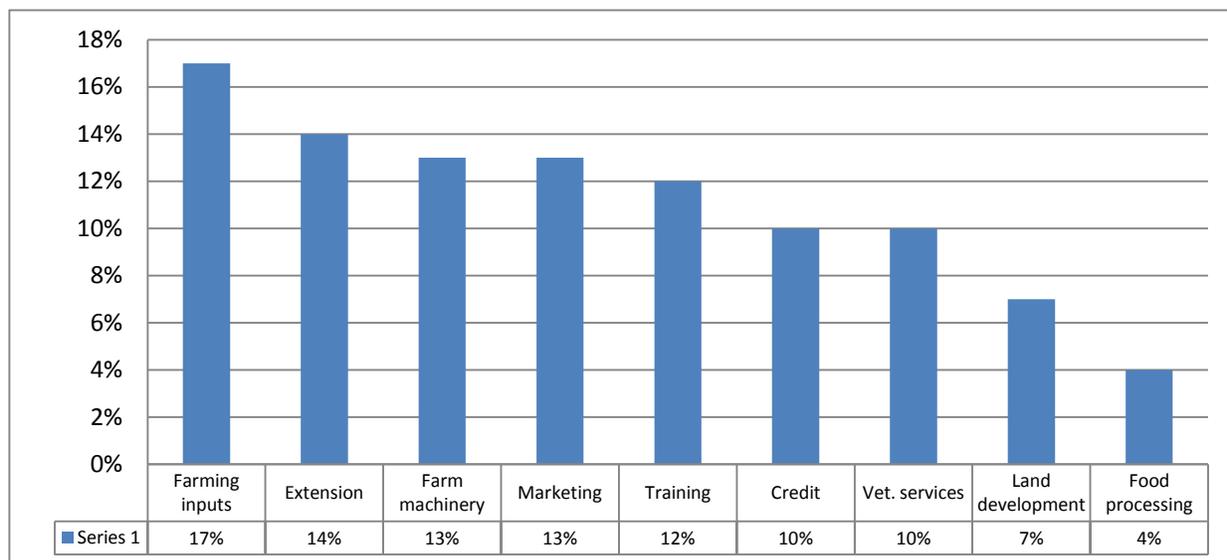
Needs and Gap Analysis:

Several laboratory services are needed or lacking, the farmers mentioned the following as the major ones:

- Diagnostic tests for plant diseases (leaves) and animal diseases (blood)
- Tests of agricultural pesticides and fertilizers to determine the efficiency and effectiveness
- Toxicity and laboratory tests for the poultry sector, both for chicks, mothers, broilers and layers
- Periodical and continuous testing for fodders plant and follow up standards of produced fodders
- Periodical testing for olives presses, milk and dairy products plants
- Periodical pregnancy examination for sheep, and periodical examination for new born

- Testing and analysis of soil and water

As for services needed other than laboratory services, the farmers expressed the need of the



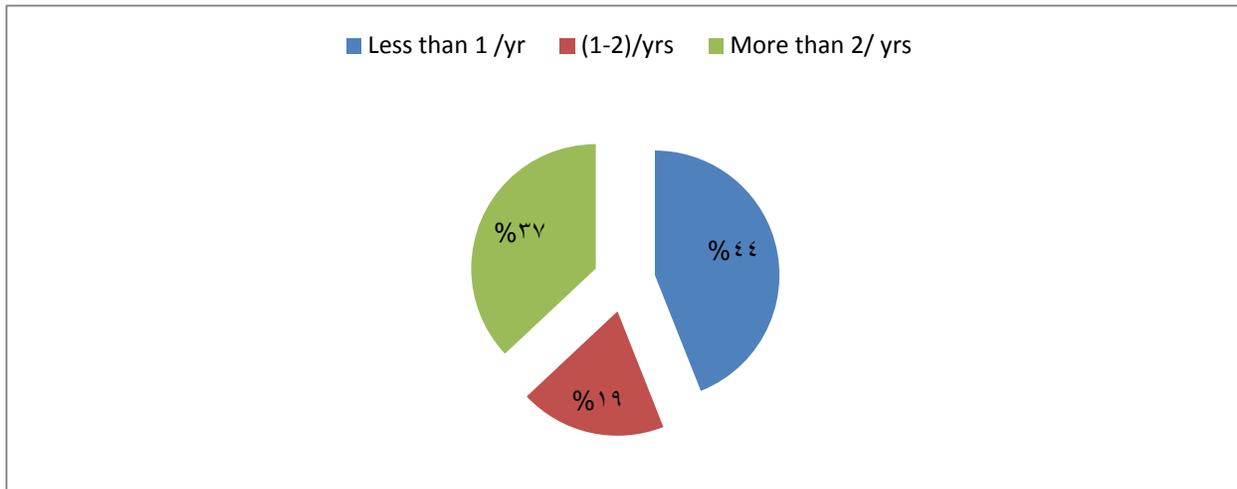
following:

2.1.7. Land Development

Land development including reclamation has received most investment and finance among other subsector, both from PNA/MoA budget and donors. Most land development that is financed through MoA or donors are implemented through Palestinian NGOs, who in turn sub contract most of the work to private contractors. Sizeable share of the land development costs when included through projects are covered by the projects, the rest is covered by the beneficiary, land development activities include among others soil conservation, land preparation, water harvesting, trees planting, cistern digging, range rehabilitation, and agricultural roads.

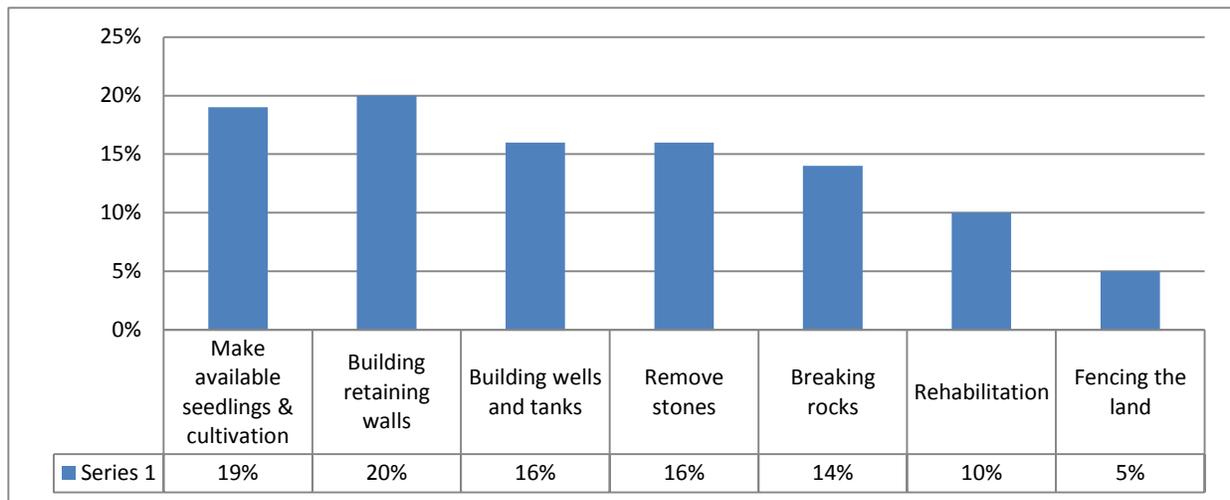
Time of receiving last services:

When farmers were asked about the last time they received the service, their response was:



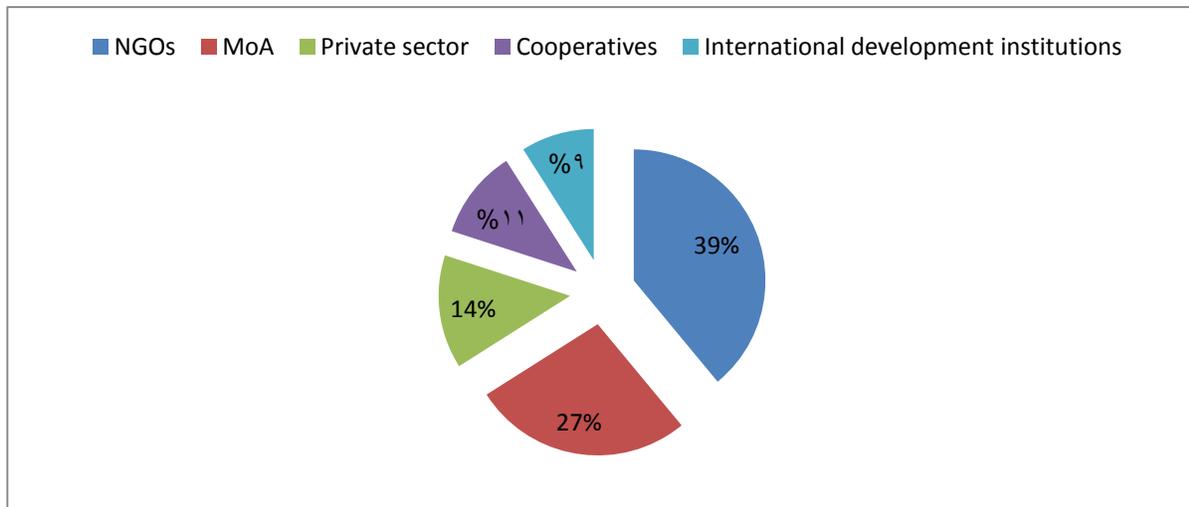
Type of land development services:

The results of the questionnaire conducted for the purpose of this study revealed that the type of land development services provided to farmers and the ratio of farmers receive each service are:



Key providers:

When farmers were asked about the source of the land development services, their response was as following:



SWOT Analysis:

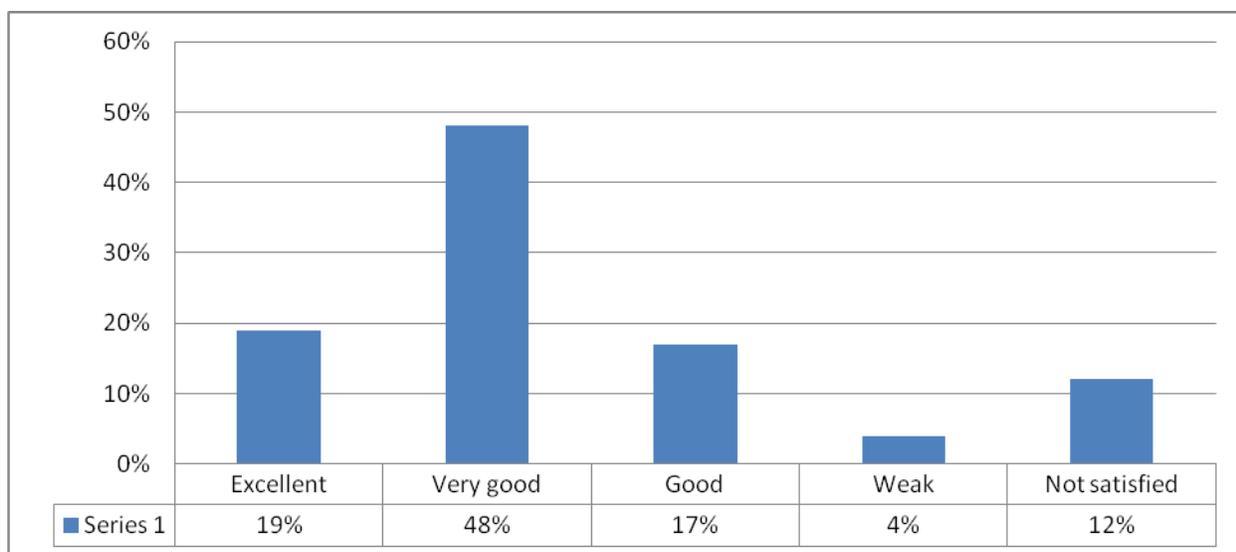
The internal and external environment governing land development services was analyzed in a focus group held in April, with the participation of representatives of several stakeholders who were divided into several focus groups. Following are the strength, weaknesses, opportunities and threats related to land development services.

Strengths	Weaknesses
<ul style="list-style-type: none"> • Availability of accumulated technical and administrative expertise in MoA and institutions • Improved farmers awareness and willingness to reclaim their lands • Availability of financial support from PNA • Availability of experienced contractors with finance • Existence of experienced NGOs in reclamation • Increased value of reclaimed lands • Integration of work between the public sector and NGOs 	<ul style="list-style-type: none"> • Costs are relatively high • Modest farmers contribution • In some cases sustainability is not guaranteed • Unavailability of clear approach such as group work or watershed approach and others • Small agricultural holdings • Farmers keep changing their priorities • Poor selection of beneficiaries • Targeting of fallow land by occupation

<ul style="list-style-type: none"> • Complementary of reclamation projects with other activities • Farmers contribution in the costs • The reclaimed areas attract other development activities 	
Opportunities	Threats
<ul style="list-style-type: none"> • Availability of external funding • Financial contribution of projects in costs • Possibility of consolidation of holdings or management in collective manner • Development of legislations related to land 	<ul style="list-style-type: none"> • Being close to settlements • Areas division to A, B,C • High agricultural land prices, therefore being sold for housing or trade • Encroachment on reclaimed lands

Level of Satisfaction:

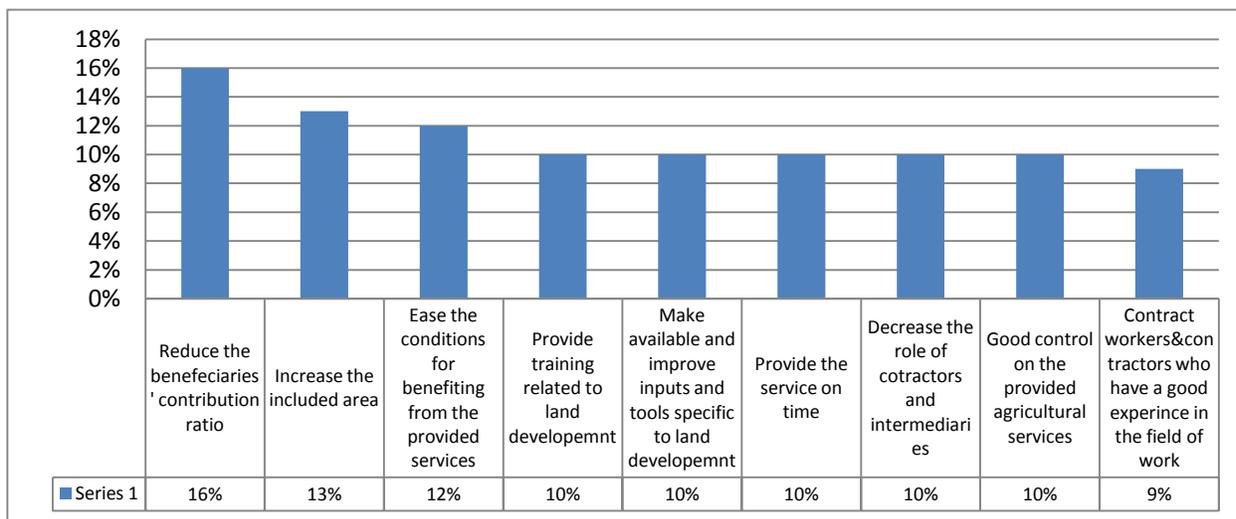
The degree of farmer's satisfaction with the land development services delivered as was expressed by them are:



Those farmers who were weakly or not satisfied mentioned that the reasons were:

1. Only small areas are included
2. Poor quality of seedlings
3. Delay in the work

They suggested that the services could be improved through the following:

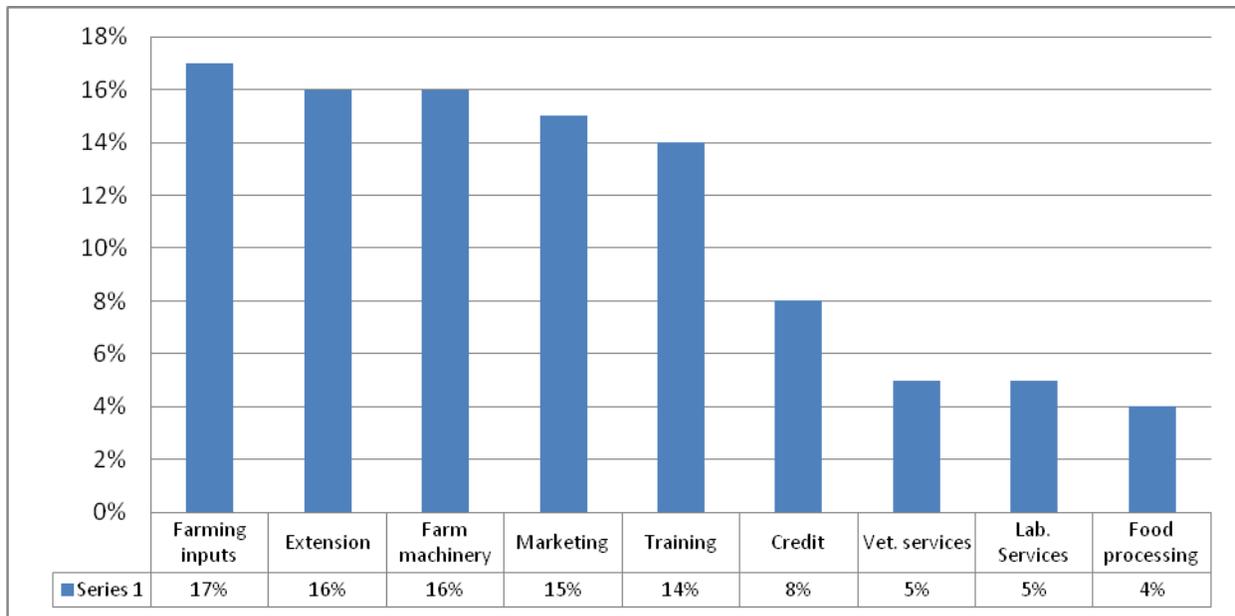


Needs and Gap Analysis:

Several land development services are needed or lacking, the farmers mentioned the following as the major ones:

- Fencing the reclaimed lands
- Proper and quality seedlings for reclaimed lands
- Farm inputs such as fertilizers, farm machinery, construction of agricultural roads, wells and irrigation systems
- Incentives to carry out land development individually
- Not to pay farmer’s contribution
- Monitoring for post reclamation by specialist to ensure success and sustainability of the project
- Tools such as boxes to collect fruits

As for services needed other than land development services, the farmers expressed the need of the following:

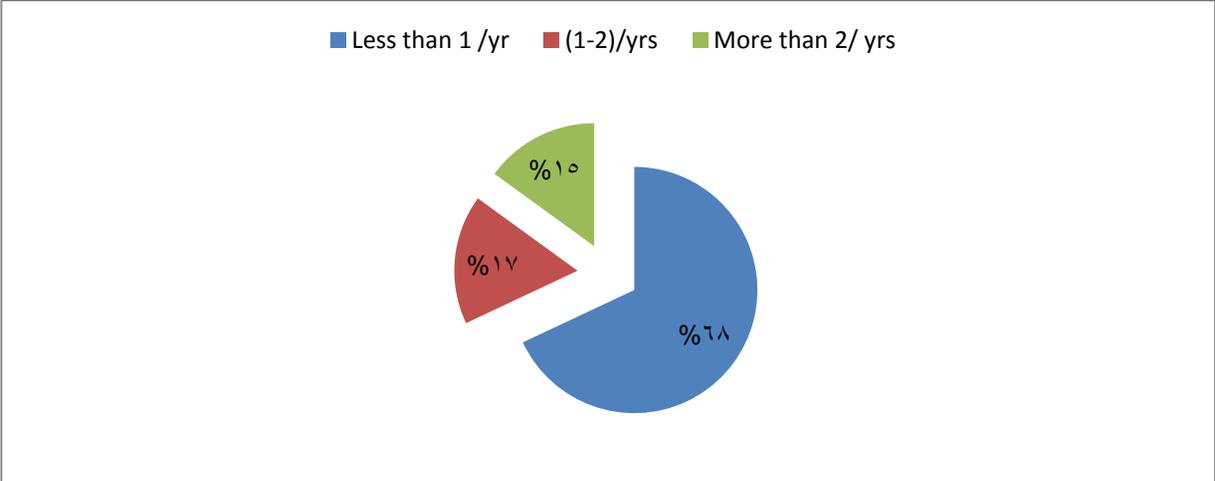


2.1.8. Farm Machinery

Agricultural mechanization is an important tool to increasing production, productivity and decreasing cost. The agricultural machines used by farmers are mostly owned by themselves. Some farmers depend on leasing or renting of machines especially when reclaiming land, harvesting, spraying, seeding, ploughing, cutting trees and water supply. Except for land development which is provided some times by large contractors other machinery lease services are provided by small or medium size providers. Ministry of Agriculture provides very limited number of tractors to farmers' cooperatives. Certain cooperatives own some agricultural machines which are rented to its members and others at favorable cost.

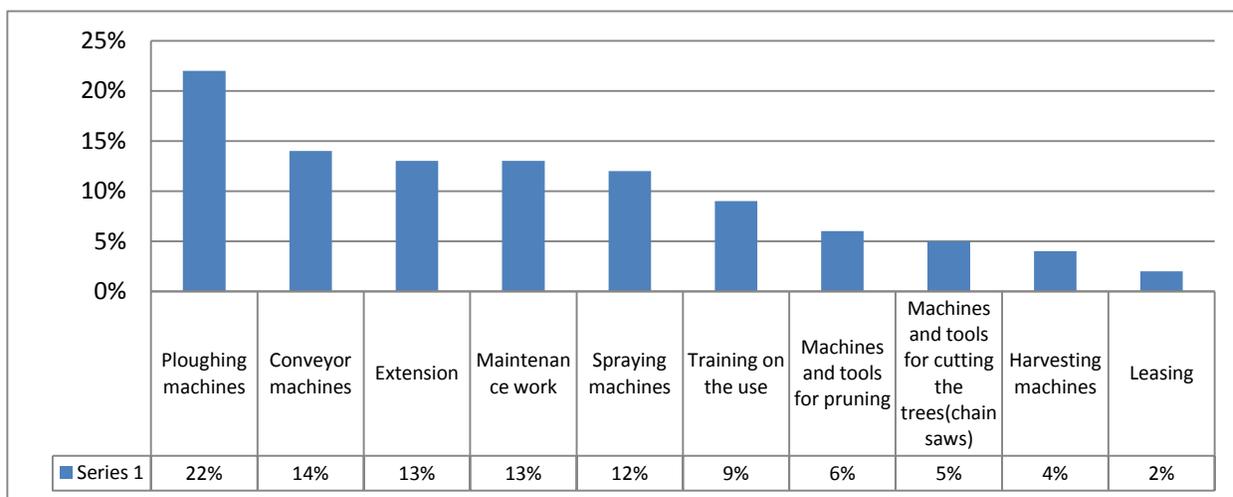
Time of receiving last services:

When farmers were asked about the last time they received the service, their response was:



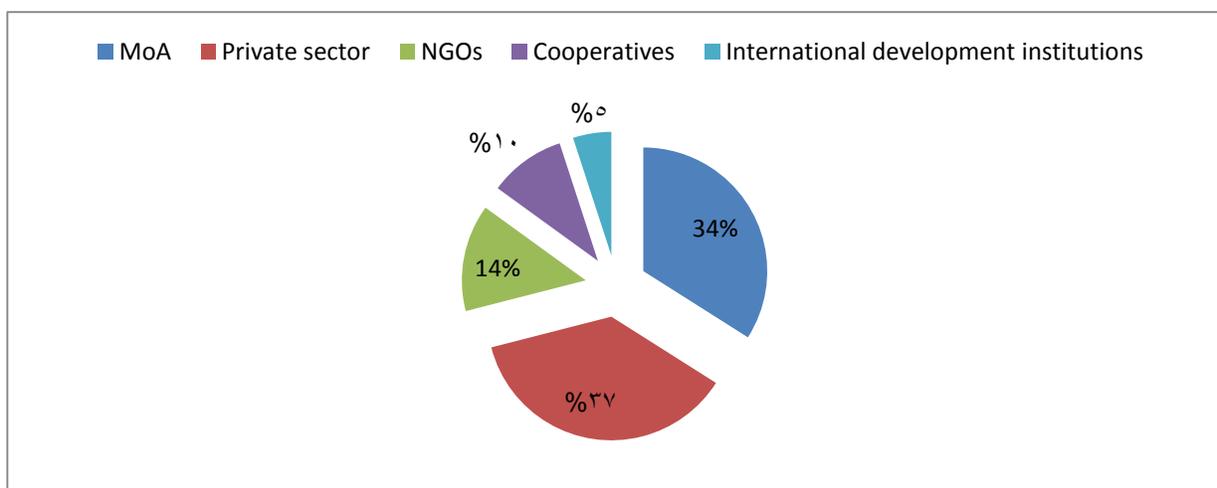
Type of farm machinery services:

The results of the questionnaire conducted for the purpose of this study revealed that the type of farm machinery services provided to farmers and the ratio of farmers receive each service are:



Key providers:

When farmers were asked about the source of the farm machinery services, their response was as following:



SWOT Analysis:

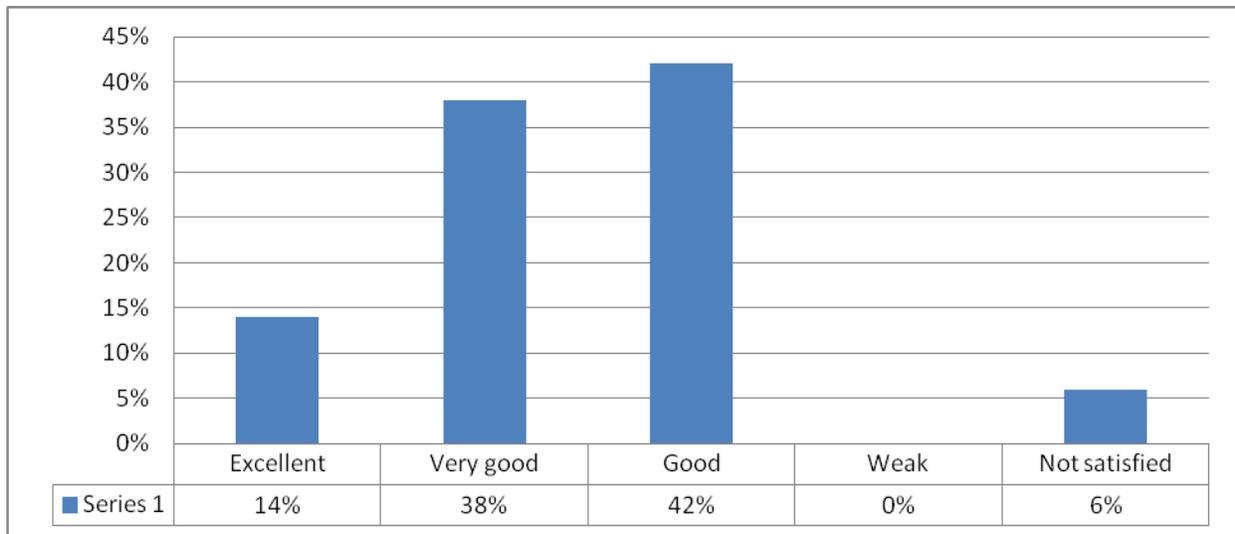
The internal and external environment governing farm machinery services was analyzed in a focus group held in April, with the participation of representatives of several stakeholders who

were divided into several focus groups. Following are the strength, weaknesses, opportunities and threats related to farm machinery services.

Strengths	Weaknesses
<ul style="list-style-type: none"> • Increasing farmers awareness of the importance of mechanized work • The existence of technical expertise • Availability of agricultural roads • Existence of reclamation projects • Modernity and variety of machines 	<ul style="list-style-type: none"> • Lack of service centers and leasing of agricultural machinery • Inadequacy of some agricultural machinery • Difficulty of introducing some modern machinery such as small tractors, spraying machines, saws, ... etc • higher prices and costs • Small agricultural holdings • Lack of expertise in the field of machinery
Opportunities	Threats
<ul style="list-style-type: none"> • high prices and labor costs • Adoption of agricultural services centers approach • Existence of agricultural cooperatives in different regions • Private sector is interested in processing and development 	<ul style="list-style-type: none"> • Increasing customs which will increase prices compared to neighboring countries • Lack of maintenance agencies and maintenance for some machines • Confiscation of the machinery by occupation • lack of control over the crossings and difficulties to move machines

Level of Satisfaction:

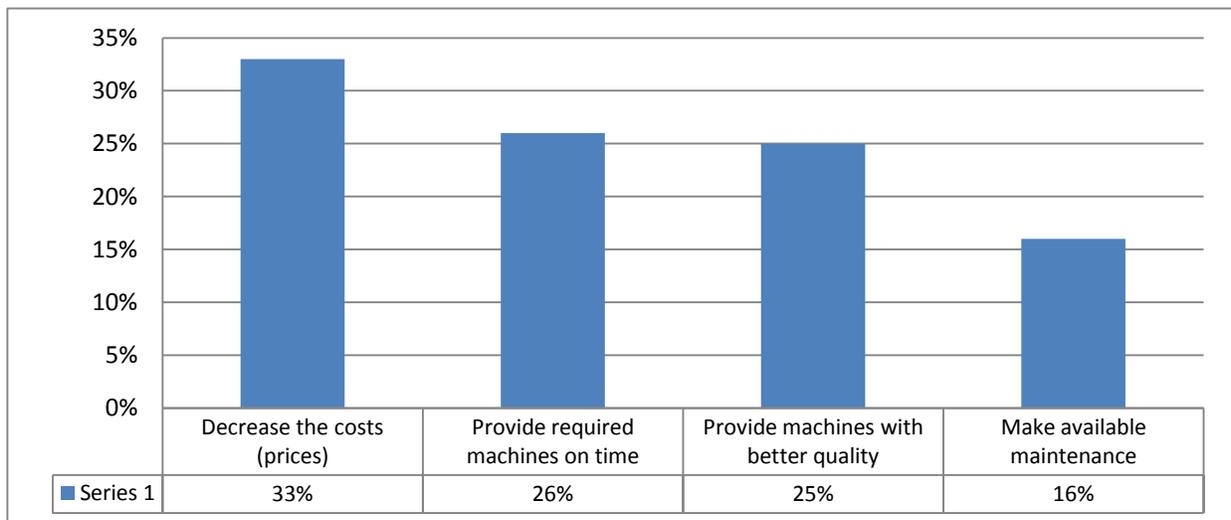
The degree of farmer’s satisfaction with the farm machinery services delivered as was expressed by them are:



Those farmers who were weakly or not satisfied mentioned that the reasons were:

1. Relatively high cost of the service
2. Certain machines are not available when needed

They suggested that the services could be improved through the following:

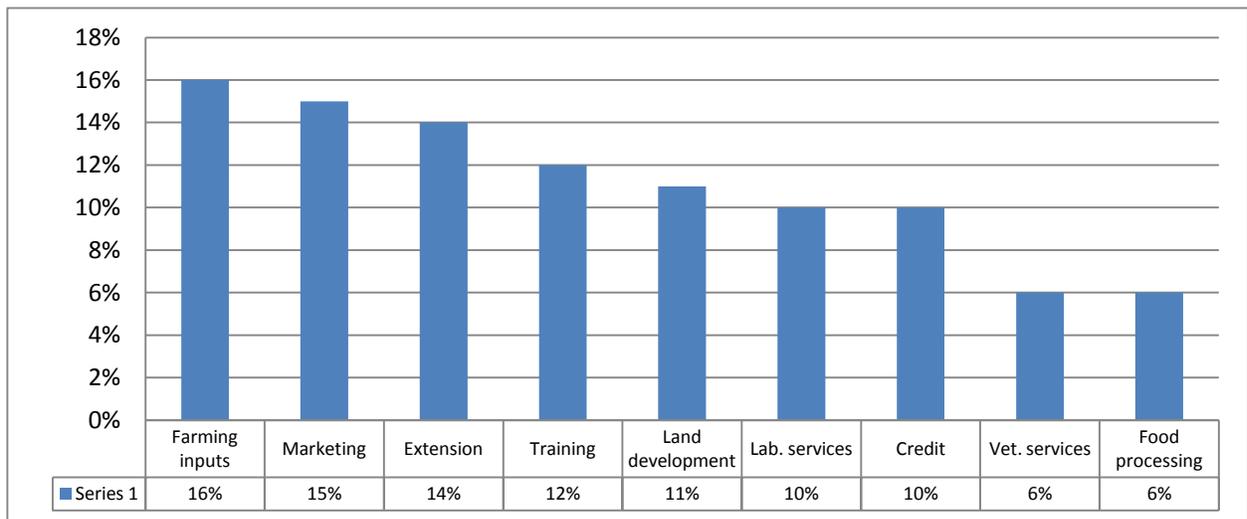


Needs and Gap Analysis:

Several farm machinery services are needed or lacking, the farmers mentioned the following as the major ones:

- Modern ploughing tools and machines
- Modern tractors
- Spraying machines
- Harvesting machines
- Farm machinery with reduced costs
- Centers for maintenance tractors, farm machinery and tools
- Chain saws

As for services needed other than farm machinery services, the farmers expressed the need of the following:



2.1.9. Farming Inputs:

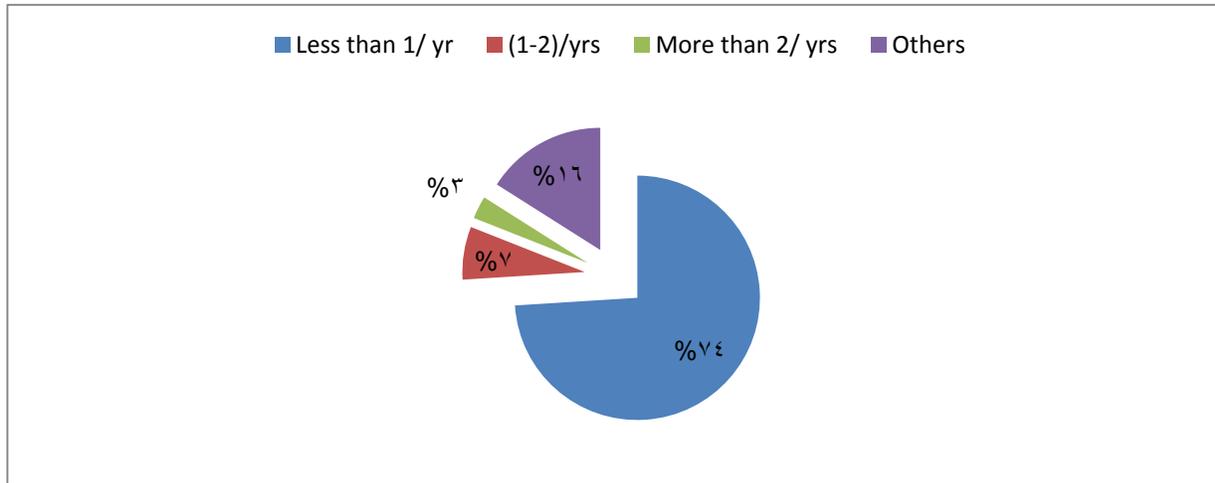
Agricultural inputs imports and production are in the hands of the private sector except in small cases where cooperatives are involved. Inputs range from seeds, seedlings fertilizers, medicine, pesticides, herbicides, fodder, irrigation systems and plastic sheets.

Private and cooperative input dealers and suppliers are mostly located in the governorates centers and big cities. It is worth mentioning that some of the wholesalers of agricultural production do provide inputs to their clients. Most important inputs are in the hands of Israeli importer/ agents who in turn have their dealers/ distributors in the West Bank.

Inputs are sold in a specialized stores or shops or sometimes as additional commodities in the pharmacies and commercial stores.

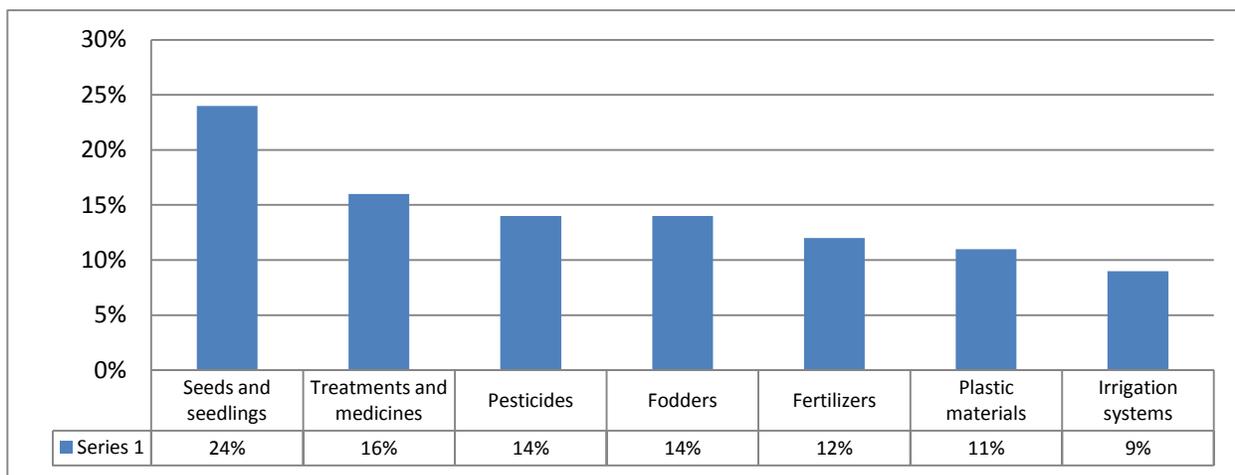
Time of receiving last services:

When farmers were asked about the last time they received the service, their response was:



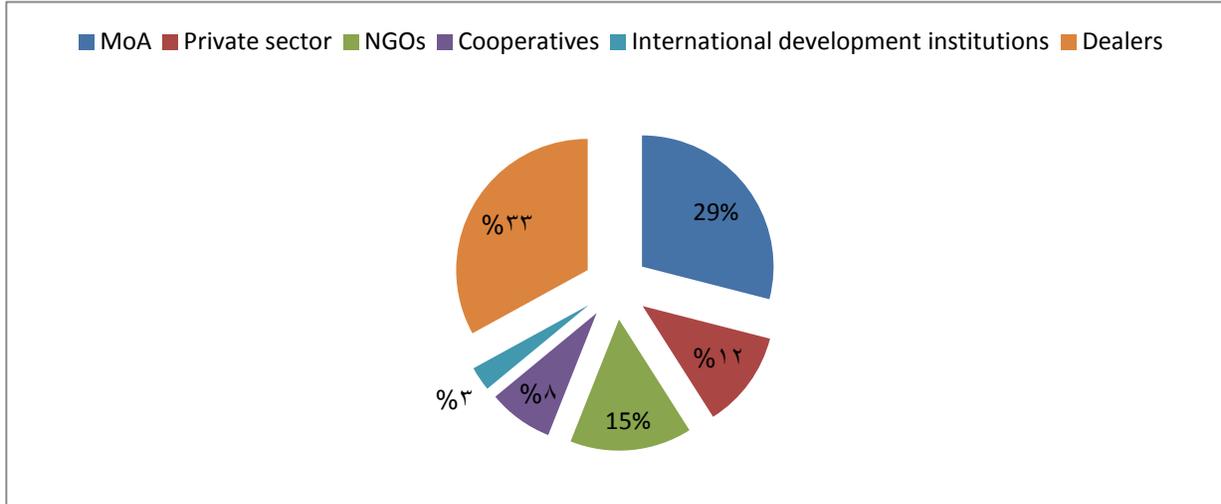
Type of farming inputs services:

The results of the questionnaire conducted for the purpose of this study revealed that the type of farming inputs services provided to farmers and the ratio of farmers receive each service are:



Key providers:

When farmers were asked about the source of the farming inputs services, their response was as following:



SWOT Analysis:

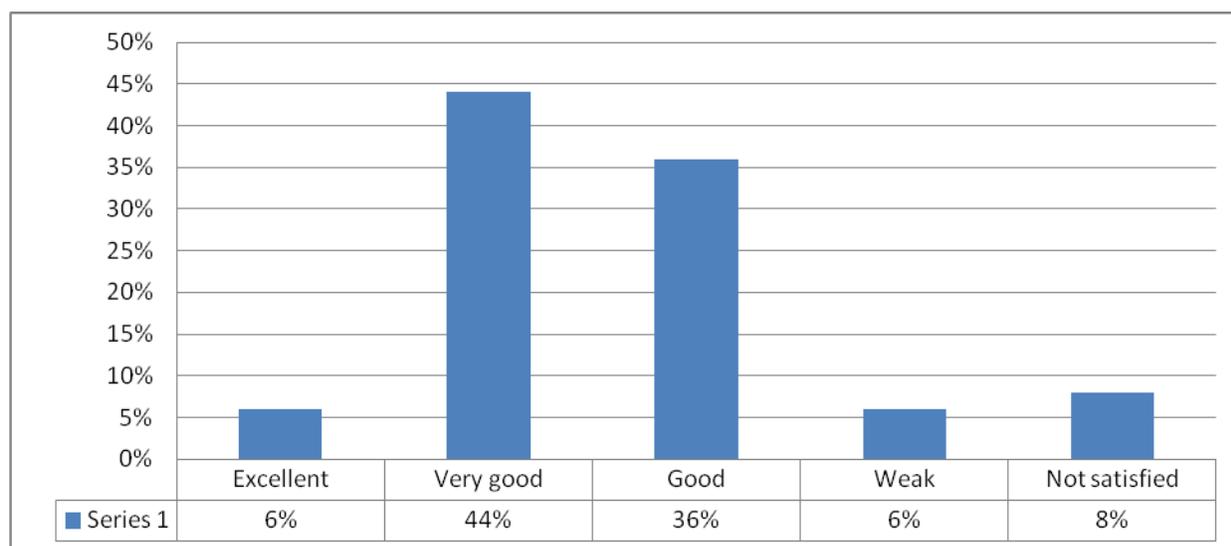
The internal and external environment governing farming inputs services was analyzed in a focus group held in April, with the participation of representatives of several stakeholders who were divided into several focus groups. Following are the strength, weaknesses, opportunities and threats related to farming inputs services.

Strengths	Weaknesses
<ul style="list-style-type: none"> • Expanded and wide-spread private sector • Free and competitive market • Good control on quality • laws and regulations appropriate to a certain extent • Good coordination with other institutions and ministries, customs, governors...etc • Application of modern systems such as Global GAP and organic farming 	<ul style="list-style-type: none"> • Lack of necessary infrastructure • Lack of work requirements for those working in the Ministry • Weak enforcement of laws, standards and specifications • Unavailability of laboratories for quality test

<ul style="list-style-type: none"> Existence of a separate customs declaration of the Palestinian Authority 	
Opportunities	Threats
<ul style="list-style-type: none"> Existence of farmers organizations and active civil society External support and projects Increasing Palestinians trade agents Increase awareness about the rational use of inputs and plant, animal and human health 	<ul style="list-style-type: none"> Occupation and the distortions caused by, in particular limited mobility Repeated rise of prices Smuggling Expired input Prohibition of importing some basic production inputs

Level of Satisfaction:

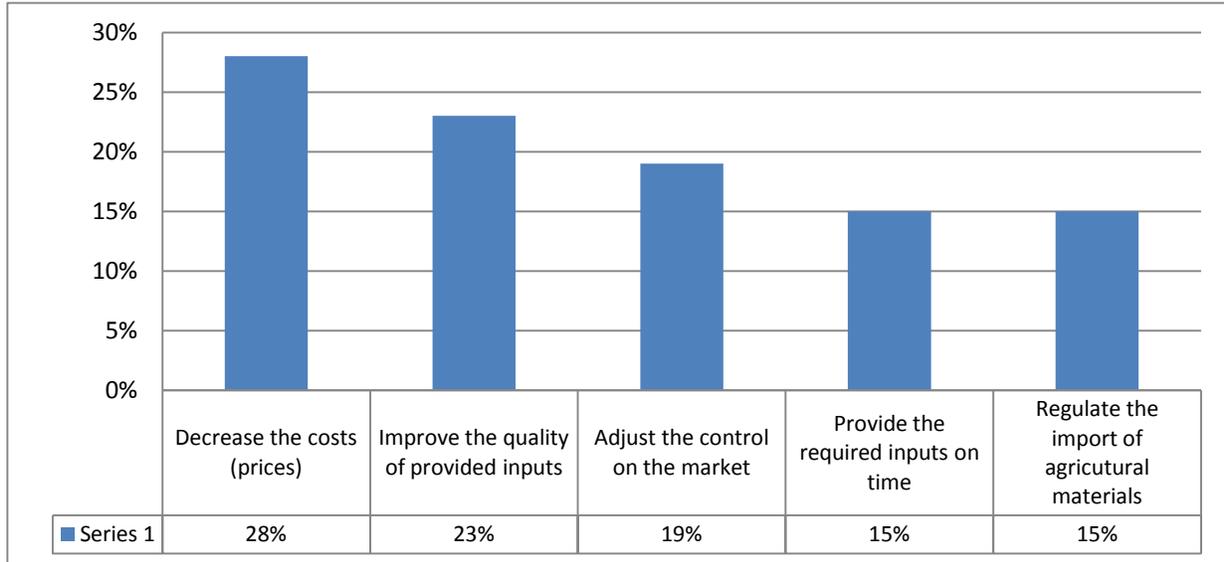
The degree of farmer’s satisfaction with the farming inputs services delivered as was expressed by them are:



Those farmers who were weakly or not satisfied mentioned that the reasons were:

1. Poor control over quality
2. High profit margins
3. Unavailability of certain inputs in the market

They suggested that the services could be improved through the following:

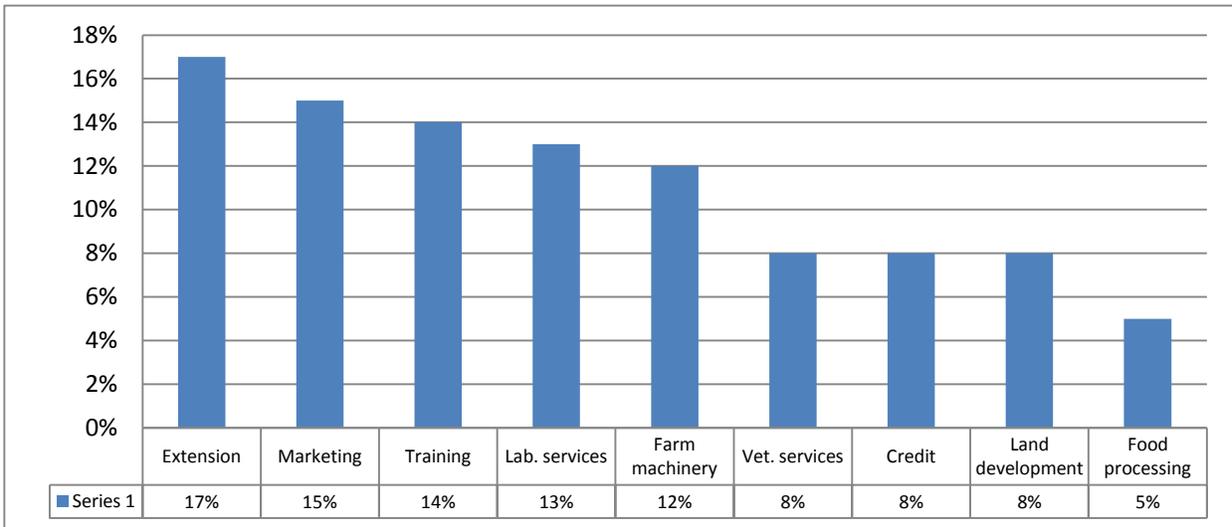


Needs and Gap Analysis:

Several farming inputs services are needed or lacking, the farmers mentioned the following as the major ones:

- Assistance and provision of different type of fertilizers such as (Potassium, Compound 20/20, Urea, Nitrogen) in addition others required medicines and different treatments, vaccines, immunization, and pesticides
- Water and water tanks
- Seeds
- Control of seedlings and new varieties
- Improve plant and animals breeds
- Provision of green fodders

As for services needed other than farming inputs services, the farmers expressed the need of the following:



2.1.10. Veterinary Services

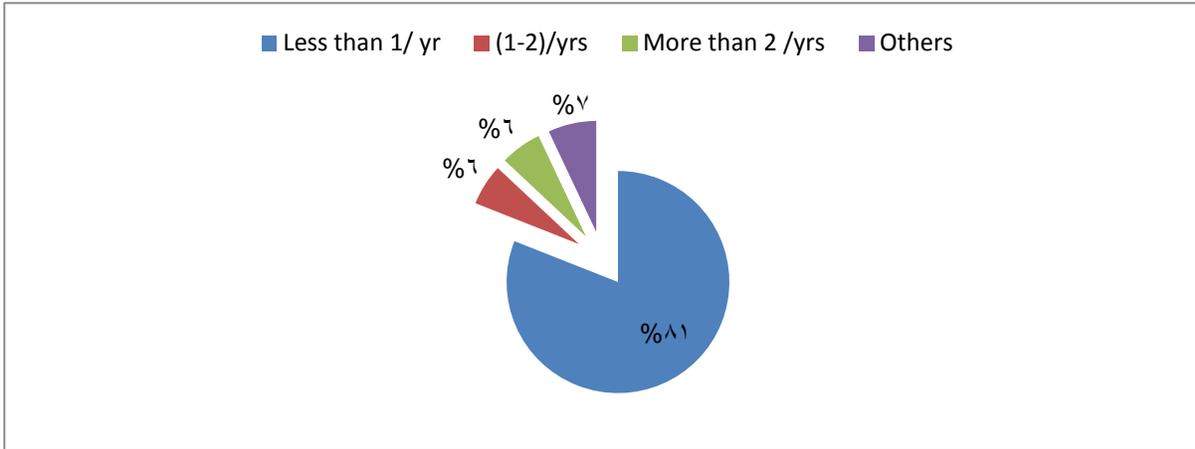
Livestock production plays an important role in the economy in additions to its social positive impact mainly on poverty alleviation, jobs creation and human health. Animal health care is a pre-requisite for sustaining a productive and profitable livestock business.

The Ministry of Agriculture through its vet departments in the head quarter and the offices in the field deliver sizable part of vet services such as lab analysis, vaccination, diagnosis, treatments, control, inspection and quality assurance. All vet. services, except some lab analysis services are delivered by the vet department free of change. Farmers receive the services either by visiting the vets in their offices, or though the visits paid by the vets to the farmers as individuals or groups. Certain national and international NGOs and cooperatives provide vet services though specific projects, normally the projects cover specific area or specific vet service. Private vets are increasingly having stronger role in providing vet services, at the same they provide farmers with drugs and medicine for their animals.

In some cases, certain lab tests and diagnosis are conducted in the Israeli institutions due to the lack of the requirements to carry such services.

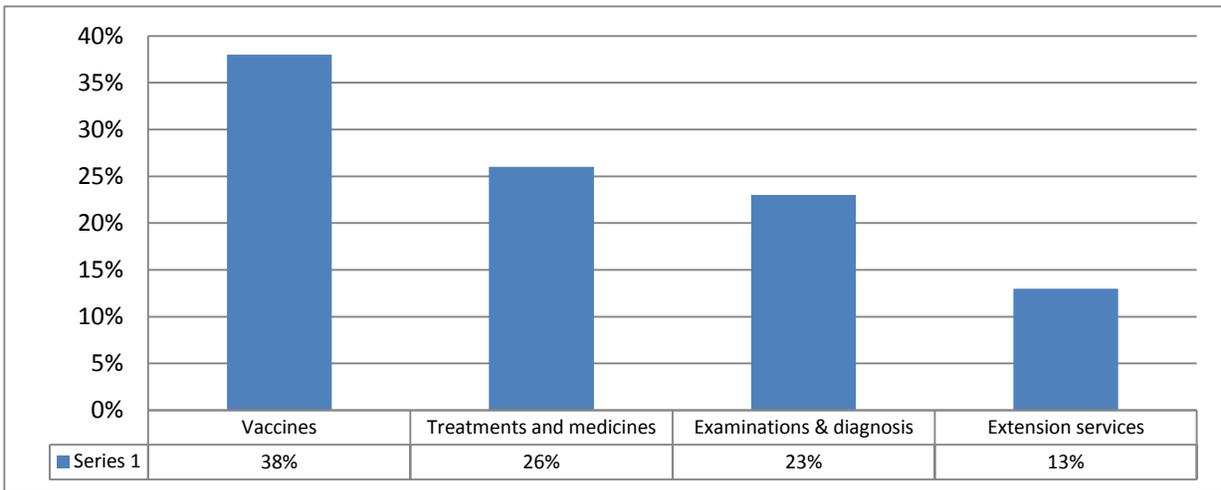
Time of receiving last services:

When farmers were asked about the last time they received the service, their response was:



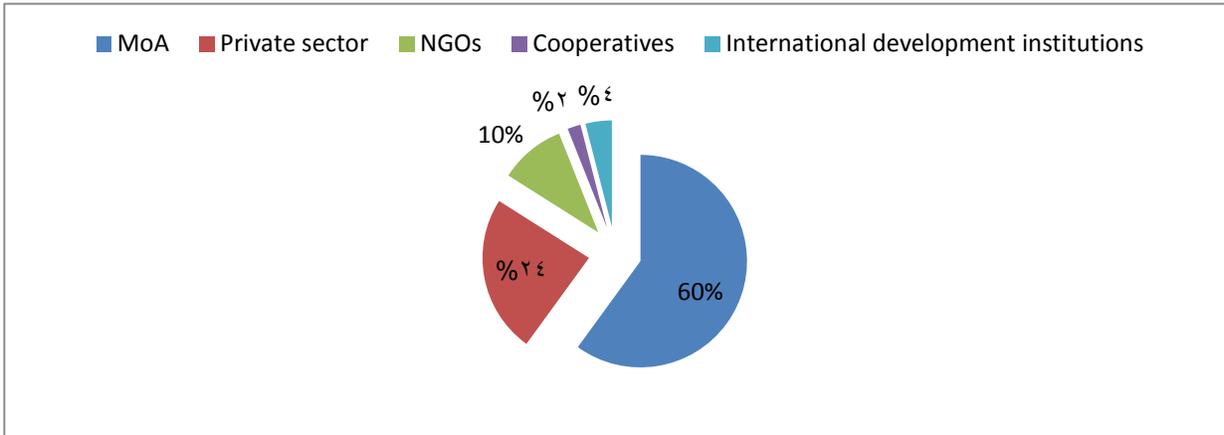
Type of veterinary services:

The results of the questionnaire conducted for the purpose of this study revealed that the type of veterinary services provided to farmers and the ratio of farmers receive each service are:



Key providers:

When farmers were asked about the source of the veterinary services, their response was as following:



SWOT Analysis:

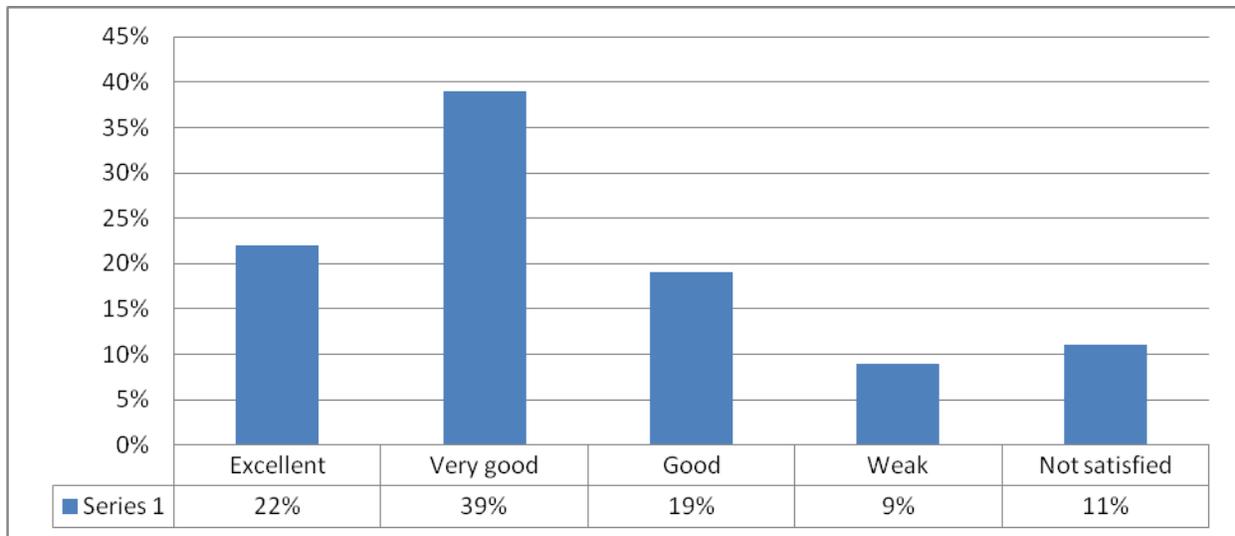
The internal and external environment governing veterinary services was analyzed in a focus group held in April, with the participation of representatives of several stakeholders who were divided into several focus groups. Following are the strength, weaknesses, opportunities and threats related to veterinary services.

Strengths	Weaknesses
<ul style="list-style-type: none"> • The existing technical staff is capable and young • Existence of some legislations and regulations despite they are not sufficient • Good cooperation with relevant institutions (Ministry of Health, NGOs and foreign institutions) • There is a number of laboratories in some governorates could be the start of the work • Trust with civil society and stakeholders, in particular livestock farmers • Ability to provide vaccines and immunizations at competitive prices 	<ul style="list-style-type: none"> • Inadequacy of existing legislations that govern the work of livestock sector • Shortage of existing staff • Need for more rehabilitation and training for the technical staff • lack of immunizations and vaccines in the quantities required on time • Insufficient cars, and are not eligible to work • Need to better equipped laboratories and geographically dispersed • Need to establish the central veterinary laboratory and quarantines

	<ul style="list-style-type: none"> • Vaccine Fund is not activated • Lack of coordination between extension and veterinary services • lack of an accredited laboratory (reference) • Don't have full membership in international organizations • Lack of agricultural insurance for livestock • Cooperation with other institutions is not enough • Lack of budgets for emergency
Opportunities	Threats
<ul style="list-style-type: none"> • Increased interest in the livestock sector due to presence of an economic feasibility • Availability of veterinary graduates from local universities • The relationship between human health and animal health • Request of Palestine to join the WTO • Work on the adoption of Food Safety Law in Palestine 	<ul style="list-style-type: none"> • Restrictions of the Israeli side in the provision of vaccines in the quantities required and on time • Incidence of emergent epidemics (avian influenza) out of control • Lack of control over border crossings and the movement of animals between governorates • Legislation opposes with the relevant institutions (Health)

Level of Satisfaction:

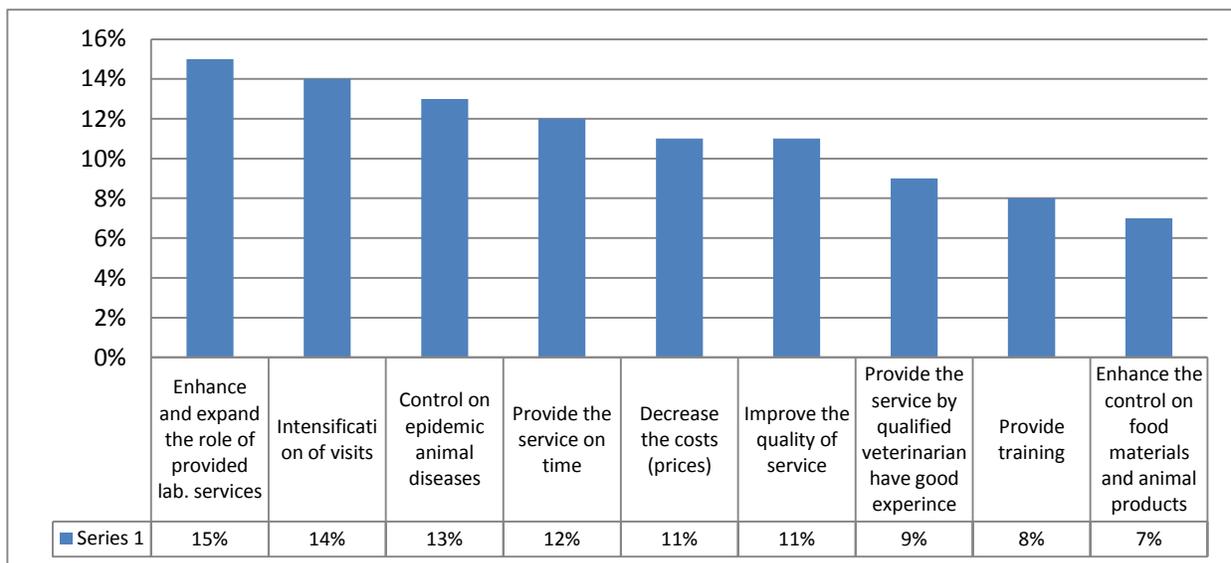
The degree of farmer's satisfaction with the veterinary services delivered as was expressed by them are:



Those farmers who were weakly or not satisfied mentioned that the reasons were:

1. Late responses to farmers needs and requests
2. Need to travel to get the service sometimes
3. Little or no compensations in case of outbreaks

They suggested that the services could be improved through the following:

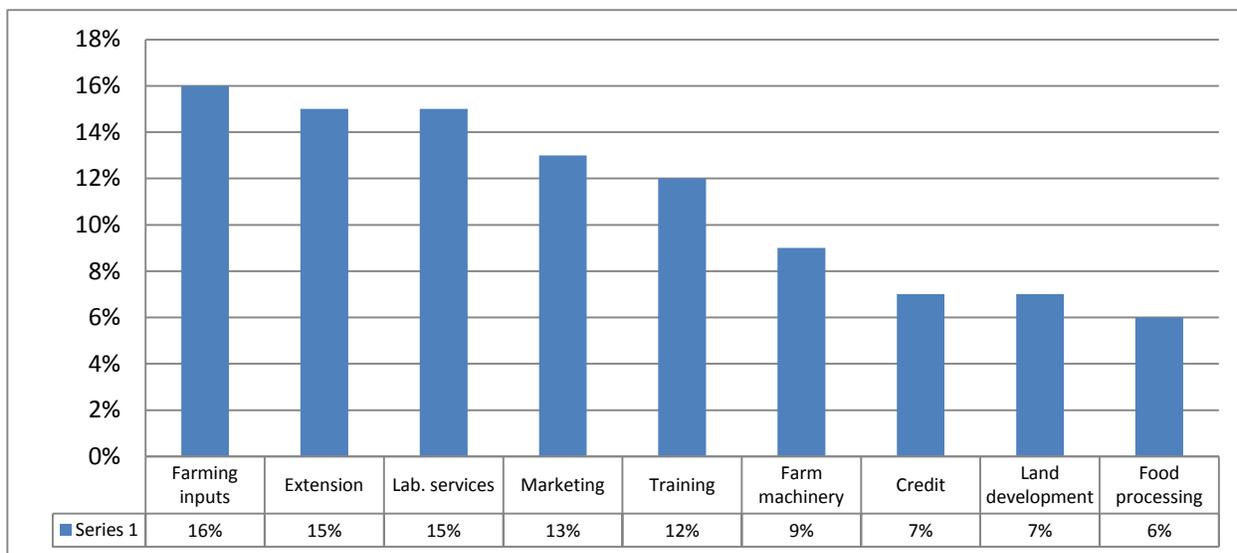


Needs and Gap Analysis:

Several veterinary services are needed or lacking, the farmers mentioned the following as the major ones:

- Vaccines and veterinary treatments
- Intensification of field visits
- Follow up the laboratory tests and diseases by MoA
- MoA should provide scheduled vaccines according breeding stages
- Provide programs for breeding improvement
- Qualified veterinarian with good experience
- Periodical examinations
- Limit the spread of pests
- Establish anatomical laboratory
- Establish typical barracks
- Periodic examination for newborns
- Provide pastures
- Marketing services
- Artificial insemination

As for services needed other than veterinary services, the farmers expressed the need of the following:



2.1.11. Education

Agricultural education started in Palestine by the establishment of Khadouri Agricultural School in 1930 where students from several parts of the world graduated from the school until 1967. Presently there is only one agricultural school in Al-Aroub, while university education is provided through Al-Najah University in Nablus, Hebron University in addition to the programme offered by Jerusalem Open University, all of the universities grant B.Sc. in agriculture and M.Sc. in certain specialization.

This, in addition to the B.Sc. in veterinary science at Al-Najah University, sizable number of agricultural graduates working in oPt have graduated from Arab universities mainly Iraq, Jordan, Egypt and Syria in addition to other Arab and foreign countries.

SWOT Analysis:

The internal and external environment governing education services was analyzed in a workshop held in April, with the participation of representatives of several stakeholders who were divided into several focus groups. Following are the strengths, weaknesses, opportunities and threats related to agricultural education.

Strengths	Weaknesses
<ul style="list-style-type: none"> The agricultural colleges almost exist in 	<ul style="list-style-type: none"> Lack of diversity in the offered programs and

<p>all geographical areas</p> <ul style="list-style-type: none"> • Existence of good staff in their respective fields • There are signs of interest in research in local universities • Existence of the Faculty of Veterinary Medicine 	<p>the programs offered are mostly traditional</p> <ul style="list-style-type: none"> • Offered courses are not responsive to actual needs • Absence of proper plans for the scholarship at the level of the Ministry and universities • More focus on the theoretical aspects than practical aspects • Traditional education methods in local universities that still depends on initiation and theoretical teaching which is not in line with the development and the technological and scientific revolution that have taken place in the world • Weakness in using modern educational audio-visual media • Limited practical knowledge of the new graduates • Universities approach don't adopt "method of scientific research" as a basis for growth and to identify the real problems facing the Palestinian agricultural sector • Students are not willing to study agriculture and this leads to a reduction in admission requirements and marks
Opportunities	Threats
<ul style="list-style-type: none"> • Possibility of cooperation between local universities and foreign universities through projects • There are a lot of staff who have post graduates degrees in Palestine • Existence of the NARC and the willingness to cooperate with universities • Possibility of benefiting from sabbatical and free time of universities staff 	<ul style="list-style-type: none"> • The proportion of student's number enrolled in these colleges is the lowest compared with the number of students enrolled at universities where they do not exceed 0.8% • Limited sources of funding for universities • Poor quality of services provided to farmers due the lack of specialization in university education appropriate with peculiarity of agricultural work

2.1.12. Agricultural Research

Agricultural research is provided and conducted by the following:

1. The national agricultural Research center

Shortly after the establishment of PNA, the Palestinian Agricultural Research Center (NARC) was established concentrating its efforts on applied research, technology transfer, demonstrations

and laboratory services. It conducts its activities either in the head quarter in Qabatya or in the agricultural stations, or at farmers' fields. The research results are disseminated directly to the farmers and other operators or through the extension workers. NARC activities covers all aspects of agriculture, it coordinates and partners with several national universities private sector, NGOs and regional research centers such as ICARDA and ACSAD.

2. The Universities

Al Najah and Hebron Universities and the agricultural programme at Al-Quds Open University grant B.Sc in agricultural in the West Bank, and conduct agricultural research as part of their activities and tasks, their research covers different fields of agriculture and related subjects, they conduct the research in their own fields, MoA stations or at farmers fields, some of their research programmes are linked and supported from other regional and international universities and programmes.

3. NGOs

The two major NGOs that conduct research (mostly applied) are the Applied Research Institute-Jerusalem (ARIJ) and the Lands Research Center (LRC), their activities cover wide range of agriculture and agricultural related subjects and they are active all over the West Bank. In addition others agricultural and environmental NGOs do conduct applied research and technology transfer services as part of their programmes and projects.

4. Private sector

The private dealers, agents, producers and suppliers conduct applied research and promotion campaigns mostly in cooperation with NARC and extension departments, mainly to test and disseminate their products.

SWOT Analysis:

The internal and external environment governing research services was analyzed in a workshop held in April, with the participation of representatives of several stakeholders who were divided into several focus groups. Following are the strengths, weaknesses, opportunities and threats related to research.

Strengths	Weaknesses
<ul style="list-style-type: none"> • Availability of postgraduate specialists in specific fields such as plant and animal production • Researchers have a strong willing for upgrading agricultural research • Availability of laboratories and equipment for some fields such as biotechnology and natural resources (National Center, Bethlehem University, Birzeit University) • Good communication with regional and international research institutions • Existence of agricultural stations for applied research 	<ul style="list-style-type: none"> • All institutions working in the field of agricultural research governmental or private suffer from shortage in some specializations such as plant tissue culture, virology, plant and animal breeding and animal nutrition and field crops • Financial allocations for scientific research are little • Salaries of employees at NARC are low • Weak harmonization on the professional and administrative level between NARC and extension • Centralization of decision and the lack of powers to the researchers • Lack of technical training courses available to staff in the center which deprives staff from the development and progress • Lack of coordination between official research institutions and NGOS (competitive uncomplimentary relationship) • Infrastructure for some laboratories is incomplete and the equipments necessary for the implementation of agricultural research is not available in universities and NGOs working in the agricultural research • Inappropriate organizational structure for NARC • Weak Livestock and nutrition research • Funded research allocated more to other institutions than NARC
Opportunities	Threats
<ul style="list-style-type: none"> • The growing interest of farmers to increase productivity and adoption of new technologies • Willingness of some regional and international institutions to support agricultural research in Palestine 	<ul style="list-style-type: none"> • Weak willingness of donors and international organizations to support research • Lack of financial resources, allocations, and budgets and lack of activation of the center bylaw for 2005

2.1.13. Agricultural Insurance

Despite the importance of agricultural insurance system in promoting agricultural development, yet, this service is of non existence in oPt. Several proposals and serious debates were conducted in the last few years on agricultural insurance. There are several active insurance private companies covering a wide range of insurance type. Most stakeholders realize the importance and the need for agricultural insurance system but due to several climate uncertainties and managerial factors the insurance companies are not coming forth. Concerted efforts are required by PNA/MoA, insurance companies and finance organizations to come up with a functional and sustainable agricultural insurance system that matches and responds to the requirements and needs of Palestinian farmers. It should be noted that such system could be applied in certain commodities as pilot cases benefiting from the experiences and lessons learned in other countries with similar agro-ecological and socio-economical circumstances.

SWOT Analysis:

The internal and external environment governing agricultural insurance services was analyzed in a workshop held in April, with the participation of representatives of several stakeholders who were divided into several focus groups. Following are the strengths, weaknesses, opportunities and threats related to agricultural insurance.

Strengths	Weaknesses
<ul style="list-style-type: none"> • The large and increasing need for agricultural insurance, especially in light of the increasing threats of political and natural risk • Increase in the conviction of the importance and centrality of the agricultural sector, and work to increase its role • Farmers believes of the importance of agricultural insurance • Availability of studies about this subject • Emergence of commercial and cash crops 	<ul style="list-style-type: none"> • Small and family of production • Lack of consistency in agricultural work • Low incomes of farmers (small property, high production costs, limited water resources) • Lack of local expertise in the field of agricultural insurance • The absence of proper information base for the agricultural sector • Poor application of technology and the absence of early warning systems • Small numbers of farmers who are members in cooperatives and professional agricultural and rural

	<p>organizations, where this ratio did not exceed the 27%</p> <ul style="list-style-type: none"> • Reluctance of national insurance companies to enter the field of agricultural insurance • Agricultural Insurance Law is not approved
Opportunities	Threats
<ul style="list-style-type: none"> • The international financial institutions in collaboration with the World Bank established a facilities program entitled "World reinsurance fund based on the indicators" to build different technical capacity • Realization of international economic & development institutions of the importance of agricultural insurance in supplementing and strengthening the role of the agricultural sectors, to fight against poverty and achieving food security • Alleviating of pressure on PNA budget and emergent relief implications • Real contribution of agricultural insurance in the development of the sector and establishment of modern technology • Potential adoption of risk management rather than crisis management • Creation of greater opportunities to finance and stimulate financial institutions 	<ul style="list-style-type: none"> • Weakness of the legal environment regulating and encouraging the presence of agricultural insurance service • Lack of previous experience in Palestine about agricultural insurance • Severe reservation by insurance companies to participate in agricultural insurance and take part of the risk • Climate change and high risk (insurance premium) • Limited access to foreign market and the high cost of insurance fees • Risks resulting from the occupation • Lack of possibilities of reinsurance at international companies • Lack of awareness among farmers

2.1.14. Compensation on Calamities and Up Normal Conditions

In light of the climate change, oPt is witnessing frequent weather abnormal condition mainly drought, high temperature, strong winds and frost among others, this in addition to the breakout of diseases, extreme prices fluctuation and Israeli distortions.

PNA and sometimes donors and relief agencies provide affected farmers with emergency and recovery support to minimize the effects and to better cope with the results of the up normal circumstances. Since 1998 farmers have been compensated several times for drought, strong winds, Israeli measures, frost and diseases, so compensation is very frequent and need to be

properly institutionalized, it should be integrated to the finance, insurance, marketing and extension systems.

SWOT Analysis:

The internal and external environment governing compensation on calamities services was analyzed in a workshop held in April, with the participation of representatives of several stakeholders who were divided into several focus groups. Following are the strengths, weaknesses, opportunities and threats related to compensation on calamities services.

Strengths	Weaknesses
<ul style="list-style-type: none"> • Availability of studies, awareness and willing of the Ministry to work in this field • Accumulated experience in the Ministry in dealing with calamities • Good transport and communications network 	<ul style="list-style-type: none"> • Poor coordination between the relevant institutions (agriculture, meteorology, water, interior, civil defense, etc.) • Lack of early warning systems and risk management • Lack of institutional structure (fund, system, ..,etc) • Lack of qualified personnel in this field
Opportunities	Threats
<ul style="list-style-type: none"> • Willingness of PNA to support and assist • The desire of the donors and international organizations in providing technical and financial assistance 	<ul style="list-style-type: none"> • Climate change and increasing drought years • Inability of PNA to provide finance in some years • Israeli measures and collective punishment and settlers attacks • Hesitation of the private sector to participate in this effort • Existence of unexpected risks therefore increasing risk types that can be encountered

2.1.15. Afforestation

Afforestation takes place mainly on the government or commonly owned lands, forest trees are also used as wind breaks or as ornamental trees in the public and private gardens and side roads. Forest trees and shrubs are produced in the ministry nurseries and to less extent in private sector nurseries, the seedlings produced in the ministry nurseries are given free of charge to the citizens. In addition to the Ministry of Agriculture, NGOs through certain projects and initiatives

plant forest trees in selected areas. Presently there are five forest nurseries in the West Bank Aroub, Wadi Al Quf, Tulkarem, Kufr Malik, and Qashda.

SWOT Analysis:

The internal and external environment governing Afforestation services was analyzed in a focus group held in April, with the participation of representatives of several stakeholders who were divided into several focus groups. Following are the strength, weaknesses, opportunities and threats related to Afforestation services.

Strengths	Weaknesses
<ul style="list-style-type: none"> • Availability of lands that is only suitable for forests and pastures • Provision free technical support and seedlings • Existence of decisions to maintain and protect Afforestation by MoA • Presence of local expertise • Availability of external sources of funding • Participation of public and nongovernmental partners 	<ul style="list-style-type: none"> • Lack of financial allocations • Citizens are not willing to plant land with trees • Lack of protection activities • Lack of citizens awareness • Weak regulations and legislation • Weak control and protection of forest and afforested areas
Opportunities	Threats
<ul style="list-style-type: none"> • Increasing of environmental awareness among the citizens • Global attention to the environment and the importance of forests 	<ul style="list-style-type: none"> • Difficulty of access in the C areas • Grazing and encroachment • Fires • Absence of land use bylaw • Climate change

2.1.16. Investment Promotion

Due to several natural and political constraints, investment in agriculture is very limited, except the relatively large investments in poultry, dairy, date palm, herbal and medicinal plants this in addition to post harvest and processing activities. Major investors are the private companies, NGOs, cooperatives, farmers, and Palestinian Investment Fund (PIF) while foreign investment is very limited. Investment promotion is conducted through the investment department in the Ministry of Agriculture and Palestinian Investment Promotion Authority (PIPA). Capital is made available either form the investors own resources or through loans from the banks or other

sources. The total agricultural credits made available by the financing institutions in 2011 was around US\$ 38 million or less than 1% of the total lendings to the public and private sector, this amount includes food processing in addition to agriculture.

SWOT Analysis:

The internal and external environment governing investment promotion services was analyzed in a focus group held in April, with the participation of representatives of several stakeholders who were divided into several focus groups. Following are the strength, weaknesses, opportunities and threats related to investment promotion services.

Strengths	Weaknesses
<ul style="list-style-type: none"> • Increased interest in investment promotion • Adoption of modern agricultural techniques • Diversity of agro-climatic zones • Availability of expertise and labor 	<ul style="list-style-type: none"> • Weak investment environment and incentives • Limited water and land • High cost of inputs compared to other Arab countries • Old and not updated legislation • Weak financing for small projects and weak sustainability
Opportunities	Threats
<ul style="list-style-type: none"> • International sympathy • The presence of Palestinian communities in Diaspora who are willing to invest • Bilateral, regional and international agreements 	<ul style="list-style-type: none"> • Restrictions of the free movement of persons, services and capital • Occupation and its actions in terms of entrance and access to the Palestinian Territories • Political instability

2.2. Synthesis

In light of the previous detailed analyses, following is a synthesis of the major results:

1. There are six key providers in the West Bank (MoA, private sector, NGOS, cooperatives and international agencies). As shown in the following table (2) which includes the source of the services received by the farmers, ranked from the highest which was given (6) points to the lowest given (1) point. The table shows that MoA is the major provider of (6) services and

the second provider of (3) services, while NGOs are the major provider for (2) services and the second provider of (1) service and the second provider of (2) services.

Table (2): Key service providers

#	Services	Key providers					
		MoA	Private Sector	NGOs	Cooperatives	International Development Institutions	Others
1	Agricultural Extension	6	3	5	4	2	1
2	Credit Services	1	5	6	1	1	1
3	Training services	6	2	5	4	4	1
4	Marketing	6	4	5	2	2	3
5	Agricultural processing	6	2	5	4	4	1
6	Laboratory support	6	1	5	4	3	1
7	Land development	5	4	6	3	2	1
8	Farm Machinery	5	6	4	3	2	1
9	Farming inputs:	5	3	4	2	1	6
10	Veterinary services	6	5	4	2	3	1

2. Prioritized needs:

Following are the prioritized need for all respondent farmers:

- Farming inputs in terms of improved quality, reasonable prices and availability of certain inputs that Israeli Authorities are not allowing them to enter in to oPt
- Agricultural extension improvement in term of quality, responsiveness, timing and sustainability
- Training as a major tool to adopt proper and appropriate technologies especially regarding farm management, water management and other technical aspects
- Mechanization and farmer machinery in order to improve the efficiency and reduce the costs, especially for small and medium size holdings

- Lab services, whether for formulation, residues, analysis, or diagnosis of diseases
 - Credit, production diversification and adoption of new technologies requires additional finance, which either limited or not accessible
 - Land development, despite the intensive work in land development since 1994, yet further work is needed and new approaches need to be applied
 - Food processing, a big room do exist to improve food processing especially home and small scale enterprises
 - Agricultural risk management scheme, in order to avoid and secure farmers from unexpected risks and uncertainties, a scheme need to be in place and institutionalized
 - Agricultural insurance mainly against diseases and prices
3. The general farmers' level of satisfaction from the services provided to them are summarized in the following table (3). The table shows the ranks (5-1) given to each degree of satisfaction, number (5) represents the best degree of satisfaction while number (1) represent the least, for example for credit service most respondents say that the service is good and the least say it is weak while for veterinary services most respondents say the service was very good and the least say it was weak.

Table (3): Level of satisfaction

#	Services	Level of Satisfaction				
		Excellent	Very good	Good	Week	Not Satisfied
1	Agricultural Extension	4	5	5	3	2
2	Credit Services	3	4	5	1	2
3	Training services	3	5	4	2	1
4	Marketing	3	5	4	2	1
5	Agricultural processing	3	5	4	2	1
6	Laboratory support	3	5	4	1	2
7	Land development	4	5	3	1	2
8	Farm Machinery	3	4	5	1	2
9	Farming inputs:	2	5	4	2	3
10	Veterinary services	4	5	3	1	2

4. The reasons for farmers were weakly satisfied or not satisfied are summarized below
- Poor and improper quality
 - High prices and costs
 - Not available on time or when needed
 - Limited accessibility
 - Frequent change of immediate providers (extension agents, vet.....etc)
 - Too much routine, and requirements formalities
 - Some services are centralized
 - Weak sustainability
 - Low farmers share of the retailers price
 - Limited alternatives available
 - Little in kind support

CHAPTER-3 Conclusions and Recommendations

3.1. Conclusions and Findings:

In the light of data collected, analysis, bilateral and semi-structured interviews, questionnaires, workshops' results and study team experiences, following are the major conclusions of the study:

1. Quality, quantity and timing of most delivered services are either inappropriate or irresponsive to the needs
2. Some services are either of non-existence, far from meeting the needs or not properly institutionalized such as calamities fund, agricultural insurance and agricultural finance
3. Lack of coordination and cooperation among the service providers within the same sector and between the sectors and the institutions
4. Absence of clear delineations and division of labor between different stakeholders, that sometimes result in contradictions and overlaps
5. Institutional and human capacities and capabilities are weak
6. Certain legislations, standards and specifications are either lacking or inappropriate
7. Quality assurance, control and M&E facilities are weak
8. Limited accessibility of farmers to certain services such as finance, labs, research results and vet service
9. Farmers groups and cooperatives that provide services or organize farmers to act together and reduce the cost of the service are mostly incapable
10. Reluctance of the private sector to deliver certain services either because they are provided free or at cost by MoA or NGOs
11. The investment environment is not enabling for big scale service delivery enterprises due to occupation distortions and high risks in agriculture
12. Some services are not tailored to farmers and target groups immediate needs and the practical sides of it are weak such as in case of training and education
13. Limited budget and financial resources allocated by MoA to support well functioning and appropriate services
14. Minimal use and application ICT to facilitate and improve the provision of certain services such as MIS, SMS, GIS, Web sites, e-applications etc
15. Weak and unavailability of certain structures, infra structures such as labs, quarantine stations, packing houses, cars to public services providers, frigirated cars etc
16. Limited access to loans from the banks to finance service delivery businesses
17. Absence of studies and feasibilities for the establishment of certain services
18. Small farmers do not receive enough attention and share of the services provided
19. Service providers' employees lack the means and motivation to properly serve their clients

20. Farmers willingness to pay for certain services is lacking
21. Some service providers who provide services to MoA complain from long delays in their payments
22. Farmers in remote areas who are mostly poor suffer from additional costs to get the services
23. Limited access to some areas especially the villages behind the separation wall
24. Smuggling of certain inputs which do not necessarily meet the specifications and standards and of low quality
25. Sustainability of services provided through projects is limited

3.2. Recommendations:

In order to achieve an efficient, effective and sustainable agricultural service delivery system in oPt, following are the major recommendations to be considered while developing the related strategies, plans and projects.

1. Clear division of labour between the major service providers (public, private, NGOs and CSOs) need to be in place, this should be framed and guided by national and sectoral strategies
2. Public-private partnership should be sought and maximized through functioning and sustainable mechanisms
3. As much possible group oriented service provision should be applied, so as to minimize the cost and to make the services attainable and feasible
4. Quality control, inspection and M&E systems need to be enforced to ensure that the services delivered comply with the norms, specifications, standards and requirements
5. Certain services targeting small farmers, natural resource management and conservation, combating epidemics and vaccination should stay in the public sector/MoA domain, this should not exclude others from providing such services
6. Newly applied approaches such as the Agricultural Services Centers and Farmers Schools should be disseminated and supported
7. Regulations governing the service delivery need to be enforced, modified or drafted
8. As much possible, distortions and using double standards when delivering certain services should be avoided

9. Services provided through projects with foreign finance should be well coordinated in order to ensure minimal negative effects and distortions and to align with the applicable standards and norms
10. Ensure that the free of charge and subsidized services are targeting those who can't afford paying
11. Crisis management plans need to be in place in case of natural disasters and epidemic outbreaks
12. Certain laboratories need to be established, upgraded or accredited
13. Public service providers and their employees need to be well equipped, motivated and enabled to perform their tasks properly, this includes among others training, incentives and availability of transportation and equipments
14. Special fund to promote and support the establishment of certain services such as calamities fund, agricultural insurance and agricultural services centers. The fund can be used either as seed money to encourage starting such services or to partner with other investors and providers
15. As ICT applications and use are widely spread and accessible by most farmers or members of their families, service providers should make maximum use of ICT application to improve their services and increase its efficiency and effectiveness
16. More detailed analysis on the appropriateness, efficiency and effectiveness of the services provided by the public sector need to be conducted, the analysis should include specific recommendations to improve the quality of the service at least costs, where possible and feasible, private sector should be encouraged to deliver such services

LIST OF ANNEXES

Annex -1: List of Documents Reviewed

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MOA, 2010, a study on "the assessment of the organizational capacity of the MOA", conducted under a project entitled "Improving the MOA capacity building" implemented by the MOA and FAO, funded by the Spanish cooperation office, December-2010.

Nicola McIvor and Arshad Hussain, Chars Livelihood Programme" *A study to Assess the Sustainability of Livestock Services Providers Under CLP-1*" March- 2011.

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PNA, Ministry of Agriculture, Strategy for the Palestinian Agriculture Sector "Shared Vision", prepared in cooperation with the FAO, Ramallah, December 2010

Practical Action Consulting, Abdur Rob, *"CLP Market Assessment- Market system for Milk and Dairy Products- Bogra\ Sirajgoni chars"*, December- 2010.

Royal Tropical Institute, KIT development Policy and Practice, E.S. Nederlof, B. Wennink and W. Heemskerk, *"Access to agricultural services"*, Background paper for the IFAD Rural Poverty

Report 2010, version-3, March 2008.

The Revised Palestinian Agriculture Law, No. (11), 2005

William Rivera, Gary Alex (editors), "*Demand-driven Approaches to Agriculture Extension: Case studies of International Initiatives*", Agriculture and Rural Development Discussion Paper 10, Extension Reform for Rural Development, World Bank, Volume 3, 2004.

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Annex -2: List of persons interviewed

#	Name	Position	Organizations
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Annex -3: The Questionnaire



Evaluation of Agricultural Services Provided to Farmers in Palestine Farmers Questionnaire/ Extension

MoA is conducting a field survey in cooperation with Horizon for Sustainable Development to collect information and assess different kinds of agricultural services provided to farmers in the West Bank districts. This study is conducted under the framework of Netherlands Programme entitled “Improving Livelihood in the Occupied Palestinian Territories- West Bank Districts” funded by Netherlands and managed by PARC.

Demographic Information
Questionnaire number.....(for office use)
Name of respondent.....
Mobile number:
Name of locality or village.....
District:
Remunerator.
Date/...../.....

Farmer characteristics:
Type of activity plant production <input type="checkbox"/> animal production <input type="checkbox"/> others <input type="checkbox"/> Specify _____
Type of crop _____ Area _____ dunum
Number of animals:
1.Sheep and goats <input type="checkbox"/> _____ head 2. Cows <input type="checkbox"/> _____ head

3. Poultry <input type="checkbox"/> _____	4. Bees <input type="checkbox"/> _____ beehives
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Extension Services:

Q1: When was the last extension service you received?

1. Less than 1 year <input type="checkbox"/>	2. (1- 2) years <input type="checkbox"/>	3. More than 2 years <input type="checkbox"/>
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4. Other specify _____

Q2: What is the type of extension service provided to you?

1. Individual visits <input type="checkbox"/>	2. Field demonstrations <input type="checkbox"/>
3. Training sessions <input type="checkbox"/>	4. Practical training <input type="checkbox"/>
5. Meetings <input type="checkbox"/>	6. Field days <input type="checkbox"/>

7. Other specify _____

Q3: Which organization provides you with the extension services?

1. Ministry of Agriculture <input type="checkbox"/>	2. Private sector <input type="checkbox"/>
3. NGOs <input type="checkbox"/>	4. Cooperatives <input type="checkbox"/>
5. International Development Institutions <input type="checkbox"/>	6. Other, specify _____ <input type="checkbox"/>

Q4: What is your satisfaction degree with the extension services provided?

1. Excellent <input type="checkbox"/>	2. Very good <input type="checkbox"/>	3. Good <input type="checkbox"/>	4. Weak <input type="checkbox"/>
5. Not satisfied <input type="checkbox"/>			

If your answer is "Not satisfied" please, mention the reasons?

Q5: In your opinion, how the provided extension services could be improved?	
1. Provide Extension officers with more practical experience <input type="checkbox"/>	2. More meetings on technical problems <input type="checkbox"/>
3. Provide the service on time <input type="checkbox"/>	4 The frequency of farm visit should be adequate to farmers needs <input type="checkbox"/>
5. Make available more Extension Officers <input type="checkbox"/>	6. Other, specify <input type="checkbox"/>
Q6: What are the extension services that not provided to you and you need them?	
Q7: What are other agricultural services (except extension services) do you need?	
1. Food processing <input type="checkbox"/>	2. Veterinary services <input type="checkbox"/>
3. Marketing <input type="checkbox"/>	4. Training <input type="checkbox"/>
5. Laboratory services <input type="checkbox"/>	6. Credit <input type="checkbox"/>
7. Farming inputs <input type="checkbox"/>	8. Farm machinery <input type="checkbox"/>
9. Land development <input type="checkbox"/>	10. Other, specify <input type="checkbox"/>



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Evaluation of Agricultural Services Provided to Farmers in Palestine

Farmers Questionnaire/ Credit

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Demographic Information
Questionnaire number.....(for office use)
Name of respondent.....
Mobile number:
Name of locality or village.....
District:
Remunerator.
Date/...../.....

Farmer characteristics:
Type of activity plant production <input type="checkbox"/> animal production <input type="checkbox"/> others <input type="checkbox"/> Specify _____

Type of crop _____		Area _____ dunum	
Number of animals:			
1. Sheep and goats <input type="checkbox"/> _____ head		2. Cows <input type="checkbox"/> _____ head	
3. Poultry <input type="checkbox"/> _____		4. Bees <input type="checkbox"/> _____ beehives	

Credit			
Q1: When was the last credit you received?			
1. Less than 1 year <input type="checkbox"/>		2. (1- 2) years <input type="checkbox"/>	
		3. More than 2 years <input type="checkbox"/>	
4. Other <input type="checkbox"/> specify _____			
Q2:			
Type of credit provided	Source	Profit/ non profit	Interest rate
Seasonal	<input type="checkbox"/> Banks	<input type="checkbox"/> profit	
	<input type="checkbox"/> Organizations/ cooperatives		
	<input type="checkbox"/> Relatives/ friends	<input type="checkbox"/> non profit	
	<input type="checkbox"/> Dealers		
	<input type="checkbox"/> Farmers		
Annual	<input type="checkbox"/> Banks	<input type="checkbox"/> profit	
	<input type="checkbox"/> Organizations/ cooperatives		
	<input type="checkbox"/> Relatives/ friends	<input type="checkbox"/> non profit	
	<input type="checkbox"/> Dealers		
	<input type="checkbox"/> Farmers		
Long term	<input type="checkbox"/> Banks	<input type="checkbox"/> profit	

<input type="checkbox"/> Organizations/ cooperatives	<input type="checkbox"/> non profit
<input type="checkbox"/> Relatives/ friends	
<input type="checkbox"/> Dealers	
<input type="checkbox"/> Farmers	

Q3: What is your satisfaction degree with the credit services provided?

1. Excellent <input type="checkbox"/>	2. Very good <input type="checkbox"/>	3. Good <input type="checkbox"/>	4. Weak <input type="checkbox"/>
5. Not satisfied <input type="checkbox"/>			

If your answer is "Not satisfied" please, mention the reasons?

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Q4: In your opinion, how the provided credit services could be improved?

1. Reduce the procedures and the duration of the loan approval <input type="checkbox"/>	2. Ease the collaterals and guarantees <input type="checkbox"/>
3.Reduce interest rate and extend the repayment periods <input type="checkbox"/>	4 .Flexible payment in difficult conditions <input type="checkbox"/>
5. Increase the amount of the loan <input type="checkbox"/>	6. Other <input type="checkbox"/> specify

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Q5: What are the credit services that not provided to you and you need them?

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Q6: How do you use the loan? (fields of use)

1. Farm rehabilitation <input type="checkbox"/>	2. Increase livestock numbers <input type="checkbox"/>
3. Buying farming inputs <input type="checkbox"/>	4. Buying tools and farm machinery <input type="checkbox"/>
5. Payment of debt <input type="checkbox"/>	6. Other <input type="checkbox"/> specify

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Q7: What are other agricultural services (except credit services) do you need?

1. Extension <input type="checkbox"/>	2. Veterinary services <input type="checkbox"/>
3. Marketing <input type="checkbox"/>	4. Training <input type="checkbox"/>
5. Laboratory services <input type="checkbox"/>	6. Food processing <input type="checkbox"/>
7. Farming inputs <input type="checkbox"/>	8. Farm machinery <input type="checkbox"/>
9. Land development <input type="checkbox"/>	10. Other, specify <input type="checkbox"/>

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Evaluation of Agricultural Services Provided to Farmers in Palestine

Farmers Questionnaire/ Food processing

MoA is conducting a field survey in cooperation with Horizon for Sustainable Development to collect information and assess different kinds of agricultural services provided to farmers in the West Bank districts. This study is conducted under the framework of Netherlands Programme entitled “Improving Livelihood in the Occupied Palestinian Territories- West Bank Districts” funded by Netherlands and managed by PARC.

Demographic Information
Questionnaire number(for office use)
Name of respondent.....
Mobile number:
Name of locality or village.....
District:
Remunerator.
Date/...../.....

Farmer characteristics:
Type of activity plant production <input type="checkbox"/> animal production <input type="checkbox"/> others <input type="checkbox"/>
Specify _____

Type of crop _____		Area _____ dunum	
Number of animals:			
1. Sheep and goats <input type="checkbox"/> _____ head		2. Cows <input type="checkbox"/> _____ head	
3. Poultry <input type="checkbox"/> _____		4. Bees <input type="checkbox"/> _____ beehives	

Food processing

Q1: When was the last food processing service you received?

1. Less than 1 year 2. (1- 2) years 3. More than 2 years

4. Other specify _____

Q2: What is the type of food processing service provided to you?

1. Materials, tools for food processing 2. Extension

3. Training 4. Marketing for processed agricultural products

5. Chilled store 6. Participation in local promotional exhibition

7. Communication with private institutions 8. Other specify _____

Q3: Which organization provides you with the food processing services?

1. Ministry of Agriculture 2. Private sector

3. NGOs 4. Cooperatives

5. International Development Institutions 6. Other, specify _____

Q4: What is your satisfaction degree with the food processing services provided?

1. Excellent 2. Very good 3. Good 4. Weak

5. Not satisfied

If your answer is "Not satisfied" please, mention the reasons?

--

Q5: In your opinion, how the provided food processing services could be improved?

1. Decrease the costs (prices) <input type="checkbox"/>	2. Provide materials, tools with good quality <input type="checkbox"/>
3. Provide appropriate training <input type="checkbox"/>	4. Support marketing, especially collective marketing <input type="checkbox"/>
5. Provide materials and tools on time <input type="checkbox"/>	6. Other, specify _____ <input type="checkbox"/>

--

Q6: What are the food processing services that not provided to you and you need them?

--

Q7: What are other agricultural services (except food processing) do you need?

1. Extension <input type="checkbox"/>	2. Veterinary services <input type="checkbox"/>
3. Marketing <input type="checkbox"/>	4. Training <input type="checkbox"/>
5. Laboratory services <input type="checkbox"/>	6. Credit <input type="checkbox"/>
7. Farming inputs <input type="checkbox"/>	8. Farm machinery <input type="checkbox"/>
9. Land development <input type="checkbox"/>	10. Other, specify <input type="checkbox"/>

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Evaluation of Agricultural Services Provided to Farmers in Palestine

Farmers Questionnaire/ Farm machinery

MoA is conducting a field survey in cooperation with Horizon for Sustainable Development to collect information and assess different kinds of agricultural services provided to farmers in the West Bank districts. This study is conducted under the framework of Netherlands Programme entitled “Improving Livelihood in the Occupied Palestinian Territories- West Bank Districts” funded by Netherlands and managed by PARC.

Demographic Information
Questionnaire number.....(for office use)
Name of respondent.....
Mobile number:
Name of locality or village.....
District:
Remunerator.
Date/...../.....

Farmer characteristics:
Type of activity plant production <input type="checkbox"/> animal production <input type="checkbox"/> others <input type="checkbox"/> Specify _____
Type of crop _____ Area _____ dunum
Number of animals:

1. Sheep and goats <input type="checkbox"/> _____ head	2. Cows <input type="checkbox"/> _____ head
3. Poultry <input type="checkbox"/> _____	4. Bees <input type="checkbox"/> _____ beehives

Farm machinery

Q1: When was the last farm machinery service you received?

- | | | |
|---|---|---|
| 1. Less than 1 year <input type="checkbox"/> | 2. (1- 2) years <input type="checkbox"/> | 3. More than 2 years <input type="checkbox"/> |
| 4. Other <input type="checkbox"/> specify _____ | | |

Q2: What is the type of farm machinery service provided to you?

- | | |
|--|--|
| 1. Extension <input type="checkbox"/> | 2. Training on the use <input type="checkbox"/> |
| 3. Maintenance work <input type="checkbox"/> | 4. Leasing <input type="checkbox"/> |
| 5. Ploughing machines <input type="checkbox"/> | 6. Harvesting machines <input type="checkbox"/> |
| 7. Conveyor machines <input type="checkbox"/> | 8. Spraying machines <input type="checkbox"/> |
| 9. Machines and tools for pruning <input type="checkbox"/> | 10. Machines and tools for cutting the trees (chain saws) <input type="checkbox"/> |
| 11. Other <input type="checkbox"/> specify _____ | |

Q3: Which organization provides you with the farm machinery services?

- | | |
|--|--|
| 1. Ministry of Agriculture <input type="checkbox"/> | 2. Private sector <input type="checkbox"/> |
| 3. NGOs <input type="checkbox"/> | 4. Cooperatives <input type="checkbox"/> |
| 5. International Development Institutions <input type="checkbox"/> | 6. Other, specify _____ <input type="checkbox"/> |

Q4: What is your satisfaction degree with the farm machinery services provided?

- | | | | |
|---|---------------------------------------|----------------------------------|----------------------------------|
| 1. Excellent <input type="checkbox"/> | 2. Very good <input type="checkbox"/> | 3. Good <input type="checkbox"/> | 4. Weak <input type="checkbox"/> |
| 5. Not satisfied <input type="checkbox"/> | | | |

If your answer is "Not satisfied" please, mention the reasons?

Q5: In your opinion, how the provided farm machinery services could be improved?	
1. Decrease the costs (prices) <input type="checkbox"/>	2. Provide machines with better quality <input type="checkbox"/>
3. Provide the required machines on time <input type="checkbox"/>	4. Make available maintenance
7. Other <input type="checkbox"/> specify	
Q6: What are the farm machinery services that not provided to you and you need them?	
Q7: What are other agricultural services (except farm machinery services) do you need?	
1. Extension <input type="checkbox"/>	2. Veterinary services <input type="checkbox"/>
3. Marketing <input type="checkbox"/>	4. Training <input type="checkbox"/>
5. Laboratory services <input type="checkbox"/>	6. Food processing <input type="checkbox"/>
7. Farming inputs <input type="checkbox"/>	8. Credit <input type="checkbox"/>
9. Land development <input type="checkbox"/>	10. Other, specify <input type="checkbox"/>

Evaluation of Agricultural Services Provided to Farmers in Palestine

Farmers Questionnaire/ Training

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Demographic Information
Questionnaire number(for office use)
Name of respondent.....
Mobile number:
Name of locality or village.....
District:
Remunerator.
Date/...../.....

Farmer characteristics:	
Type of activity	plant production <input type="checkbox"/> animal production <input type="checkbox"/> others <input type="checkbox"/>
Specify _____	
Type of crop _____	Area _____ dunum
Number of animals:	
1. Sheep and goats <input type="checkbox"/> _____ head	2. Cows <input type="checkbox"/> _____ head
3. Poultry <input type="checkbox"/> _____	4. Bees <input type="checkbox"/> _____ beehives

Training			
Q1: When was the last training you received?			
1. Less than 1 year <input type="checkbox"/>	1. Less than 1 year <input type="checkbox"/>	1. Less than 1 year <input type="checkbox"/>	
4. Other <input type="checkbox"/> specify _____			
Q2: Which organization provides you with the training services?			
5. Ministry of Agriculture <input type="checkbox"/>	6. Private sector <input type="checkbox"/>		
7. NGOs <input type="checkbox"/>	8. Cooperatives <input type="checkbox"/>		
5. International Development Institutions <input type="checkbox"/>	6. Other, specify _____ <input type="checkbox"/>		
Q3: What is your satisfaction degree with the training services provided?			
1. Excellent <input type="checkbox"/>	2. Very good <input type="checkbox"/>	3. Good <input type="checkbox"/>	4. Weak <input type="checkbox"/>
5. Not satisfied <input type="checkbox"/>			
If your answer is "Not satisfied" please, mention the reasons?			
Q4: In your opinion, how the provided training services could be improved?			
1. Focus on practical training <input type="checkbox"/>	2. Training on topics meet farmer need <input type="checkbox"/>		
3. Provide training on time <input type="checkbox"/>	4. Intensification of training courses <input type="checkbox"/>		
5. Provision of qualified trainers <input type="checkbox"/>	6. Training on modern agricultural techniques <input type="checkbox"/>		
7. Continuous training <input type="checkbox"/>	8. Other, specify <input type="checkbox"/>		

Q5: What are the training services that not provided to you and you need them?	
Q6: What are other agricultural services (except training services) do you need?	
1. Extension services <input type="checkbox"/>	2. Veterinary services <input type="checkbox"/>
3. Marketing <input type="checkbox"/>	4. Food processing <input type="checkbox"/>
5. Laboratory services <input type="checkbox"/>	6. Credit <input type="checkbox"/>
7. Farming inputs <input type="checkbox"/>	8. Farm machinery <input type="checkbox"/>
9. Land development <input type="checkbox"/>	10. Other, specify <input type="checkbox"/>

Evaluation of Agricultural Services Provided to Farmers in Palestine

Farmers Questionnaire/ Laboratory services

MoA is conducting a field survey in cooperation with Horizon for Sustainable Development to collect information and assess different kinds of agricultural services provided to farmers in the West Bank districts. This study is conducted under the framework of Netherlands Programme entitled “Improving Livelihood in the Occupied Palestinian Territories- West Bank Districts” funded by Netherlands and managed by PARC.

Demographic Information
Questionnaire number.....(for office use)
Name of respondent.....
Mobile number:
Name of locality or village.....
District:
Remunerator.
Date/...../.....

Farmer characteristics:	
Type of activity	plant production <input type="checkbox"/> animal production <input type="checkbox"/> others <input type="checkbox"/>
Specify _____	
Type of crop _____	Area _____ dunum
Number of animals:	
1. Sheep and goats <input type="checkbox"/> _____ head	2. Cows <input type="checkbox"/> _____ head
3. Poultry <input type="checkbox"/> _____	4. Bees <input type="checkbox"/> _____ beehives

Laboratory services

Q1: When was the last laboratory service you received?

- | | | |
|---|---|---|
| 1. Less than 1 year <input type="checkbox"/> | 2. (1- 2) years <input type="checkbox"/> | 3. More than 2 years <input type="checkbox"/> |
| 4. Other <input type="checkbox"/> specify _____ | | |

Q2: What is the type of laboratory service provided to you?

- | | |
|---|--|
| 1. Diagnosis <input type="checkbox"/> | 2. Water analysis <input type="checkbox"/> |
| 3. Soil analysis <input type="checkbox"/> | 4. Olive oil analysis <input type="checkbox"/> |
| 5. Pesticides <input type="checkbox"/> | 6. Fodder analysis <input type="checkbox"/> |
| 7. Other <input type="checkbox"/> specify _____ | |

Q3: Which organization provides you with the laboratory services?

- | | |
|--|--|
| 1. Ministry of Agriculture <input type="checkbox"/> | 2. Private sector <input type="checkbox"/> |
| 3. NGOs <input type="checkbox"/> | 4. Cooperatives <input type="checkbox"/> |
| 5. International Development Institutions <input type="checkbox"/> | 6. Other, specify _____ <input type="checkbox"/> |

Q4: What is your satisfaction degree with the laboratory services provided?

- | | | | |
|---|---------------------------------------|----------------------------------|----------------------------------|
| 1. Excellent <input type="checkbox"/> | 2. Very good <input type="checkbox"/> | 3. Good <input type="checkbox"/> | 4. Weak <input type="checkbox"/> |
| 5. Not satisfied <input type="checkbox"/> | | | |

If your answer is "Not satisfied" please, mention the reasons?

Q5: In your opinion, how the provided laboratory services could be improved?

- | | |
|--|--|
| 1. Decrease the costs (prices) <input type="checkbox"/> | 2. Conduct the lab. tests on time with rapid results delivery <input type="checkbox"/> |
| 3. Make available the lab. tests continuously at the local level (internally) <input type="checkbox"/> | 4. Increase the provided lab. Services <input type="checkbox"/> |
| 5. Other <input type="checkbox"/> , specify _____ | |

Q6: What are the laboratory services that not provided to you and you need them?

--

Q7: What are other agricultural services (except laboratory services) do you need?

1. Extension	<input type="checkbox"/>	2. Veterinary services	<input type="checkbox"/>
3. Marketing	<input type="checkbox"/>	4. Training	<input type="checkbox"/>
5. Food processing	<input type="checkbox"/>	6. Credit	<input type="checkbox"/>
7. Farming inputs	<input type="checkbox"/>	8. Farm machinery	<input type="checkbox"/>
9. Land development	<input type="checkbox"/>	10. Other, specify	<input type="checkbox"/>

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Evaluation of Agricultural Services Provided to Farmers in Palestine

Farmers Questionnaire/ Marketing

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Demographic Information
Questionnaire number.....(for office use)
Name of respondent.....
Mobile number:
Name of locality or village.....
District:
Remunerator.
Date/...../.....

Farmer characteristics:	
Type of activity	plant production <input type="checkbox"/> animal production <input type="checkbox"/> others <input type="checkbox"/>
Specify _____	
Type of crop _____	Area _____ dunum
Number of animals:	
1. Sheep and goats <input type="checkbox"/> _____ head	2. Cows <input type="checkbox"/> _____ head
3. Poultry <input type="checkbox"/> _____	4. Bees <input type="checkbox"/> _____ beehives

Marketing			
Q1: When was the last marketing service you received?			
1. Less than 1 year <input type="checkbox"/>	2. (1- 2) years <input type="checkbox"/>	3. More than 2 years <input type="checkbox"/>	
4. Other <input type="checkbox"/> specify _____			
Q2: What is the type of marketing service provided to you?			
1. Information about the market <input type="checkbox"/>	2. Marketing extension <input type="checkbox"/>		
3. Regulate the production <input type="checkbox"/>	4. Improve and quality control <input type="checkbox"/>		
5. Support marketing cooperatives <input type="checkbox"/>	6. Obtain Global Gap certificate <input type="checkbox"/>		
7. Other <input type="checkbox"/> specify _____			
Q3: Which organization provides you with the marketing services?			
1. Ministry of Agriculture <input type="checkbox"/>	2. Private sector <input type="checkbox"/>		
3. NGOs <input type="checkbox"/>	4. Marketing cooperatives <input type="checkbox"/>		
5. International Development Institutions <input type="checkbox"/>	6. Other farmers <input type="checkbox"/>		
7. Other <input type="checkbox"/> specify _____			
Q4: What is your satisfaction degree with the marketing services provided?			
1. Excellent <input type="checkbox"/>	2. Very good <input type="checkbox"/>	3. Good <input type="checkbox"/>	4. Weak <input type="checkbox"/>
5. Not satisfied <input type="checkbox"/>			
If your answer is "Not satisfied" please, mention the reasons?			

Q5: In your opinion, how the provided marketing services could be improved?	
1. Encourage agricultural and food processing <input type="checkbox"/>	2. Provide training in the field of marketing <input type="checkbox"/>
3. Encourage collective marketing <input type="checkbox"/>	4. Make available service and information on time <input type="checkbox"/>
5. Make available prior contractors <input type="checkbox"/>	6. Improve the quality of agricultural products <input type="checkbox"/>
7. Assist to make available the requirements for foreign markets <input type="checkbox"/>	8. Patterning the agricultural production <input type="checkbox"/>
9. Determine supply and demand for different agricultural commodities <input type="checkbox"/>	10. Other <input type="checkbox"/> specify

--

Q6: What are the marketing services that not provided to you and you need them?

--

Q7: What are other agricultural services (except marketing services) do you need?

1. Extension <input type="checkbox"/>	2. Veterinary services <input type="checkbox"/>
3. Food processing <input type="checkbox"/>	4. Training <input type="checkbox"/>
5. Laboratory services <input type="checkbox"/>	6. Credit <input type="checkbox"/>
7. Farming inputs <input type="checkbox"/>	8. Farm machinery <input type="checkbox"/>
9. Land development <input type="checkbox"/>	10. Other, specify <input type="checkbox"/>

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Evaluation of Agricultural Services Provided to Farmers in Palestine

Farmers Questionnaire/ Veterinary Services

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Demographic Information
Questionnaire number.....(for office use)
Name of respondent.....
Mobile number:
Name of locality or village.....
District:
Remunerator.
Date/...../.....

Farmer characteristics:	
Number of animals:	
1. Sheep and goats <input type="checkbox"/> _____ head	2. Cows <input type="checkbox"/> _____ head
3. Poultry <input type="checkbox"/> _____	4. Bees <input type="checkbox"/> _____ beehives

Veterinary Services			
Q1: When was the last veterinary service you received?			
1. Less than 1 year <input type="checkbox"/>	2. (1- 2) years <input type="checkbox"/>	3. More than 2 years <input type="checkbox"/>	
4. Other <input type="checkbox"/> specify _____			
Q2: What is the type of veterinary service provided to you?			
1. Vaccines <input type="checkbox"/>	2. Treatments and medicines <input type="checkbox"/>		
3. Tests, diagnosis <input type="checkbox"/>	4. Extension services <input type="checkbox"/>		
5. Other <input type="checkbox"/> specify _____			
Q3: Which organization provides you with the veterinary services?			
1. Ministry of Agriculture <input type="checkbox"/>	2. Private sector <input type="checkbox"/>		
3. NGOs <input type="checkbox"/>	4. Cooperatives <input type="checkbox"/>		
5. International Development Institutions <input type="checkbox"/>	6. Other, specify _____ <input type="checkbox"/>		
Q4: What is your satisfaction degree with the veterinary services provided?			
1. Excellent <input type="checkbox"/>	2. Very good <input type="checkbox"/>	3. Good <input type="checkbox"/>	4. Weak <input type="checkbox"/>
5. Not satisfied <input type="checkbox"/>			
If your answer is "Not satisfied" please, mention the reasons?			
Q5: In your opinion, how the provided veterinary services could be improved?			
1. Decrease the costs(prices) <input type="checkbox"/>	2. Provide training <input type="checkbox"/>		
3. Provide the service on time <input type="checkbox"/>	4 Intensification of visits <input type="checkbox"/>		
5. Improve the quality of service <input type="checkbox"/>	6. Provide the service by qualified veterinarian and have good experience <input type="checkbox"/>		
7. Enhance and expand the role of provided laboratory services <input type="checkbox"/>	8. Enhance the control on food materials and animal products <input type="checkbox"/>		
9. Control on epidemic animal diseases <input type="checkbox"/>	10. Other, specify <input type="checkbox"/>		

Q6: What are the veterinary services that not provided to you and you need them?

Q7: What are other agricultural services (except veterinary services) do you need?

1. Extension	<input type="checkbox"/>	2. Marketing	<input type="checkbox"/>
3. Food processing	<input type="checkbox"/>	4. Training	<input type="checkbox"/>
5. Laboratory services	<input type="checkbox"/>	6. Credit	<input type="checkbox"/>
7. Farming inputs	<input type="checkbox"/>	8. Farm machinery	<input type="checkbox"/>
9. Land development	<input type="checkbox"/>	10. Other, specify	<input type="checkbox"/>



Evaluation of Agricultural Services Provided to Farmers in Palestine

Farmers Questionnaire/ Farming inputs

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Demographic Information
Questionnaire number.....(for office use)
Name of respondent.....
Mobile number:
Name of locality or village.....
District:
Remunerator.
Date/...../.....

Farmer characteristics:	
Type of activity	plant production <input type="checkbox"/> animal production <input type="checkbox"/> others <input type="checkbox"/>
Specify _____	
Type of crop _____	Area _____ dunum
Number of animals:	
1. Sheep and goats <input type="checkbox"/> _____ head	2. Cows <input type="checkbox"/> _____ head

3. Poultry <input type="checkbox"/> _____	4. Bees <input type="checkbox"/> _____ beehives		
Farming inputs			
Q1: When were the last farming inputs you bought?			
1. Less than 1 year <input type="checkbox"/>	2. (1- 2) years <input type="checkbox"/>	3. More than 2 years <input type="checkbox"/>	
4. Other <input type="checkbox"/> specify _____			
Q2: What is the type of the farming inputs service provided to you?			
1. Seeds and seedlings <input type="checkbox"/>	2. Fertilizers <input type="checkbox"/>		
3. Pesticides <input type="checkbox"/>	4. Irrigation systems <input type="checkbox"/>		
5. Plastic materials <input type="checkbox"/>	6. Fodders <input type="checkbox"/>		
7. Treatments and Medicines <input type="checkbox"/>	8. Other <input type="checkbox"/> specify _____		
Q3: Which organization provides you with the farming inputs services?			
1. Ministry of Agriculture <input type="checkbox"/>	2. Dealers <input type="checkbox"/>		
3. NGOs <input type="checkbox"/>	4. Private sector <input type="checkbox"/>		
5. Cooperatives <input type="checkbox"/>	6. International Development Institutions <input type="checkbox"/>		
7. Other <input type="checkbox"/> specify _____			
Q4: What is your satisfaction degree with the farming inputs services provided?			
1. Excellent <input type="checkbox"/>	2. Very good <input type="checkbox"/>	3. Good <input type="checkbox"/>	4. Weak <input type="checkbox"/>
5. Not satisfied <input type="checkbox"/>			
If your answer is "Not satisfied" please, mention the reasons?			

Q5: In your opinion, how the provided farming inputs services could be improved?	
1. Decrease the costs (prices) <input type="checkbox"/>	2. Provide the required inputs on time <input type="checkbox"/>
3. Adjust the control on the market <input type="checkbox"/>	4. Regulate the import of agricultural materials <input type="checkbox"/>
5. Improve the quality of provided inputs <input type="checkbox"/>	6. Other, specify <input type="checkbox"/>
Q6: What are the farming inputs services that not provided to you and you need them?	
Q7: What are other agricultural services (except farming inputs) do you need?	
1. Extension <input type="checkbox"/>	2. Veterinary services <input type="checkbox"/>
3. Marketing <input type="checkbox"/>	4. Training <input type="checkbox"/>
5. Laboratory services <input type="checkbox"/>	6. Credit <input type="checkbox"/>
7. Food processing <input type="checkbox"/>	8. Farm machinery <input type="checkbox"/>
9. Land development <input type="checkbox"/>	10. Other, specify <input type="checkbox"/>



Evaluation of Agricultural Services Provided to Farmers in Palestine

Farmers Questionnaire/ Land development

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Demographic Information
Questionnaire number.....(for office use)
Name of respondent.....
Mobile number:
Name of locality or village.....
District:
Remunerator.
Date/...../.....

Farmer characteristics:
Type of crop _____ Area _____ dunum

Land Development

Q1: When you benefited from land development services?			
1. Less than 1 year <input type="checkbox"/>	2. (1- 2) years <input type="checkbox"/>	3. More than 2 years <input type="checkbox"/>	
4. Other <input type="checkbox"/> specify _____			
Q2: What is the type of land development service provided to you?			
1. Make available seedlings and cultivation <input type="checkbox"/>	2. Rehabilitation <input type="checkbox"/>		
3. Building retaining walls <input type="checkbox"/>	4. Building wells and tanks <input type="checkbox"/>		
5. Fencing the land <input type="checkbox"/>	6. Breaking rocks <input type="checkbox"/>		
7. Remove stones <input type="checkbox"/>	8. Other, specify <input type="checkbox"/>		
Q3: What is your satisfaction degree with the land development services provided?			
1. Excellent <input type="checkbox"/>	2. Very good <input type="checkbox"/>	3. Good <input type="checkbox"/>	4. Weak <input type="checkbox"/>
5. Not satisfied <input type="checkbox"/>			
If your answer is "Not satisfied" please, mention the reasons?			
Q4: In your opinion, how the provided land development services could be improved?			
1. Increase the included area <input type="checkbox"/>	2. Provide training related to land development <input type="checkbox"/>		
3. Make available and improve inputs and tools specific to land development <input type="checkbox"/>	4. Provide the service on time <input type="checkbox"/>		
5. Decrease the role of contractors and intermediaries <input type="checkbox"/>	6. Reduce the beneficiaries' contribution ratio <input type="checkbox"/>		
7. Good control on the provided agricultural services <input type="checkbox"/>	8. Contract workers and contractors who have a good experience in the field of work		
9. Ease the conditions for benefiting from the provided service <input type="checkbox"/>	10. Other, specify <input type="checkbox"/>		
Q5: What are the land development services that not provided to you and you need them?			

--

Q6: What are other agricultural services (except land development services) do you need?

1. Extension <input type="checkbox"/>	2. Veterinary services <input type="checkbox"/>
3. Marketing <input type="checkbox"/>	4. Training <input type="checkbox"/>
5. Laboratory services <input type="checkbox"/>	6. Credit <input type="checkbox"/>
7. Farming inputs <input type="checkbox"/>	8. Farm machinery <input type="checkbox"/>
9. Food processing <input type="checkbox"/>	10. Other, specify <input type="checkbox"/>

--

Annex- 4: Number and Type of Service in Each Governorate

Service/ Governorate	Extension services	Veterinary services	Credit	Marketing	Training	Land development	Laboratory services	Food processing	Farming inputs	Farm machinery	Total
Jenin	7	6	6	7	6	5	6	5	6	6	60
Tulkarem	5	5	4	5	5	5	5	4	5	4	47
Tubas	3	3	3	3	3	4	3	4	3	3	32
Nablus	6	6	6	7	5	6	6	6	6	5	59
Qalqiliya	3	3	3	3	3	4	3	4	3	3	32
Salfit	3	3	3	3	3	4	3	4	3	3	32
Ramallah	5	6	5	5	5	5	6	5	5	5	52
Jericho	7	4	8	8	8	3	5	6	6	6	61
Jerusalem	3	3	3	3	3	4	3	4	3	3	32
Bethlehem	3	4	4	4	4	4	5	4	4	4	40
Hebron	7	8	8	8	8	5	8	6	6	5	69
Dura	3	3	3	3	3	3	4	4	3	3	32
Total	55	54	56	59	56	52	57	56	53	50	548

Annex- 5: List of Workshop Attendance and Photos

Annex 5.1: Preparatory Workshop

Extension workers workshop (Horizon) 27/2/2012				
الرقم	الاسم	المؤسسة/مكان العمل	جوال	بريد الكتروني
1	رانية طلال دروزة	مديرية زراعة نابلس	0599.830347	rania-darwazeh@yahoo.com
2	عودة احمد صبارنة	مديرية زراعة بيت لحم	0597.365018	alsbarna@yahoo.com
3	محمود عبد الفتاح شاهين	مديرية زراعة دورا	0598.955743	muhmoud.shahen@yahoo.com
4	اسمة علي جرار	مديرية زراعة الخليل	0598.955744	ali-jarrar2002@yahoo.com
5	عامر شوكت لبادة	مديرية زراعة القدس	0598.955749	amer-lubadeh@yahoo.com
6	عبد الغفار دوابشة	مديرية زراعة اريحا	0598.468888	abd_dawabshah1972@yahoo.com
7	الاء محمد توفيق	مديرية زراعة رام الله	0597886116	stayfunny_84@yahoo.com
8	ليبي محمد عبيد	مديرية زراعة سلفيت	0598.955747	labe70@hotmail.com
9	سامر عبد الرحيم	مديرية زراعة طولكرم	0599.322681	samer197542@yahoo.com
10	محمد عبد الله سهود	مديرية زراعة جنين	0599.661727	mohammedjam12@yahoo.com
11	ظافر محمد امين سلهب	مديرية زراعة قلقيلية	0599.801820	dafirsalhab@gmail.com
12	امين دراغمة	مديرية زراعة طوباس	0597.443635	amintub1972@gmail.com
13	أمين أبو السعود	منسق البرنامج الهولندي	599.676161	
14	إبراهيم قطيشات	الإدارة العامة للإرشاد		
15	الدكتور وليد عبد ربه	هورايزون	0599.255565	walid.abedrabbo@gmail.com
16	ريم مرعي	هورايزون	02.2406640	horizon.pal@gmail.com
17	وليم سلامة	هورايزون	02.2406640	horizon.pal@gmail.com

Annex 5.2: SWOT Analysis Workshop

تقييم الخدمات الزراعية المقدمة للمزارعين 2012/4/30				
الرقم	الاسم	المؤسسة/مكان العمل	الهاتف/ الجوال	بريد الكتروني
1	محمد سعيد رشيد اللحام	وزارة الزراعة/ الإرشاد	0598.931056	lahham_said@yahoo.com
2	احمد الفارس	مديرية زراعة القدس/ مدير الدائرة	0598928167	ahmadfaris@hotmail.com
3	محمود فطافطة	وزارة الزراعة / مدير الإنتاج الحيواني	0598922787	mahmoudfatafta@hotmail.com
4	مؤيد سليمان	وزارة الزراعة / دائرة الإنتاج الحيواني	0599390400	moayednas@yahoo.com
5	عامر لبادة	مديرية زراعة القدس/ نائب المدير	0598955749	amer-lubadeh@yahoo.com
6	رولا التميمي	وزارة الزراعة/ مديرة المحاصيل الحقلية	0598922744	rola7368@yahoo.com
7	ماجد ياسين	وزارة الزراعة	0598564270	majedyasin@yahoo.com
8	سعادة ابو شيخة	اتحاد لجان العمل الزراعي	0599251729	saadeh@uawc-ral.org
9	وليد لعلوح	وزارة الزراعة / الإرشاد	0569665653	_
10	مامون امين تايه	زراعة طولكرم	0598955740	tayeh-64@yahoo.com
11	رجاء ابو حشيش	الاتحاد العام للفلاحين	02.2902212	
12	فهيمة العدم	الاتحاد العام للفلاحين	02.2902213	falaheen@gmail.com
13	د. زكريا سلاودة	وزارة الزراعة	0599210947	zak_1705@yahoo.com
14	محمد الصادق	وزارة الزراعة/ وقاية النبات	0598931058	mshmdppls@hotmail.com
15	شادي درويش	وزارة الزراعة/ وقاية النبات	0598928392	shadidarweesh@gmail.com
16	صلاح الدين البابا	وزارة الزراعة/ الإرشاد	0598931053	sya1969@yahoo.com
17	احمد عيد	وزارة الزراعة/ قفيلية	0598931089	ahmadeadd@yahoo.com

aymo1974@yahoo.com	0599305217	زراعة قلقيلية	ايمن العالم	18
moa-bethlehem@yahoo.com	0598955748	زراعة بيت لحم	م . ابراهيم مشاعلة	19
eyad-vet@yahoo.com	0598933721	زراعة يطا	د. اياد فرج الله	20
		وزارة الزراعة/ دورا	مجدي عمرو	21
wshaheen@reef.ps	0598904473	شركة ريف الخليل	وجدى شاهين	22
nizamataya@reef.ps	0598921794	شركة ريف الخليل	نظام عطايا	23
jvet76@yahoo.com	0592666817	المركز الوطني للبحوث	د. جهاد الابراهيم	24
		زراعة نابلس	محمد فطير	25
bashammad@gmail.com	0598931057	وزارة الزراعة	باسم حماد	26
balhamdi@hotmail.com	0598931059	زراعة الخليل/ مدير	بدر الحوامدة	27
amjadppis@hotmail.com	0598931026	مدير عام وقاية النبات	امجد صلاح	28
abdullah_slh@yahoo.com	0599257806	وزارة الزراعة / الإرشاد	عبدالله لعلوح	29
kasimabdo@yahoo.com	0599990939	مدير عام التربة والري	قاسم عبدو	30
		وزارة الزراعة	اشرف بركات	31
imyg200@yahoo.com	0598931078	مدير عام الإرشاد	ابراهيم قطيشات	32
abualsoudamin@gmail.com	0599676161	البرنامج الهولندي	امين ابو السعود	33
walid.abedrabbo@gmail.com	0599255565	هورايون	د. وليد عبد ربه	34
horizon.pal@gmail.com	02.2406640	هورايون	وليم سلامة	35
horizon.pal@gmail.com	02.2406640	هورايون	ريم مرعي	36





