

V. CONCLUSIONS AND SUGGESTIONS

5.1. Conclusions

Based on the research and analyses, the following conclusions were drawn:

1. The Customer Satisfaction Index (CSI) produced a value of 71.69%, placing farmers in the satisfied category with respect to cassava farmer-group performance. This result shows that farmer groups had performed several functions, particularly organizational management, information delivery, deliberative decision-making, group administration, relationships among members, and mutual trust. Nevertheless, the satisfied category does not mean that all institutional attributes functioned optimally. Technology had the lowest mean performance, followed by capital access and market access and agribusiness development. The CSI results therefore need to be interpreted together with the IPA findings, which identify the specific high-importance attributes whose performance remained low. Farmer satisfaction can be increased by directing improvements toward cultivation and postharvest training, improved varieties, financing support, collective marketing, stronger buyer relationships, improved bargaining power, and cassava value-added development.
2. Based on the Customer Satisfaction Index (CSI), farmer satisfaction with farmer-group performance in supporting cassava agribusiness development was classified as satisfied, with a CSI value of 71.69%. This value indicates that farmers had generally experienced the benefits of farmer groups in institutional activities and cassava farming. Nevertheless, satisfaction had not reached the very satisfied category because several attributes still performed

below expectations. Organizational and social aspects contributed positively, whereas technology, market access, and access to capital still required improvement. Farmer satisfaction can therefore be increased by strengthening training, postharvest support, collective marketing, access to assistance, and product value addition.

3. Based on the Analytical Hierarchy Process (AHP), the highest-priority strategy for strengthening cassava farmer groups was increased training in cassava cultivation and postharvest technology, with a weight of 0.387. The second priority was the development of collective marketing and agribusiness partnerships, with a weight of 0.332. This was followed by strengthening access to capital, assistance, and production inputs, with a weight of 0.143, while improving management capacity and farmer-group governance ranked fourth, with a weight of 0.137. Farmer-group strengthening should therefore begin with technical capacity development and then be supported by stronger markets and partnerships so that cassava can generate greater economic value. The strategy should not focus solely on administrative institutional reform, but should also incorporate technology, collective marketing, value addition, and agribusiness cooperation.

5.2. Suggestions

Based on the findings, cassava farmer groups in Blendis Village should prioritize improvements in cultivation technology, postharvest handling, collective marketing, and agribusiness partnerships. Farmer groups need to play a more active role in facilitating training on market-oriented cassava varieties, efficient cultivation techniques, pest control, appropriate harvesting age, and postharvest

processing so that cassava is not sold only as a raw product. Farmer groups should also coordinate more intensively with agricultural extension workers, village and regency governments, financial institutions, traders, processors, and other business actors to obtain targeted assistance, production inputs, agricultural equipment, price information, and broader marketing channels. Farmers are encouraged to participate more actively in meetings, training, collective marketing, and institutional business activities. Future studies may extend the research area and incorporate analyses of cassava supply chains, the feasibility of processed products, and partnership models in order to produce more comprehensive recommendations for sustainable cassava agribusiness development.