



Investigation of the relationship between expectations, perceived quality, value and farmers' satisfaction of targeted subsidies program in the Lorestan Province

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Giving subsidies as a policy is an important government's tools to socio-economic goals adjustment. This policy has, also, considerable effects on the agricultural sector, and hence, on farmers. Although, there are many methods to evaluate the targeted subsidy, however, one of the most important instruments for investigating the impacts of targeted subsidy plan on the society is to evaluate the policy from the perspective of those receive subsidy. Investigation the satisfaction of subsidy's receiver is a kind of user evaluation. As such, the aim of this article was to investigate the relationship between expectations, perceived quality and satisfaction between farmers (249 persons) who received subsidy in Lorestan rovince. To analysis the data, by applying SPSS software, some statistical tests including correlation and regression were used. Results revealed that perceived quality positively and expectation negatively correlated with satisfaction.

Key words: Targeted Subsidies, Expectations, Satisfaction, Services Quality