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Influence of Land Records Management Practices on Service Delivery in District Councils, Tanzania

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Abstract

Rationale of Study – Land records management practices are key to providing good services. However, quality service delivery in land registry offices remains unexplored, particularly in district councils in Tanzania. This study will assess land records management practices in providing quality services in selected districts

Methodology – The study used quantitative and qualitative approaches in data collection. Questionnaires, interviewers, and observation were used as data collection tools. Purposive sampling was used to select 160 land registry staff and 19 key informants. Descriptive and inferential statistics were used in data analysis. SPSS version 26 was used to analyse quantitative data, while content analysis was used to analyse qualitative data.

Findings – The results indicate that land records management practices, particularly the storage of paper records and tracking systems, significantly affect the quality of service delivery in district councils. Although land registry staff perform well in record creation, inefficient practices in storage and tracking hinder overall service effectiveness.

Implications – The study emphasises the importance of effective land records management throughout the records' life cycle from creation to disposition in ensuring high-quality service delivery. According to the study, improving storage, tracking, and regular staff training practices can significantly enhance service outcomes and reduce inefficiencies.

Originality – While other studies in Tanzania focus on land policy and administration, this study's attention to the operational aspects of land records management practices and their direct impact on service provision is unique and contributes valuable insights for improving land registry offices in district councils.

Keywords

Customers, Land registry staff, Land registry offices, Practices, Service delivery

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1 Background to the Study

Service delivery is a contemporary issue that plays a key role in economic development, contributing significantly to national well-being. Various authorities carry out several daily activities to deliver essential services to citizens (Munuhwa et al., 2020). The public and private sectors use information in written form as evidence to accomplish daily activities. Benta et al. (2019) state that better service delivery begins with proper records management practices. The use of introduced guidelines and procedures in the creation, classification, storage, security of records, access and use of records, and tracking influence better service delivery (Mgonja, 2020; Surya, 2020).

The creation procedures, such as identifying information, giving a unique identifier number, indicating the contents and the source of information, and opening files, lead to better access to information (Ramaphoko & Makgahlela, 2023). Similarly, classification procedures, including classification of files according to the functions and activities of the offices, creating series, compiling keyword lists, and assigning reference numbers and titles to files, influence better retrieval of files from shelves.

The storage of records in files, including recording file references and titles on file covers, recording folio numbers, and filing the latest record on top, helps users access records easily. The arrangement and storage of files in cabinets, shelves, and drawers, by choosing equipment based on location, volume, frequency of file access, and coding files, facilitates accessibility to files (Efe, 2021). Moreover, moving files to the Action Officer requires recording them in a transit sheet ladder and file movement slip and carrying out regular checks to avoid misplacement of records.

Land records management involves systematically controlling and monitoring land records, including registering, maintaining, and using records in registry offices. Thakur et al. (2019) define land records as records of rights, mortgages, and mutation registers. Land registration and cadastral systems provide a framework for documenting and recording information on land ownership, boundaries, and related rights. Land records have unique characteristics with legal and ownership implications. They serve as official proof of ownership and are used in legal disputes. Land records may span many years with changes in ownership and use. Due to its importance, land records must be stored for long periods, often permanently making them accessible and secure.

Service delivery in land registries refers to providing information relating to land issues to their citizens (Njeri et al., 2022). The land registry provides services related to legal ownership, such as title deeds and property

rights. They provide services on geographical data such as land boundaries, locations and coordinates. Service delivery is governed by regulations and standards regarding land-related records. The timely, reliable, and satisfied customer service depends on the proper practices of land records in registry offices. According to Wanjiru (2020), public organisations' reliability depends on providing services to citizens at the right time. Globally, the provision of services to customers in land registry offices, as studied by (Taurus &Wamae, 2022) in Kenya, Shonhe and Grand (2018) in Botswana and Olufemi et al. (2018) in Nigeria, revealed that land records management is a part of a strategy towards service delivery in Land Registry Offices. Land Registry Offices are part of government offices developed responsibly to save citizens, particularly in district councils. The officers ensure efficient services are provided to customers at the right time. Thus, the availability of records is evidence of the provision of such services.

2 Rationale of the Study

Land records management practices and service delivery in Tanzania started before colonialism. The local Tanzanians owned their land through local leaders. After independence in 1961, land records management and service delivery were under a new system of government; thus, several laws, registration, regulations, and policies were introduced, such as leases of freehold of up to 99 years through Freehold Titles and Government Leases Act No 24 Cap 523 (Lawbay Advocates, 2017; Ministry of Lands, and Human Settlement, Development, 1997). The purpose was to bring the services closer to the people and enable every individual to access land. Land records management is currently handled by the Ministry of Lands, Housing, and Human Settlement Developments under the Land Policy 1997 (Ministry of Lands and Human Settlements Development, 1997). The Ministry introduced divisions and zones to provide services to their customers. District councils work under these zones. However, over the years, providing services in Land Registry Offices has remained elusive, fuelling complaints from customers and other land record users. Challenges such as the lack of enough professionals, the delay in providing services, and the doctoring of land records remain common problems in land registry offices (President's Office Public Service Management, 2011).

The Ministry has made some efforts to improve service delivery in land registries of Tanzania; such efforts include the introduction of Integrated Land Management Information systems (Laseko et al., 2018). This system allows customers access to land information without physical presence at land registry offices. Despite the efforts made by the Ministry to improve service delivery in Tanzania's land registry offices, problems such as slow provision of services to the customers,

long queues during the services, and slow access to files in registry offices are still frequent.

Several literatures on land records and service delivery in Tanzania highlights shortcomings in land administration, including the underutilisation of information and communication technology in the land registration process and land ownership documentation (Makupa & Sanga, 2019; Danda & Wema, 2024; Aikael & Markussen, 2022; Sullivan et al., 2019). Studies suggest that many land registries lack proper record-keeping of land-related matters. Thus, modern technology for keeping land records (Danda & Wema, 2024) has become a panacea. Despite the technologies, service delivery problems in registry offices, such as long queues during the services, misplacement of land records, and disarrangement and slow access of files (Mogha et al., 2024), persist. Land records management practices and quality service delivery by registry staff remain unexplored, particularly in district councils of Tanzania, which is an important gap in this study. Understanding how staff practices impact service delivery is crucial to addressing ongoing challenges and improving the overall efficiency of land registry offices.

The current study aims to

1. Evaluate the status of service delivery in land registry offices within district councils in Tanzania.
2. Determine the extent of land records management practices in land registry offices in district councils in Tanzania.
3. Assess the influence of land record management practices on service delivery.

3 Literature Review

Land records are information on land matters recorded and stored in the Land Registry Office as evidence for future use (Shabbir et al., 2020). Land records can be found on paper or in electronic format. Mechanisms of keeping records in registry offices vary from one registry to another; sometimes, registries face several challenges in meeting their requirements. Studies looked at land records management practices from different perspectives. Thakur et al. (2019) studied how the status of land records practices can influence map data and registration systems. A study by Gupta et al. (2019) dealt with imparting new technology in registry offices for good practices in records from creation to the final disposition. Milala et al. (2019) investigated the digitalisation of land records through a geographical system for effective practices of filing, recording, storing, and retrieving land records. Record practices in the land registry are important to enhance information accessibility and make it easy to retrieve and use. The existing literature in the Tanzanian context dealt with documentation of land records in the private sector, alternative land registration systems, and benefits of

titling and formal documentation in urban areas (Kabigi et al., 2021; Aikael & Markussen, 2022; Panman & Gracia. 2022). Therefore, this study explores land records management practices in land registry offices in district councils in Tanzania.

Service delivery refers to providing information on related matters from service providers to information users (Teshome et al., 2020). Land registry offices were introduced purposefully to serve customers in their areas of jurisdiction. Various scholars have studied service delivery in registry offices. Mgonja (2020) researched public registries in Tanzania and revealed that most public registries are poor at delivering services to their customers. Elsewhere, Mardyantari et al. (2021) conclude that improved service provided by the Record Department can increase customer satisfaction and impact both customers and the government. A study by Njeri et al. (2022) focused on improving information service delivery through land records management technology. The study revealed that the operation of the Land Registry in Nyandarua Registry was still manual and resulted in poor service delivery to customers. As observed in a study by Sullivan et al. (2019), registry offices in Tanzania, specifically in district councils, were showered with inefficiency complaints by Action Officers.

There are also many studies on records and service delivery from different perspectives; for example, Alananga et al. (2019) investigated the current practice and service delivery of land records, comparing the pre and post-independence eras. The study revealed that delivering of services is still poor in land registries. Moreover, Danda and Wema (2024) examined the use of ICT in land registration and service delivery to provide better services. Makupa and Alananga (2020) dealt with resource constraints in land administration and the provision of services. However, none of the cited studies looked at the relationship between land records management practices and service delivery, an important gap addressed in this study. The study findings will be helpful to land registry offices, land records staff, policymakers and those managing land records in organisations. The study findings will provide helpful insight into recording professionals and enable them to improve practice guidelines in daily operations.

4 Conceptual Frameworks

The record life cycle theory and the service quality gap model guided this conceptual framework for the study. According to the theory, the life of records is a linear stage from creation to deposition. Likewise, the quality gap model in gap five has factors for quality services such as empathy, reliability, time and accessibility. The study adopted practices from the record life cycle as the independent

variable and those from the service quality gap as indicators of the dependent variable (service delivery). Proper creation, classification, storage, access and tracking influence quality service delivery to customers.

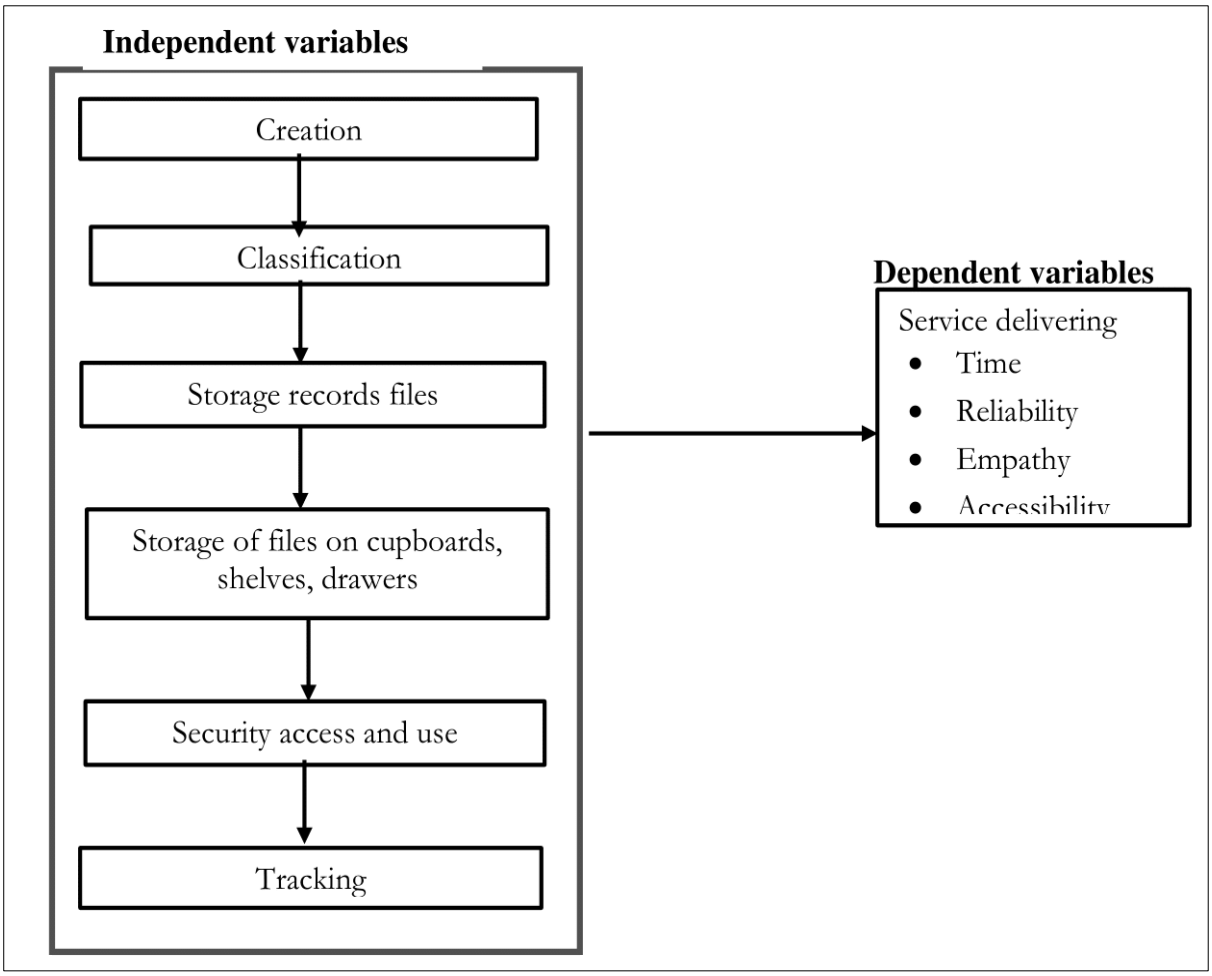

Figure 1: Conceptual Framework

5 Methodology

The study was carried out in three regions, namely, Morogoro (six councils), Dodoma (eight councils), and Songwe (five councils). The regions were chosen due to their differences in characteristics, which were envisaged as instrumental in enabling the study to offer insights that could be generalisable to other parts of the country. For example, the administrative diversity of a city such as Dodoma offers a broad range of insights into land records. The region has experienced an increased population due to a shift of administrative activities from Dar es Salaam to Dodoma. This has left Dar es Salaam as a hub of commercial activities. Morogoro and Songwe regions are agricultural and trading centres. Land registries would promote land ownership through title registration.

A cross-sectional design was used to collect data from individuals and land registry staff who were the sampling units of the study. The

study used a sample size from the level of the Precision table calculated by Israel (2012). The study adopted a recommended practice with a precision rate of ±10% if the population ranges from 1,000 to 2,000. The population of land registry staff comprised 1300 individuals. Since land registry staff are few in district councils, the study extended the sample size to 160 individuals to gather comprehensive data from the population.

The study targeted 160 out of 1300 land registry staff based on their roles, responsibilities, and job titles in a Registry Office. The purposive sampling technique was used to select Land Registry staff such as Land Record Officers, Cartographers, Surveyors, Land Officers, Land Property Evaluators, and Planners. It is the technique related to subjects based on research variables. The participants were selected based on criteria such as years of experience in land records management practice, understanding of the challenges and successes associated with land records management practices, and job titles. The study used structured questionnaires, interviews, and observation in data collection. Pre-testing questionnaires with open- and closed-ended questions were done on paper per the study objectives. The pre-test was administered in the English language to 33 participants. The sample size of 33 for the pre-test was deemed manageable for analysis (Perneger et al., 2014).

The results of the Cronbach alpha coefficient found a scale dimension of 0.8, which was above 0.7 for strong internal consistency, and therefore, the instrument was deemed reliable (Naveed, 2022). After the pre-test, the questionnaires and interview questions were modified, omitting questions that did not provide relevant answers and repetitions and fixing wording issues, which rendered questions difficult. A total of 160 questionnaires were distributed to Land Record Officers, Land Officers, Cartographers, Surveyors, Land Property Evaluators, and Planners. Only 140 questionnaires were filled and collected for processing. Twenty questionnaires were not adequately answered. Interview data were collected from 19 Heads of Land Registries who comprised key informants in the study area. Purposive sampling was used to select 19 key informants deemed to possess information on procedures, guidelines, regulations, and staff capacity building. Key informants were selected based on four criteria: knowledge of land record management, experience, willingness, and availability to participate in the study. Observation was used as data collection to complement information collected using other tools in the study areas. Observation is based on variables such as creation activities. Researchers observed the creation procedures, including how land records to be captured were identified, given unique numbers, indicating the source of information, opening

files, and recording details on the register book. Classification procedures are based on functions and activities, such as creating file series, assigning reference numbers, and recording files in the file control book. Likewise, the researchers observed storage variables such as the arrangement of files on the cabinets, drawers and shelves. Other observed variables include the storage room comprising ventilation, shelving activities, preparation of finding Aids and availability of facilities. Similarly, the use of tracking tools for moving files was also observed. The researchers constructed a checklist to guide consistency in observations.

The dependent variable was service delivery to customers, which was categorised as 1= poor service delivery, 2= Fair service delivery, and 3= excellent service delivery. The measurement of service delivery was based on the summative scores of four construct variables, namely time, accessibility, reliability, and empathy, which were assessed through a 4-point scale (0=never, 1=rarely, 2=sometimes, and 3=always). Thus, from the sum score, the maximum score was 4x3 = 12, the medium score was 4x2 = 8, and the minimum score was 4x0 = 0. At the same time, the re-categorisation of service delivery to customers was Poor = 0-5, Good = 6–9, and Excellent = 10–12. Independent variables included practices such as creation, classification, storage of records in file folders, storage of file folders in cabinets, drawers, and shelves, security, access and use, and tracking. Six aspects were used to measure the extent of LRMP: creation, classification, storage of records in files, storage of files in cabinets, shelves, and drawers, security, access and use, and tracking.

The model was specified as:
Where;
Logit = logistic link function
p = probability that a customer delivers either poor, good, or excellent services from the registry
1-p = probability that a customer rates delivery as either poor, good, or excellent services from the registry
= Intercept
Parameter estimates or logit coefficients
y = Customer Service Delivery (dependent variable)

Independent variables included creation, classification, storage of records in file folders (storage of file folders in cabinets, drawers, and shelves), security, access, use, and tracking.

Quantitative data were analysed using SPSS version 26, whereby descriptive and inferential statistics were determined. Frequency and percentage were used to report the extent of land records management practices in the registry office and the status of service delivery in the Land Registry Office. An ordinary logistic regression model was used to analyse the influence of land records management practices on service delivery. An ordinary

logistic regression model is used because of the categorical dependent variable, which is indicated by more than two ordinals. Qualitative data were analysed through content analysis. Qualitative data analysis involved several steps, including selecting the questions based on the study's objectives. The next step was to explore the relationship between the concepts from participants, coding the relationship and displaying data with the aid of ATLAS.ti software and concluding. Finally, the data were documented through qualitative narrative and clarifications (Gibe et al., 2023). The interviewees were named A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, and S to ensure anonymity.

6 Findings of the study

The findings of the study are presented here according to its objectives.

6.1 Status of service delivery in land registry offices

The results in Table 1 indicate that 74 (52.9%) of the respondents classified service delivery to their customers as fair, 43 (30.7%) classified service delivery as poor and 23 (16.4%) classified service delivery to customers as excellent.

Table 1: Status of service delivery

Extent	n	%
Fair	74	52.9
Poor	43	30.7
Excellent	23	16.4

Source: Field Data (2022)

6.2 The extent of land records management practices in land registry offices

Table 2 presents information on the extent of land records management practices in Land Registry Offices, categorised into different practices. The creation of land records management practices was rated positive, with a significant percentage of offices (54%) rated this category as excellent. Only a small percentage (1%) rated this category as poor. 139 (99%) of the respondents reported the extent of classification practices as poor. Similarly, the storage of land records in the file was rated as poor by 74 (53%), and 39 (28%) rated the storage of records in the file as good. The storage of file folders in cabinets, shelves, and drawers was rated as poor 119 (85%). Similarly, security, access, and use of land records in Land Registry Offices were rated poor by 112 (80%), and tracking of land records was rated poor by 98 (70%).

Table 2: Extent of land record management practice

LRMP	Extent	n	%
Creation	Poor	2	1.4
	Good	62	44.3
	Excellent	76	54.3
Classification	Poor	139	99.3

LRMP	Extent	n	%
	Good	1	0.7
Storage of Records in File	Poor	74	52.9
	Good	39	27.9
	Excellent	27	19.3
Storage of File Folder in Cabinet	Poor	119	85.0
	Good	5	3.6
	Excellent	16	11.4
Security, Access, and Use	Poor	112	80.0
	Good	24	17.1
	Excellent	4	2.9
Tracking	Poor	98	70.0
	Good	15	10.7
	Excellent	27	19.3
Overall practice	Poor	65	46.4
	Good	74	52.9
	Excellent	1	0.7

6.3 The influence of land record management practices on service delivery to customers

The results indicate that several land records management practice variables are significantly associated with service delivery levels. Creation practices emerged as a significant influence on service delivery at $p \leq 0.05$. The results evidenced that being at excellent level of land record creation increases the odds of service delivery by .856 compared to a poor or good level of service delivery. The records stored in a file decrease the odds of service by .505, from very excellent to poor or good service delivery. Storage of files on cabinets and shelves decreased service delivery to low-income people, with an odds ratio of .685, $p=.019$. The result also shows that tracking of land records in the Registry Office decreases service delivery with a statistically significant $p< .05$ and an odd ratio of .540.

Table 3: Ordinal logistic regression on the influence of land records management practices on service delivery

Parameter Estimates							
Practices	Odd ratio	SE	Wald	df	Sig.	95% Confidence Interval	
						Lower Bound	Upper Bound
Creation	0.856	0.362	5.596	1	0.018**	0.147	1.565
Classification	15.851	0.000		1		15.851	15.851
Storage of records in the file	0.505	0.238	4.489	1	0.034**	0.038	0.973
Storage on cabinets and shelves	0.685	0.292	5.484	1	0.019**	0.112	1.258
Storage, security, access, and use	0.791	0.406	3.801	1	0.051	-0.004	1.587

Tracking of land records in the office	0.540	0.220	6.036	1	0.014**	0.109	0.970

Source: Field Data (2022)

6.4 Link function: Logit

Model fitting information: -2 Log-likelihood for intercept only model=179.129 and for final model=130.108, the difference or Chi-square=49.021, df=6 and p-value=.000.

The goodness of Fit test: (Pearson chi-square=86.364, df=78 and P-value=.242) while (Deviance Chi-square=94.318, df=78 and p-value=.101).

Pseudo R-Square: Cox and Snell=.295, Negelkerke=.342 and McFadden=.176.

Test of parallel lines: -2Log-loglikelihood for Null Hypothesis=130.108 and for General=97.178, the difference or Chi-square=32.930, df=6 and P-value=.000

** *P< .05.*

7 Discussion of Findings

The analysis provided above indicates that services are delivered fairly to customers. This is probably due to the frequent land ownership education conducted through land clinics. The researcher interviewed Participant J, the Head of the Department, who reported having been meeting with customers every last week of the month on matters concerning land registration and administration.

> "… *We are conducting meetings with our customers known as 'land clinic' once per month"(Interview data, 2022)*

This finding contrasts with the findings of a study by Taurus and Wamae (2022) on the digitisation of land records and service delivery in the Ministry of Lands in Kenya. The authors reported instances of delays in land registry services affecting the provision of services to customers. Indicators of good service delivery include timely service, which prevents long queues, and the ability to serve customers. Based on the findings, the delivery of services to customers lacks quality owing to a limited number of professionals and limited expertise (Badru et al., 2018). Likewise, land staff reported that late submission of documents by customers for file creation caused delayed delivery of services on time. In addition, customers were reported to lack proper information on what documents to submit to the Registry Office. Aspects of service delivery, such as accessibility of facilities such as files, storage rooms, and buildings, influence the delivery of services and customer satisfaction. For example, a few record file folders were found to have been arranged alphabetically, making retrieval easy. One of the elements of excellent service delivery is the availability of a service provider who can interact with customers in the Registry Office (Surya, 2020).

The analysis of the extent of the creation of land records was generally positive. Land Registry staff encouraged their customers to

bring documents for file creation, generating positive responses. An interview with Respondent A generated the following,

> *"…. We encourage our customers to submit the documents to create the file quickly." "(Interview data, 2022)*

The classification practices were reported as poor in Land Registry Offices in the visited areas, and decreased the timely provision of services to customers. This implies that the classification of land records requires land registry staff with professional skills and experience. Most of the staff in the visited areas lack these qualifications. In addition, inadequate facilities and equipment, such as files, registry rooms with their sections, shelves, cabinets, drawers, and registry offices, were noted during data collection. Also, files were packed in boxes, on floors, and on tables, indicating a lack of organised filing systems. Similar findings are reported by Kriticos (2020), who revealed the challenges that registries face in developing countries. One of the Land Registry staff had this to say during the interview;

> *"I do not have knowledge on classification of records, and no training has been conducted on this" (Interview data, 2022)*

The arrangement of files on shelves did not follow record procedures. Facilities and equipment in this practice stage are crucial since files must be stored on shelves, drawers, and cabinets. The absence of such equipment makes collecting files in one place difficult to retrieve (Thakur et al., 2019). Most of the visited Land Registry Offices lack proper arrangement of records in files, such as arranging the latest on top, indicating folio numbers to each record, and filing the attachment below the records. Inadequate facilities such as file folders, file tags, and office pins led to hanging some records upside down in a random arrangement. This suggests that the retrieval, access, and use of files from shelves and cabinets depend much on the proper arrangement and complete handling of records within the file folder. This will maintain the security and prevent misplacement and misfiling of records. Study findings revealed that some records were left bare in the drawers without file folders, incomplete records, and duplication of some records. Access to land records does not adhere to authorisation. Findings revealed further that officers entering the registry room had access to files without authorisation from Land Registry staff. This trend is attributable to inadequate security tools such as cameras and alarms, resulting in tampering and loss of records. Access to and use records depend on staff compliance with procedures and guidelines. An interview with C reported,

> *…many officers enter the registry room and access files without permission" (Interview data, 2022)*

Similarly, the study by Gupta (2019) in India revealed inefficiencies in the safety and security of land records. Furthermore, land

records were not tracked well in the Land Registry Offices in the visited areas. Action Officers work with files for a long time; sometimes, they do not record the movement of files in the file transit sheet, transit ladder form, or file movement slip. Tracking tools are important when files move from one Action Officer to another, since the tools are used to prevent files from being lost. The findings on land records management practices on service delivery indicate that inappropriate storage of records in file folders, storage of file folders in cabinets, drawers, and shelves, and tracking compromise service delivery.

8 Conclusion

The findings provide valuable insights into the relationship between land records management practices and the quality of service provided. Based on the analysis, delivering services by the Land Registry staff to customers in registry offices was rated as fair, and the extent of practice is rated as good, particularly in the creation. Certain land records management practices, such as record storage of paper records in files storage of file folders on cabinets, drawers, shelves, and tracks, substantially impact service delivery. These practices have the potential to compromise service delivery. The study concludes that the main way to deliver good services to customers is to adhere to practices and procedures set by land record staff. These findings suggest that improvements in these land records management practices categories will increase the chances of excellent service delivery.

9 Recommendations

The study supports the theoretical understanding that active land records management from creation to disposition is essential for high-quality service delivery in public administration. Specific practices, such as record storage and tracking, affect service quality, highlighting the practical application of record life cycle theory.

The study suggests that incompetence in land records management practices is directly linked to poor delivery service. Therefore, policymakers should prioritise land records management practices by improving them, focusing on storage solutions, and using tracking tools to reduce inefficiency. Policy initiatives should also focus on regular training of Land Registry staff. Refining staff competence in proper records management practices can lead to better service outcomes.

Registry staff should be encouraged to follow recommended procedures for creating, classifying, filing, storing, and tracking records. This will improve the speed and accuracy of service delivery.

Registry staff must be trained in administrative responsibilities and customer service skills to enhance the overall experience for customers engaging with land services.

The Ministry of Land, Housing and Settlement Development, through district councils, should focus on improving the physical infrastructure of Land Registry offices, including better filing cabinets, drawers, and shelving systems. This would help streamline the process of retrieving records and reduce the time customers must wait for services.

10 Implications of the Study

Previous studies looked at the general importance of land records management, but the current study dealt with the specific practices within Tanzanian district councils and their impact on service outcomes. This includes details on specific practices, such as how the creation, classification practices, storage of paper records, and tracking systems affect service delivery.

The study highlights certain practices, such as how using paper records stored in files and tracking systems significantly influences the effectiveness of land registry services. The literature has not fully explored this specific finding.

The study reveals that while the creation of land records is relatively well-managed, the storage, filing, and tracking practices still hinder optimal service delivery. This highlights the potential gap in the existing land records management practices, providing a clearer understanding of where poor service delivery occurs.

Prior research broadened discussions on the importance of land records management practices but did not always connect these practices directly to service delivery in Tanzanian district councils. This study fills this gap by linking practical records management to service delivery, providing examples of how outdated and inefficient practices affect customer service.

The study bridges the gap by suggesting that while the creation of land records may be well-handled, the study emphasises that service delivery in land registries cannot be evaluated only based on land record creation, but rather it (service delivery in land registries) must include efficient storage and retrieval practices, as well as tracking.

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