

Assessment of land records management practices in Tanzania's District councils

Huruma Mogha^{ID}, Frankwell Dulle^{ID}, Ronald Benard^{ID}

Department of Informatics and Information Technology, Sokoine University of Agriculture, Tanzania

Paper Type:

Research Paper

Abstract

Background of the study: Proper land record management requires consideration of practice procedures. However, land record management in registry offices is insufficient.

Purpose: This study aimed to assess the effectiveness of land record management practices in land registry offices in district councils in Tanzania.

Method: The study targeted 160 land record staff, purposively selected across 19 districts in three regions of Tanzania. Qualitative data were collected using an interview and observation guide, while quantitative data were collected using a self-administered questionnaire in the study area.

Findings: The study found that only record creation practices were more effective with a 2.321 mean score, $p < 0.05$, while the other five practices were not effective owing to several reasons, including the absence of procedures for guiding land record staff on how to manage land records, and the use of outdated filing classification methods.

Conclusion: The use of practice procedures in managing land records in registry offices within district councils in Tanzania will contribute to the effectiveness of land record management.

Keywords: Effectiveness, Land Records, Management Practices, Registry

Submitted: 26 March 2025

Revised: 12 June 2025

Accepted: 31 October 2025

Online: 8 December 2025

* Correspondence:
Huruma Mogha

E-mail:
hurumamogha61@gmail.com

Introduction

Land record management practice is essential for a country's socio-economic development, ensuring accurate information for daily activities in registry offices. Proper land records are necessary for financial transactions such as mortgages and loans ([Okembo et al., 2022](#)). Well-maintained records reduce risks in property ownership and support informed investment and development decisions. Managing land records involves administering and maintaining information on land ownership, tenure, and transactions, encompassing a land tenure system, legal framework, land registration, and cadastral system. [Msangi et al. \(2024\)](#) emphasize the need to understand the broad impacts of land administration reforms on agricultural productivity and rural development. This insight lays the groundwork for evaluating the effectiveness of land administration programmes and their socio-economic implications. Complementing this, [Mintah et al. \(2020\)](#) discuss the societal benefits of technology acquisition in the title registration of land rights, including the creation of economic opportunities and the reduction of poverty. Registration and cadastral systems are key to documenting land ownership, boundaries, and rights. According to [Mishra and Suhag \(2017\)](#), four main types of land records include records of rights, registered sale deeds, survey documents, and property tax receipts. These records provide valuable information for future needs of individuals and organizations ([Baligye et al., 2022](#)).

Land registration is the official recording of land-related information in a government registry. It is crucial for title deeds, which are legal documents that prove ownership and detail property information ([Kamomonga, 2021](#)). Addressing the challenges in land titling, [Quaye \(2020\)](#) critically assesses the effectiveness of land titling as a standalone solution, arguing for a more integrated approach that considers local administrative capacities and cultural contexts. Such perspectives are crucial for understanding the practical limits of land titling initiatives in Tanzania, as discussed by [Manara and Pani \(2023\)](#), who highlight the impact of poor land registration on property rights. Land registration occurs in a Land Office where records are stored and managed. Property owners submit relevant documents, ensuring transparency and enabling verification of ownership, fostering trust in transactions. The cadastral system includes maps, surveys, and records of land parcels that define and delineate parcel boundaries ([Chekole et al., 2020](#)).

Survey data are recorded in cadastral maps and updated to reflect changes in land use or ownership. Government and Urban Planners use these records for land-use planning, infrastructure development, zoning, and regulations. Land registration and cadastral systems form a comprehensive framework for the management of land records, ensuring accurate documentation, legal ownership, and efficient land administration as a result of the effectiveness of land records in registry offices. Effectiveness in this study refers to the extent to which land records management practices meet predefined standards and goals that reflect the efficiency, accuracy, and accessibility of records. Effectiveness measures the ability of practices and procedures for the creation, classification, storage, and tracking of land records to produce specified outputs, such as improved security of land titles, increased efficiency in protecting land records, transparency, and accountability. This definition aligns with international best practices in land records management, such as those outlined by the International Standards Organization ([ISO, 2016](#)). The study is grounded in the theoretical framework of records life cycle theory, which posits that effective records management is crucial for organizational efficiency and accountability ([Afshar & Ahmad, 2015](#)).

In Sub-Saharan Africa, land records management is an emerging issue linked to registration practices. International Standard Organization 15489 emphasizes that records management should establish policies to organize information and prevent loss ([International Standard Organization, 2016](#)). Registration and land records vary by country and depend on



political will, economic conditions, and socio-dynamics. Many regions still rely on traditional or informal registration approaches ([Okembo et al., 2022](#)), often compromising access to reliable land records ([Biddulph & Hillbom, 2020](#)). This makes effective land records management challenging. The challenges include limited resources, expertise, and technology. Some reforms, such as blockchain, Geographic Information Systems, and Integrated Land Management Information Systems (ILMIS), aim to improve registration and management ([Laseko et al., 2019](#)). Studies reveal specific issues: For example, in Botswana, inadequate training and financial constraints lead to corruption in land registration. In Ghana, land acquisition and management are problematic in many registries. Research in Kenya ([Okembo et al., 2022](#); [Njeri et al., 2022](#)) highlights inefficiencies in land records management. In Nigeria, manual systems, ambiguous legal frameworks, and inadequate skills hinder registration ([Milala et al., 2019](#)). Effective land registration and record management are crucial for economic development and governmental efficiency.

Land records management is a pivotal aspect of governance in Tanzania, playing a critical role in administering land and supporting economic development. Effective management of land records ensures the integrity and accessibility of important land and property information, which is essential for land transactions, legal documentation, and urban planning. The history of land registration and record management in Tanzania dates back to the period of independence in 1961. After independence, Tanzania reformed its land laws, replacing previous systems with new ones, such as ownership Titles and the Government Occupancy Act No. 24 Cap 523, which established government leases of up to 99 years. The Land Registration Ordinance Cap 334 also replaced the old registration system ([Lawbay Advocates, 2017](#); [Derby, 2002](#); [United Republic of Tanzania, 1997](#)). Currently, land records in Tanzania are managed by the Ministry of Land, Housing, and Settlements Development, as specified by the 1997 Land Policy. Land registry offices in the district councils of Tanzania operate under this Ministry.

The 2007 Registry Procedures Manual emphasizes efficient record management throughout the records' life cycle. The Land Registration Act (Chapters 334 and 390) mandates District Offices to register and maintain land records ([United Republic of Tanzania, 2012](#)). The National Records and Archives Management Policy provides guidelines for the records' life cycle ([United Republic of Tanzania, 2011](#)).

In Tanzania, land records management has faced numerous challenges, including inconsistent practices across districts, outdated record-keeping and technologies, and limited professionalism among the personnel involved in land management. These challenges lead to inefficiency and a lack of transparency in land transactions, affecting everything from individual property rights to national infrastructure projects ([Kabigi et al., 2021](#)). Several studies on land management from different perspectives are in the literature. Previous studies examine strategies of securing land rights for the urban poor, stressing the need for policies that address both legal and practical realities.

This study examines case studies of land management challenges and successes, offering valuable lessons for Tanzanian cities. Despite frameworks such as the Land Registration Act, National Land Policy, and Registry Procedures Manual, inefficiencies in land management persist. Studies show that formal land registration is ineffective due to legal, institutional, and spatial inconsistencies ([Shao et al., 2020](#)). There is also poor coordination among land actors and staff, corruption, and inadequate services ([Mushinge et al., 2020](#)). Budget constraints, limited staff, and a lack of accountability further undermine land records management practices ([Makupa & Alananga, 2020](#)). The existing literature identifies aspects such as differences in legal institutions, corruption, and a lack of funds as the reasons for failing



to manage land records. The existing studies cited above used one method of data collection, namely qualitative or quantitative.

Therefore, this study aims to assess the effectiveness of land records management practices in the district councils of Tanzania. Specifically, the research seeks to answer the following questions:

1. What are the current land records management practices in Tanzanian district councils?
2. How effective are these practices in managing land records?

The study contributes to the broader discourse on land records management practices in developing countries by elucidating the state of land records management in Tanzanian district councils. It offers valuable insights that can inform policy decisions and practical interventions aimed at enhancing the effectiveness and efficiency of land records management systems. The study also introduces a new way to assess the effectiveness of land records management, the first to explore this issue within the context of Tanzanian district councils. Effective land records management is crucial for business operations and economic growth. Properly managed land records ensure legal recognition and protection of property rights, promote confidence in transactions, and contribute to legal certainty by clearly defining property boundaries and ownership.

Existing studies on land records management in Africa, such as [Okembo et al. \(2022\)](#), [Baligye et al. \(2022\)](#), [Shonhe \(2017\)](#), and [Milala et al. \(2019\)](#), have mainly examined different aspects, such as digitization, classification, or registration efficiency, often using a single method of data collection. Limited studies have adopted an integrated approach to assess the overall effectiveness of land records management practices across various aspects and institutional contexts. Moreover, research specifically focused on district council land registry offices in Tanzania remains limited, despite their critical role in local land administration. This study fills that gap by providing a complete mixed-method assessment of land records management practices, evaluating effectiveness in creation, classification, storage, security, access, and use, and tracking. The study, therefore, contributes to the literature by offering context-specific empirical evidence and practical insights to inform national and local policy interventions for improved land record management practices.

Method

Study Location

This study was conducted in selected districts within three regions of the United Republic of Tanzania (URT): Morogoro, Dodoma, and Songwe. The land registries are found within district councils. Regions and district councils play a role in developing land-use plans that guide the allocation and utilization of land resources within their jurisdictions and in addressing and resolving land-related disputes at the local level. District councils, in collaboration with other relevant authorities, are responsible for land registration and land records management. This ensures that land transactions are correctly recorded and that individuals or entities have legal title to the land, thereby supporting effective records management ([Sullivan et al., 2019](#)).

Research Approach

The study used a cross-sectional design, employing a mixed-methods approach of quantitative and qualitative methods to collect data from different individuals. This is a research design in which the researcher collects data from many individuals at a single point in time ([Thomas, 2023](#)).



Targeted Population, Sample Size, and Sampling Procedures

The study collected primary data from individual land registry staff, who served as the sampling units.

The study targeted 160 staff based on their roles, responsibilities, and job titles. Purposive sampling was used to select Land Record Officers, Land Officers, Cartographers, Surveyors, Land Property Evaluators, and Planners. This is a technique related to subjects based on research variables. The sample size of the population obtained from the precision table formula. The precision rate of $\pm 10\%$ was used to obtain the sample size.

Data Collection

The study utilizes structured questionnaires, interviews, and direct observations. This methodological strategy allows for a comprehensive analysis of the practices, providing both numerical data and a contextual understanding of the processes and challenges. Structured questionnaires were administered to staff to obtain data on land records management practices in Registry Offices. Questionnaires with open- and closed-ended questions, and interview questions, found in paper format and administered in English, were pre-tested to meet the study objectives. The pre-test involved 33 respondents from 9 district councils, 6 districts in Shinyanga Region, and 3 district councils in Morogoro Region.

The results of the Cronbach alpha coefficient indicated a scale dimension of 0.8, which was above 0.7 for strong internal consistency; thus, the instrument was reliable for use in this study. After the pre-test, interview questions and questionnaires were modified. Questionnaires were administered to 160 respondents; only 140 were completed and collected for processing and analysis. Participants did not adequately respond to twenty questionnaires. Interview data were collected from 19 heads of land registries in the study area, who were the key participants.

Purposive sampling is used to select key informants with information on procedures, guidelines, regulations, and staff capacity-building. Key participants were selected based on four criteria: knowledge of land record management, experience, willingness to participate, and availability. To ensure the reliability and validity of the information before the interview, specific questions were asked of the interviewee, who identified key issues related to record-keeping practices, guidelines, procedures, and legal requirements. The interview sessions used open-ended questions and were conducted face-to-face with the interviewee, and detailed notes were taken during the process. Before the interview, the researcher explained the purpose of the study and how the study results would be used. Interview questions were used to supplement the information gathered from questionnaires.

A non-participatory structured observation was also used as a data collection method to complement information taken from the other two methods. The observation protocol was based on key variables of the study, such as how Land Registry personnel create, classify, arrange, store, and track records in Land Registry Offices. A coding system was used to categorize and record the observed events in notebooks ([Busetto et al., 2020](#)). Observation helped the researcher confirm information about land records practices in registry offices.

Data Analysis

Quantitative data were coded and analysed using the Statistical Package for Social Sciences version 26. The mean score was computed for each land records management practice to assess the status of land records management. A one-way analysis of variance was used to assess significant differences in land records management practices status; the mean separation was conducted using the Duncan multiple range test at 0.05. The mean score was computed for each land records management practice to assess its effectiveness. Cut-off points for high and low mean scores were established: 1.5 and above indicate a high mean score and are effective,



while below 1.5 indicate a low mean score and are not effective.

Qualitative data were analysed using content analysis. The thematic data were derived from qualitative field data. Interview and observation data were recorded, coded, and analysed using ATLAS.ti software. The process involved Reading the text to identify recurring ideas and concepts expressed by participants, which were then coded inductively. Similar codes were grouped to form broader themes representing the key areas of land records management practices, such as creation, classification, storage, security and access, and tracking. These themes emerged directly from the coding process, were guided by the study objectives, and were supported by participants' narratives and field observations. The thematic development followed established qualitative analysis procedures as recommended by [Busetto et al. \(2020\)](#) and [Devajit and Haradhan \(2022\)](#).

The analysis process involved several steps: selecting questions based on the study's objectives and participants' reports, exploring relationships among participants' concepts, coding these relationships, displaying the data, and drawing conclusions ([Devajit & Haradhan, 2022](#)). Finally, data were documented in the form of qualitative narrative and clarifications ([Gibe et al., 2023](#)). ATLAS.ti software assisted in managing, coding, and analysing textual data. The interviewees were labelled A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, and S to ensure anonymity. The Land Registry Offices were also labelled, followed by their district councils as 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, and 19, as other literature used, for example, [Balogun \(2023\)](#). Additionally, observation protocols for analysis were employed, such as establishing a structured plan and defining criteria for observing, recording, and interpreting data ([Busetto et al., 2020](#)).

Result and Discussion

Status of Land Records Management Practices

The status was measured in hierarchical order, from the highest to the lowest mean practice.

Table 1. Status of Land record management practices in the Registry Office (N=140)

Practices	Status
Creation	2.321 _a
Classification	0.471 _b
Storage of the records file	1.107 _c
Storage of records in cabinets and shelves	0.364 _b
Storage, security, Access, and Use	0.450 _b
Tracking	0.436 _b

The means with different subscripts differ significantly at the 0.05 level.

Source: Author's Own Work (2022)

Creation practice

The results in Table 1 show that the mean score for creation was 2.32, which is higher than the other practices and is significant ($p < 0.05$). This implies that the status for creation is high, indicating that the creation of land records in Registry Offices in district councils is generally well-managed, and efforts are being made to ensure that all records in Land Record Offices are created. This is evidenced by observation at 7 and 8 councils, which kept a large number of records in Land Registry Offices, as received from their customers. This finding implies that the high level of creation is likely due to the high demand for land for residential and business activities, particularly in the Dodoma region, which is the country's administrative centre. The findings are consistent with those of a study by [Ikonne and Isaruki \(2021\)](#) in



Nigeria, which revealed high levels of creation in Rivers State. In addition, [Otobo and Alegbeleye \(2021\)](#) observe that the function of record creation is to support business, accountability, and cultural use in the organization. Land records creation simplifies business transactions.

Storage of records in the file

Moreover, the results of record storage in the file show a mean score of 1.107, which is close to the creation practices. This indicates that practice is lower than creation. This means that there is no consideration for storing records in the file folder. The Registry Office needs to store records in the file systematically and efficiently by adhering to those procedures. Most of the study areas visited by the researcher found that paper records are stored in files without following procedures. Most of the visited areas faced this challenge of poor filing, probably due to limited knowledge. These findings are consistent with those of a study by [Shonhe \(2017\)](#) at the Ministry of Lands and Housing in Botswana, who revealed incomplete information in files and poor record arrangement within file folders. The proper arrangement of records in a file folder influences easy access to information for transactions and saves time.

Classification practice

The mean score for the Classification of land records was 0.471 lower than that for the creation and storage of record files, and this difference is significant ($p < 0.05$), as shown in Table 1. This indicates that the staff did not conduct the practices well. The interview, which was conducted with Heads of Department, most of whom reported having used the alphanumeric method of classification. For example, participant C said,

.... We are using the alphanumeric method because it is simple to use. Keyword classification is not well known by staff; we need training on how to use this method (Interview, November 2022).

These findings may be attributed to a lack of knowledge of the classification process. The findings contrast with those of a study by [Cheng \(2018\)](#) in Hong Kong, who found that classification practices in the Registry Office were well-conducted and efficient. In addition, [Cheng \(2018\)](#) emphasized that record classification is a fundamental function of all aspects of records management of the records life cycle, representing the relationship between record files and record series. The findings may suggest the need for staff capacity building to cope with the situation.

Security, access, and use of land records

The results for security, access, and the use of land records show a mean score of 0.450, indicating lower levels of practice and significance. This means that there are no systems to prevent unauthorized access to all records. During the interview, a participant cited the absence of security tools to protect records as one of the challenges facing Registry Offices. The lack of security tools was also observed in 15 land registries across district councils. Registry Offices need security tools such as alarms, cameras, and fire extinguishers for the security and proper management of land records. The lack of priorities may be the reason we do not have such tools. A similar study was conducted by [Shonhe \(2017\)](#), who found that some registry offices lacked security tools for records and files. [Marutha and Ngoepe \(2017\)](#) emphasized the role of record safety and security measures in ensuring the access and use of records across the public and private sectors.



Tracking practices

Likewise, the tracking of land records shows a mean score of 0.436, indicating that practices were not well conducted. This means that the Registry Office lacks tracking tools such as the File Transit Sheet, the Transit Ladder form, and the File Movement Slip, and records of movement files. This may be due to a lack of knowledge and guidelines for using the tools when a file moves from one Action Officer to another. These tools are important and helpful for detecting when files are misplaced. These findings are consistent with those of [Osebe et al. \(2018\)](#), who found that records remained in one office for a long time before action, leading to a slow transfer of records from one office to another. A study by [Garaba \(2018\)](#) reveals that records cannot be successfully stored, preserved, or accessed if they are not created and properly transferred.

Storage of files in a cabinet and on shelves

Moreover, the storage of file records in cabinets and shelves shows a mean score of 0.364, which is significant. This practice is the lowest of all. This means that the storage of paper on cabinets and shelves is not consistently followed. In district A councils 5, 1, 6, 4, and 17, the researcher observed some files being stored in boxes, on the floor, and on tables. This suggests that the absence of facilities, lack of knowledge, and use of outdated systems are likely causes of drawbacks in the good practices for storing land record files. During the interview, Participant M commented,

.... We have only one old cabinet, as you see, that is why we store some files in the box and on the floor (Interview, November 2022).

A similar study by [Osebe et al. \(2018\)](#) in Kenya found a haphazard arrangement of files in the cabinet. This finding may suggest that the management in district councils allocates funds to Land Registries for infrastructure, including equipment.

Effectiveness of land records management practices

Effectiveness was measured by whether the mean cut-off exceeded 1.5, indicating effectiveness, while a mean cut-off below 1.5 indicates not effective.

Table 2. Analysis of variance (ANOVA) results on the effectiveness of land record management practices

Practices	N	Mean	F-test	P-value
Creation	140	2.321a	199.514	0.000
Classification	140	0.471b		
Storage of records in a file	140	1.107c		
Storage of records in cabinets and shelves	140	0.364b		
Storage, Security, Access, and Use	140	0.450b		
Tracking	140	0.436b		
Test for heteroskedastic: F-test=0.548, p-value=0.459				
a, b, and c identify homogeneous subsets as arranged by Duncan post-Hoc test				

Source: Author's Own Work (2022)

Effectiveness of creation

The results in Table 2 show that the mean score for creation was 2.321, which is higher than the mean cut-off of 1.5 and significant at ($p < 0.05$). This implies that creation practices



are effective because they exceed the recommended mean. Effectiveness is shown by adhering to procedures such as identifying the information to be captured, assigning a unique identifier number, indicating the creation date, indicating the contents, indicating the source, and opening the file. The researcher observed that most of these procedures were followed by staff in District Council 7. The creation stage is indicated by the availability of records at the Land Registry Offices that the researcher visited. The effectiveness of land records creation may be due to the education provided to customers on the importance of land registration and land records management for the safety of their land documents and the avoidance of disputes. This finding is consistent with previous studies, such as [Ikonne and Isaruk \(2021\)](#), who reported that proper record creation, documentation, maintenance, and the use of the correct format influence the execution of business at the right time.

Effectiveness of classification

The classification practices are further indicated in Table 2. The result shows a mean score of 0.471, which is below the recommended mean cut-off, indicating that classification practices were not effective. This implies that the staff classifies land records without following procedures. The classification-by-keyword method was not used in the visited office; instead, they used the alphanumeric method. The keyword classification is not formally recognized in most Land Registry Offices. The study findings suggest that ineffective classification practices are likely due to the absence of professionals and land records expertise in the classification process. This proposes that extra training is needed, particularly in district councils, as the government recommended the use of keyword classification methods in public offices ([URT, 2007](#); [Kashaija, 2019](#)). This finding aligns with a study by [Mosweu and Bwalya \(2022\)](#), who found that classifying records by function and activity facilitates easier record management and file access.

Effectiveness of the storage of land records in files

The results in Table 2 show a mean of 1.107 for respondents who reported storing land records in files in Registry Offices. The results indicated that the practices are below the recommended mean and were not effective. This means that some procedures are well-known by staff while others are not known at all. This is in contrast to the findings of a study by [Sanwine \(2020\)](#) conducted in Ghana, who reported that the Registry Office had a uniform filing index across all departments and well-stored file folders. Knowledge of filing documents within files, such as writing folio numbers and placing the latest at the top of the order, is needed. Land registry staff need more training in implementing and adhering to storage procedures. Similarly, [Mbatha and Luthuli \(2021\)](#) found that adequate storage and documentation practices are important for the proper management of land records.

Effectiveness of the arrangement of files in shelves and cabinets

Moreover, the arrangement of files on cabinets, drawers, and shelves had a mean of 0.36, indicating it was not effective. The study noted that most of the files from the visited areas were stored in damaged cabinets and drawers. The effectiveness of file storage and arrangement is associated with procedures such as selecting equipment based on location, file volume, and access frequency. The finding was in contrast to the findings of a study by [Otobo and Alegbeleye \(2021\)](#) conducted in Nigeria, who found high effectiveness in maintaining and storing records when implementing the record policy. Proper storage practices are essential for maintaining accurate land records and preventing the loss or damage of documents.



Effectiveness of security, access, and use of land records

However, Table 2 reveals results for security, access, and use, with a mean score of 0.450, indicating they are not effective. This means that storage rooms lack facilities and security measures, such as alarms, cameras, and fire extinguishers. The researcher observed the absence of security tools and unauthorized access to land records from the cabinets and shelves. Lack of education may be the reason Action Officers have unauthorized access to records without following instructions. According to [Shabbir et al. \(2020\)](#), the lack of monitoring systems, incompetent staff, and undefined official charges are among the factors hindering the security of land records. During interviews, participant G confirmed that there is not enough funding to buy these security tools. The efficiency and effectiveness of land record practices may help address several challenges, such as misfiling, corruption, and service delays.

Effectiveness of tracking practices

Additionally, tracking practices had a mean score of 0.436 and were not effective. This implies that the tracking practices of land records in the Registry Office were not well done, and that staff are not using tracking tools when files move from one place to another. During the interview, on the use of control tools, participants S, E, O, and F reported not having such tools in their office; they rarely record movements of files on the file cover. A study by [Shabbir et al. \(2020\)](#) reported that the lack of monitoring of land records and incompetent staff were the main reasons for record management problems. However, during the interviews with H, it was noted that Registry Offices introduced the system known as Control File Movement (CFM) at District Council 7, but most staff do not want to use it. This means that they probably do not have enough knowledge of how to use the system tool when working with files, as reported by participant H.

...the CFM was not friendly to me when I requested the file through this system; it took almost a week to respond. It is better to use a manual system of physical movement of files (Interview, November 2022).

The use of control tools helps to monitor files when moving from one office to another and complete the work on time. It is easy to trace where the file is, who is working on it, and who has been holding it for a long time.

Conclusion

This study underscores the effectiveness of land records management practices. The analysis found that effective practices cannot be achieved without adhering to proper procedures for the creation, classification, storage, security, access, use, and tracking of land records. Thus, to enhance effective land records management practices, the study recommended that keyword-based classification be made familiar to all land registry staff by scheduling short training courses and workshops in district land registries. The Ministry of Lands, Housing and Settlement Development, through district councils, should increase the number of land record experts in all district councils. This will enhance the effectiveness of land record management practices in land record offices. The installation of tools such as alarms, fire extinguishers, and cameras will affect the effectiveness of land records.

Practical Implications

This study provides the following practical implications. The findings could resolve challenges to the effectiveness of land records by establishing and safeguarding property rights through proper creation, classification, and storage practices. The use of practices and



procedures will result in clear and accurate registration and best land records management practices, and reduce the likelihood of land disputes and legal conflicts over ownership, fostering a sense of security among landowners. Well-maintained and properly stored land records in the registry enhance confidence in property transactions and facilitate economic development, as the records are easily visible and accessible.

The findings encompass the Records Life Cycle Theory, which postulates that effective records management depends on systematic control of the records life cycle from creation to final disposition. The study proves that, in the Tanzanian context, life cycle stages cannot be implemented effectively in isolation and must be supported by regulatory frameworks, institutional capacity, and technological infrastructure. This theory advances understanding by highlighting the contextual dimension of the theory, showing that a successful application in Tanzania requires adaptation to land records management practices implementation.

Limitations and future areas

The study targeted land registry staff in district councils, which is inadequate to represent the entire staff of Tanzania. Therefore, the future study will cover land registry in zones and within the Ministry of Land, Housing, and Settlement Development to improve generalizability.

Acknowledgments

We want to acknowledge and thank all those who have given valuable contributions to this study.

Authors' Contributions

All authors have contributed to the final manuscript. The contribution of all authors: conceptualization, methodology, formal analysis, writing original draft preparation, writing review, and editing. All authors have read and agreed to the published version of the manuscript.

Conflict of Interest

All authors have no conflict of interest related to this study.

Funding

The author(s) received no financial support for the publication of this article.

References

- Afshar, M., & Ahmad, K. (2015). A new hybrid model for electronic record management. *Journal of Theoretical and Applied Information Technology*, 81(3), 489–495. <https://api.semanticscholar.org/CorpusID:169007554>
- Baligye, A., Kasekende, F., & Mwirumubi, R. (2022). Records management practices: Are all its factors associated with administrative staff performance in the Chartered private University in Uganda? *Record Management Journal*, 32(3), 231–248. <https://doi.org/10.1108/RMJ-05-2021-0023>
- Balogun, T. (2023). Digitization of indigenous knowledge systems in Africa: The case of South Africa's National Recorded System (NRS). *Record Management Journal*, 33(1), 88–102. <https://doi.org/10.1108/RMJ-10-2022-0029>
- Biddulph, R., & Hillbom, E. (2020). Registration of private interests in land in a community lands policy setting: An exploratory study in Meru district, Tanzania. *Land Use Policy*, (99), 10. <https://doi.org/10.1016/j.landusepol.2020.104830>
- Busetto, L., Wick, W., & Gumbinger, C. (2020). How to use and assess qualitative research



- methods. *Neurological Research and Practice*, 2(1), 10. <https://doi.org/10.1186/s42466-020-00059-z>
- Chekole, S. D., Vries, W. T., & Shibeshi, G. B. (2020). An evaluation framework for urban cadastral system policy in Ethiopia. *Land*, 9(2), 60. <https://doi.org/10.3390/land9020060>
- Cheng, E. C. K. (2018). Managing records and archives in a Hong Kong school: A case study. *Record Management Journal*, 28(2), 204–216. <https://doi.org/10.1108/RMJ-02-2017-0004>
- Derby, F. W. (2002). *Improving and facilitating land title registration processes in Tanzania: TS7.15 Regional Experience in the Cadastre – Africa and the Americas*.¹ Washington, D.C. https://www.fig.net/resources/proceedings/fig_proceedings/fig_2002/Ts7-15/TS7_15_derby.pdf
- Devajit, M., & Haradhan, M. (2022). Exploration of coding qualitative analysis: Grounded theory perspective. *Research and Advances in Education*, 1(6), 50–60. <https://doi.org/10.56397/RAE.2022.12.07>
- Garaba, F. (2018). The neglected fond in university archives: The case of sport club records at the University of KwaZulu-Natal (UKZN), Pietermaritzburg Campus, South Africa. *Record Management Journal*, 28(2), 143–158. <https://doi.org/10.1108/RMJ-11-2016-0043>
- Gibe, A., Massawe, F. A., & Jeckonia, J. N. (2023). Gender dynamics in small-scale fish business in Mwanza Region, Tanzania. *Tanzania Journal of Agricultural Sciences*, 22(2), 97–111.
- Ikonne, C. N., & Isaruki, I. (2021). Influence of health records management practices on the quality of health care service delivery in public health facilities in Rivers State, Nigeria. *International Journal of Social Sciences and Humanities Review*, 11(1), 204–216. <https://www.researchgate.net/publication/356875888>
- International Standards Organization 15489-1. (2016). *Information and documentation—Records management—Part 1: Concepts and principles*. <https://www.iso.org/obp/ui/#iso:std:62542:en>
- Kabigi, B., Walter, D. V., & Kelvin, H. (2021). A neo-institutional analysis of alternative land registration systems in Tanzania: The cases of Babati and Iringa districts. *Land Use Policy*, 105. <https://doi.org/10.1016/j.landusepol.2021.105435>
- Kamomonga, A. L. (2021). Social factors encumbering land title registration in Tanzania: The case of Mtwivila and Mkimbizi Wards, Iringa Municipality. *Journal of Scientific Research and Reports*, 27(11), 85–96. <https://doi.org/10.9734/jsrr/2021/v27i1130460>
- Kashaija, L. S. (2019). Assessing the implementation of legal frameworks on current records management in public offices: A case of Business Registration and Licensing Agency (BRELA). *Journal of Information and Knowledge Management*, 9(11), 9–17. <https://doi.org/10.7176/KM/9-11-02>
- Laseko, B., Griffin, M., Milledrogues, A., Roffer, C., & Burke, C. (2019). *Implementation of an Integrated Land Management Information System (ILMIS) for Tanzania*. https://www.oicrf.org/documents/40950/0/467_06-05-Laseko-285_paper.pdf/787e0748-9c22-4f47-f959-201f1cb1ecb3?t=1576241298080
- Lawbay Advocates. (2017). The historic heritage of land tenure. 1(1). <https://lawbay.co.tz/Article%201%20Historical%20Background%20Final%20final%20.pdf>
- Makupa, E., & Alananga, S. (2020). Understanding resource constraints in land administration in Dodoma, Tanzania. *The Journal of Building and Land Development*, 21(1), 64–80. <https://www.researchgate.net/publication/350467543>



- Manara, M., & Pani, E. (2023). Institutional pluralism and pro-poor land registration: Lessons on interim property rights from urban Tanzania. *Land Use Policy*, 129, 15. <https://doi.org/10.1016/j.landusepol.2023.106654>
- Marutha, N. S., & Ngoepe, M. (2017). Medical record management framework to support public health care services in Limpopo Province of South Africa. *Record Management Journal*, 28(2), 187–203. <https://doi.org/10.1108/RMJ-10-2017-0030>
- Mbatha, L. S., & Luthuli, L. (2021). Records management practices to improve efficiency and service delivery at Qalakabusha and Westville correctional facilities. *Library Philosophy and Practice (e-journal)*, 1–21. <https://digitalcommons.unl.edu/libphilprac/6327>
- Milala, S. I., Ishiyaku, B., & Ali, B. (2019). Digitalization of land records through Geographic Information System: An imperative for reliable, efficient, and effective land administration in Borno State, Nigeria. *Journal of Economics, Finance, and Accounting Studies*, 1(1), 14–18. <https://al-kindpublisher.com/index.php/jefas/article/view/45#doi>
- Mintah, K., Baako, K. T., Kanaarpuo, G., & Otchere, G. K. (2020). Skin Land in Ghana and application of Blockchain Technology for acquisition and Title registration. *Journal of Property Planning and Environmental Law*, 12(2), 147–169. <https://doi.org/10.1108/JPEL.12.2019-0062>
- Mishra, P., & Suhag, R. (2017). *Land records and titles in India*. <https://prindia.org/policy/analytical-reports/land-records-and-titles-india>
- Mosweu, O., & Bwalya, K. J. (2022). The role of information architecture in the automation of records in Botswana in an e-government setting. *Collection and Curation*, 42(1), 25–33. <https://doi.org/10.1108/CC-05-2022-0018>
- Msangi, H. A., Ndyetabula, D. W., & Waized, B. (2024). Maximizing impact: The power of combining land tenure formalization and productive social safety nets programmes in Tanzania. *Land Use Policy*, 138, 107012. <https://doi.org/10.1016/j.landusepol.2023.107012>
- Mushinge, A. (2020). Mitigating land corruption through computerisation of statutory land governance activities: evidence from DRC, Tanzania, and Zambia. *African Journal of Land Policy and Geospatial Sciences*, 3(4), 72–81. <https://doi.org/10.48346/IMIST.PRSM/ajlp-gs.v3i3.18362>
- Njeri, M. R., Maku, G. P., & Muriira, L. (2022). Record management technology and information service delivery at the Land Registry in Nyandarua County, Kenya. *Journal of Information and Technology*, 2(2), 1–17. <https://edinburgjournals.org/index.php/journal-of-information-technology/article/view/105>
- Okembo, C., Lemmen, C., Kuria, D., & Zevenbergen, J. (2022). Developing an adapted land administration domain model profile for Kenya. *Land Use Policy*, 117, 1–10. <https://doi.org/10.1016/j.landusepol.2022.106087>
- Osebe, R., Maina, J., & Kurgat, K. (2018). Records management practices in support of governance in the county governments of Kenya, a case of Nyamira County. *Record Management Journal*, 28(3), 293–304. <https://doi.org/10.1108/RMJ-06-2018-0017>
- Otobo, E. E., & Alegbeleye, G. O. (2021). Records management practices and administrative effectiveness of the judiciary in Lagos State, Nigeria. *International Journal of Academic Library and Information Science*, 9(3), 93–101. <https://doi.org/10.14662/IJALIS2021.065>
- Quaye, B. A. (2020). Factors impacting on effective implementation of land title registration—A perspective from Ghana. *Journal of Planning and Land Management*, 1(2), 23–37. <https://doi.org/10.36005/jplm.v1i2.25>



- Sanwine, K. (2020). *Examining records management practices and processes in support of service delivery in the University for Development Studies, Ghana*. (Master's dissertation, University for Development Studies). <http://udsspace.uds.edu.gh/browse>
- Shabbir, M., Shahid, M., & Niaz, U. (2020). Land records computerization brings more trouble for farmers in Punjab, Pakistan. *Journal of Business and Social Review in Emerging Economics*, 6(2), 753–760. <https://publishing.globalcsrc.org/jbsee>
- Shao, Y., Jiang, Q. O., Wang, C., Wang, M., Xiao, L., & Qi, Y. (2020). Analysis of critical land degradation and development processes and their driving mechanism in the Heihe River Basin. *Science of the Total Environment*, 716(10), 1–13. <https://doi.org/10.1016/j.scitotenv.2020.137082>
- Shonhe, L. (2017). *Change management practices in the implementation of records programs: A case study of Tlokweng Land Board, University of Botswana*. (Master's dissertation, University of Botswana). <https://hdl.net/10311/1972>
- Sullivan, T., Solovov, A., Mushaija, G., Msigwa, M., & Issa, M. (2019). An innovative, affordable, and decentralized model for land registration and administration at a national scale in Tanzania. In *Catalysing innovation—Annual World Bank Conference on Land Policy*. Washington DC.
- Thomas, L. (2023). *Cross-sectional study | Definition, uses, and examples*. Scribbr. <https://www.scribbr.com/methodology/cross-sectional-study/>
- United Republic of Tanzania. (1997). *National Land Policy*. Ministry of Lands and Human Settlement Development. n/upc.go.tz/uploads/publications/sw1524482936-National%20land%20of%201995pdf.
- United Republic of Tanzania. (2007). *Registry Procedures Manual*. President's Office Public Service Management. <https://www.nyaraka.go.tz/uploads/documents/sw-1613498051>
- United Republic of Tanzania. (2011). *The National Records and Archives Management Policy*. President's Office Public Service Management. <https://www.nyaraka.go.tz/uploads/documents/sw-1652176394>
- United Republic of Tanzania. (2012). *Unit Titles Properties Administration Handbook*. Ministry of Lands and Human Settlements Development.

