

Towards sustainable land administration systems: Designing for long-term value creation

XXV FIG Congress
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Value Innovation and Strategy

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Towards sustainable land administration systems Designing for long-term value creation

- Land administration projects often run with strong donor support
- Changes to land tenure (esp. individualization) often clash with customary traditions
- Impact on access to credit and formal market often smaller than expected
- After project difficult to sustain equipment and staff
- Cost recovery harder than anticipated




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'There is no point in introducing a system of title registration, where the capacity to continuously update the registers does not exist.'

(Feder and Noronha 1987:164)



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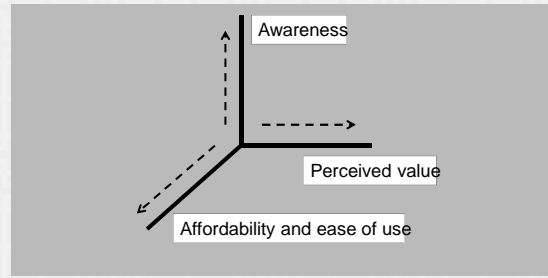
Sustainable land administration systems

A balancing act between perceived value, affordability and costs



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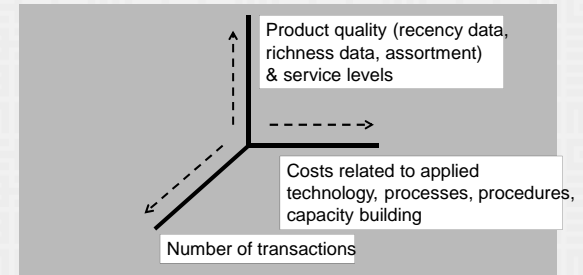
Determinants for use of land administration services



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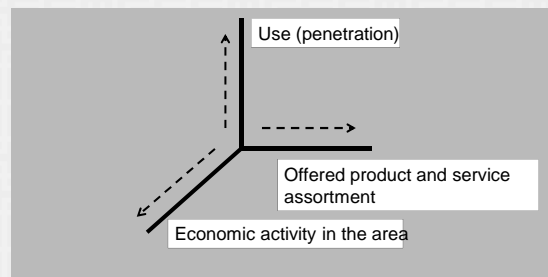
Determinants for costs



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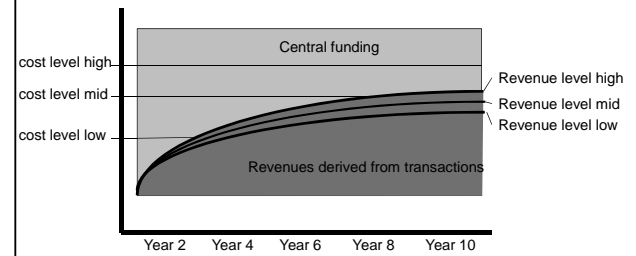
Determinants revenues from customers



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Need for long term involvement



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Towards a sustainable land administration



“Build a sustainable business”

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Marketing strategy

Focus	Outcomes	CSF
Service extensions	Optimized revenues	Information services
Scale and learning effects	Productivity	Effective process design and enablers
Marketing Distribution	Penetration	Awareness and accessibility
A proper value proposition	Perceived value	Value versus costs

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Designing a viable and sustainable business model

Key Partners Notarising Surveying Registering Information services Front office services	Key activities Notarising Surveying Registering Information services Front office services	Value Proposition Supports public policies Supports good governance Generates benefits in processes of public and private users	Customer relations Personal Email Phone Internet Communities	Customer groups Individuals Businesses Governmental bodies
Resources Qualified staff Organisation LAS		Distribution channels Offices Internet Mobile Mobile notaries		
Costs Coverage of the recurring costs of the land administration		Revenues Land administration transaction fees, contributions for lease and property tax administration, fees land administration information services, central funding		

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Developing business model aligned strategies

What are the expectations of our stakeholders?

Which customer needs and requirements do we have to fulfill to achieve our strategic goals?

Where do our processes have to be excellent to meet the requirements of our customers and stakeholders?

How should we build our resources so that we can execute our critical processes properly?

MISSION: Registering land, issuing and keeping land authentic deeds and any other information relating to land
VALUES :

STRATEGIC GOALS
A sustainable land administration delivering the value proposition at the lowest cost possible.
Value Proposition....

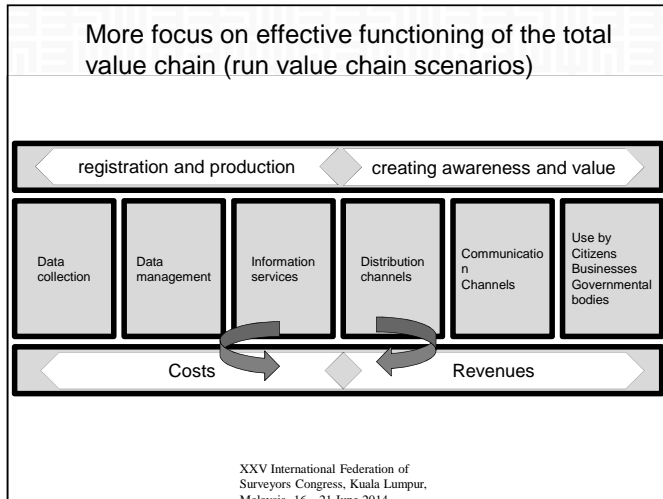
FINANCIAL GOALS
Financial sustainability

CUSTOMER GOALS
Provide excellent services at affordable fees. Maximize use of land information services above marginal costs

PROCESS GOALS
Meet service and quality levels. Meet production norms. Successful market introductions of new services

RESOURCES
HR (competence, skills, knowledge), Information systems, networks and other infrastructure), change management

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Thank You

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- ### Concluding remarks
- Focus on clear value proposition for customers
 - Develop the business model and the business case
 - Run value chain scenarios to optimize the outcome
 - Define and create all conditions for viable and sustainable land administration
 - Arrange long term funding for the development of the business through the life cycle to maturity
 - Make sure the business is fully functional, in areas where the initial land registration process has started
 - Be able to monitor awareness, service levels, efficiency, use, revenues
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