

## Abstract

Demands for surveyed plots in the Municipal of Dodoma to the Capital Development Authority (CDA) have been increasing as a result of migrating populations. CDA have failed to allocate surveyed plots in time and demands for land from customers have been so huge. As a result, migrants and investors buy surveyed plots/lands from other individuals' surveyed plots. The process of selling and buying in most cases involve traditional land brokers. This means that people typically seek the help of land brokers when buying or selling land in Dodoma Municipal. This is what is called traditional consumer to consumer business transactions of land through brokers. However also, it has been so difficult and it takes number of days for new land owners to register land in their names from original owner through CDA procedures.

This research study wanted to determine the way to institutionalise the traditional land broker's business into Tanzania CDA using information systems (IS) particularly the utilization of the concept of Consume to consumer (C2C) Business Model. The business processes in registering land consent and title deeds were also studied in order to shorten the procedures by the use IS. Various literatures in the land sector and information system relating to the subject were read to gain experience on what others do on the same topic. Appropriate data collection methods which are questionnaire, interview, and observations for both qualitative and quantitative approaches were used. Data were collected from selected sample groups of seller, buyer, land brokers and Capital Development Authority for analysis. The analysis of data collected from field indicated that processes concerning land consent and title deeds to register land within CDA can be redesigned to deploy appropriate IS tool for efficiency customer (buyer) service delivery in Dodoma Municipal. As new own source for CDA, adoption of the land broker's business using IS (e-commerce model; C2C) will generate enough income for CDA as new organisation own source from both sellers and buyers of land in Dodoma Municipal. Also seller and buyer will benefit through an online CDA site instead of traditional land brokerage which to find them might be difficult.

