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RESEARCH ARTICLE

A COMPARATIVE ANALYSIS OF RESIDENTIAL PROPERTY TAX ASSESSMENT IN BOTSWANA AND SWEDEN

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ABSTRACT

Purpose – The purpose of this descriptive survey was to compare how residential properties are assessed in Botswana and Sweden for property tax at local government level.
Research design/methodology/approach – Both qualitative and quantitative research methods (interviews and questionnaire) were used to obtain data in order to meet the objective of the study. A survey involving a self-administered questionnaire to property valuers/principal Estate officer in the Department of Local Government Finance and Procurement was used. Data was analysed using SPSS/MS Excel for quantitative analysis and content analysis for qualitative analysis
Significance - The study is relevant in the sense that it revealed significant differences which can be used in future to improve the delivery of residential property tax assessment reports in Botswana and Sweden.
Findings – The study revealed that rating valuation in Botswana is conducted based on the Townships Act Cap 40.02 of 1955 Part VII (Rating Valuation) Regulations 52 up to 99. In Sweden, it is regulated by Property Tax Law and the Property Tax Ordinance. The property tax assessment is regulated by law in both countries. It was also noted that in Botswana property tax assessment is conducted by the Central Government and property rates collection done by the local authorities. In Sweden, assessment is done by the Central Government and collection of tax by the Swedish Tax Agency. In Botswana the general revaluation cycle is every after five years and every after three years for Sweden. Botswana uses individual property assessment techniques and Sweden applies mass appraisal techniques. Sweden uses a computerised cadastral register system where as in Botswana the cadastral register system is not computerised. Botswana's land records in the Deeds Office are not computerised where as they are computerised in Sweden. The basis of valuation in Botswana is market value based on capital value of land and improvements in accordance to regulation 69 of the Townships Act. Sweden also applies the market value principle based on land and improvements. They all develop tone of the list reports for benchmark properties. In Botswana the responsibility lies on the valuer where as in Sweden it lies on the owner to self-declare
Originality/value – This study is the first of its kind in Botswana and has revealed significant information on how rating valuation is undertaken in other countries. The two governments can benefit from these findings in view of improving the administration of property tax assessment.

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INTRODUCTION

This study was carried out in order to compare and establish how the local property tax assessment is carried out in Botswana and Sweden. The purpose of the study was to compare the local property tax assessment systems in the two countries.

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Countries have different property assessment systems depending on their prevailing circumstances (Monkam, 2011). Babawale (2013) in his study hinted that the tax base, method of valuation, basis of valuation, the approach to valuation and the adjustment to the valuation roll are the key components when assessing a value of property for tax purposes in the valuation model. Hefferan & Boyd (2010) stated that one of the oldest forms of revenue for governments was a taxation system that is based on property ownership. This form of taxation according to FAO has been in existence about three

millennia now (FAO, Food and Agriculture Organisation of the United Nations, 2002)

Theoretical framework

Previous research about the subject was collected and critically examined to establish the literature review. Literature was initially collected to investigate different valuation methods that are applied around the world, which created the first section of the literature review. This obtained a solid background to be able to conduct the sections of Sweden and Botswana, by analyzing literature about how these systems are structured and how the values are assessed through these systems.

Problem statement

Globally, residential tax assessment is done using mass appraisal system in most countries. In Botswana this is done using individual property assessment which is time consuming, costly and inefficient thus depriving councils of the much needed revenue. The consequences of this is that councils are unable to provide local services to the citizens timely due to the fact that revenue generation is hampered by the delay in the production of valuation rolls. This study aims at evaluating the method of property tax assessment in Botswana and Sweden; recommend the best practice and economical way of undertaking property tax assessment.

Research objectives

The overall aim with this study is to advance knowledge about the differences in real property tax assessments between Botswana and Sweden. To fulfill this aim, the following objectives need to be addressed:

- To clarify how residential properties in Botswana get a tax assessment value compared to Sweden.
- To explore the most important factors in determining assessed value to a residential property in Botswana.
- To outline if parts of the Swedish property tax assessment system could be applied in Botswana and formulate recommendations in how Botswana's process could get more efficient.

Literature review

This literature review aims to clarify the first of the three objectives of the study. To get initial knowledge to the subject, the first section of the review gave an overview of the different assessment techniques and the different approaches that can be used. This made it possible to perform a description of the separate systems in Sweden and Botswana. There are different techniques regarding how to assess a value to a property as well as how to approach valuation (Babawale, 2013).There are mainly two bases when determining a value for a property: value or area. A value-based system could be based on either capital value or rental/annual value. The capital value can be based on land only, improvements only or land and improvements (together or separately) (Monkam, 2011). In the majority of the countries that apply property tax assessment, both land and improvements are assessed together. Although in Ghana and Tanzania only improvements are assessed while in Jamaica, Bermuda, Kenya and New Zealand only land is assessed (Kelly, 2000). The value-based system is generally based on the market value of the property or a specified percentage of the market value. Market value is "the estimated amount for which an asset or liability should exchange on the valuation date between a willing buyer and a willing seller in an arm's length transaction, after proper marketing and where the parties had each acted knowledgeably, prudently and without compulsion" (IVSC, 2014.). The market value system makes sure that the estimated value is uniform, fair, transparent and understandable (IAAO, 2014). By basing the values on the market value of the properties, improvements and locational characteristics such as parks, transport systems and proximity to amenities is taken into account. This is not the case with an area-based system where the size is the only factor being considered. Furthermore, this kind of system can be considered to discourage people to invest in their properties, since you have to pay more in tax if the value of the property is increasing (Bahl, 2009 cited in Monkam, 2011). A capital value-based system can apply the following methods when determining a market value: the comparable sales method, the cost method or the income capitalization method.

The most commonly used method is the comparable sales method, which assess a value by comparing sales of properties within the same neighbourhood or with properties in an area with comparable characteristics (Babawale, 2013). This method is usually preferred when determining a market value for a residential property. The method contains different market calculation models that are based on multiple regression and comparable sales algorithms (IAAO, 2014). The cost method determines a value by relating to the cost of replacing a new building and other improvements added with the land value as if it would be vacant (often used when there are no comparable sales, poor market or specialized improvements). Lastly, the income capitalization method transforms the net income that can be obtained from a property to a capital value by using a capitalization factor. This method is used mostly when valuing income-producing properties (Babawale, 2013).

An area-based system assesses a value according to which size the property has (Monkam, 2011). This assessment system can be based on the land- or the building size or on a total area of them (Bird and Slack, 2002 cited in Babawale, 2013). The system based on area is frequently used by countries in Central and Eastern Europe where they have issues with deciding market values due to lack of property market information (Babawale, 2013). An area-based system is easier and less costly to administrate than a value-based system. Also, it is easier to understand and it requires less data (Bahl, 2009 cited in Monkam, 2011). However, a disadvantage with an area-based system is that it could appear less fair since properties that are more exclusive could end up paying the same tax as a property that is less exclusive thus being a regressive tax (IAAO, 2014). The following section accounts for the property tax assessment in Botswana by clarifying the assessment technique and approach regarding residential properties. The property tax assessment is based on the market value for each property.

According to Regulation 69 in the Townships Act Cap 40:02 of 1955, the method that is used to determine the market value is comparable sales. However, the investment valuation method and the depreciated replacement cost are used as alternative methods when comparable sales are not available (Willy Kathurima Associates, 2007). As stated in Regulation 69 in the Townships Act, land shall be valued both with and without improvements, meaning that both land and improvements are taken into account when carrying out a valuation (Government of Botswana, 1955). Property transactions are all registered with the Deeds Registry Office in Gaborone for the Southern property market and in Francistown for the Northern property market. In the cities of Gaborone and Francistown the housing market is active which makes it easier to collect data for comparable sales. While in other areas, the sales evidence consists of sparse amount of reliable data (Mengwe, 2010). In addition, sales prices could assume to be understated due to the high transfer taxes (5% of the sale price), leading to incorrect market values (LAPCAS, 2009). The process of valuing is property-by- property and by doing that all land and improvements are inspected. This can be seen as an inefficient way of assessing properties for property tax. It is a lot of work, expensive and time consuming, which leads to outdated valuation rolls. According to the Townships Act a revaluation should be created every fifth year and supplementary valuation every year, but because of lack of capacity the rating authorities cannot fulfil their obligation. This weakens the tax base and makes the rating system invalid. This is due to "lack of trained and skilled rating valuers, budgetary constraints to carry out revaluations and high staff turnover because of lack of incentives" (Mengwe, 2010). In Sweden the tax assessment is based on value, more particularly market value. The most preferred method used to determine the market value is by comparable sales. The market value is based on the average sales price from the local market two years back in time, e.g. the property tax assessment for residential properties that was done in Sweden in 2012 was based on the development of the sales prices of the local property market from 2008 to 2010.

The property tax value represents 75 per cent (assessment ratio) of a likely sales price if a transaction would be done. This is founded on a standard value resulting in that some properties will have a value a bit higher than 75 per cent and some a bit lower than 75 per cent of the market value (Villaägarnasriksförbund, 2011). If there is lack of comparable sales, the income capitalisation method is used. If this does not give enough direction for the market value the cost method is used. However, the comparable sales method is the most prevailing method when doing valuation for tax assessment in Sweden. The land and buildings are separately valued in Sweden and then it is the sum of them that are rated (Lantmäterietoch Mäklarsamfundet, 2010). When valuing properties in Sweden for property tax purposes the used approach is mass appraisal assessment. The values that are determined through mass appraisal are often calculated by a model where the market value is a function of a number of value determining factors, sometimes called multiple regression analysis (MRA). The value determining factors are usually of two categories, one that relates to the area that the properties are located in and one relating to the characteristics of the properties. The Swedish model is distinctive in the way that the value-determining factors relating to the property are calculated with a function and the value-determining factors relating to the location are defined by value zones (Lantmäterietoch Mäklarsamfundet, 2010). The residential properties are divided into 9 180 different geographic areas that represents different value zones which results in that properties located in the same zone will be valued on the same basis (Skatteverket, 2014). A residential property in Sweden gets its tax assessment value based on benchmarks. These benchmarks are based on the different value zones, in the way that each value zone has a "standard plot" and "standard building characteristics" that the valued properties are compared with. By calculating the values on these value zones, the influencing factor, location, is taken into consideration (Lantmäterietoch Mäklarsamfundet, 2010). The benchmarks are based on value factors that affect the market value in some manner and are divided into the categories: land and building. It is the sum of these factors that later form the tax assessment value (Villaägarnasriksförbund, 2011).

MATERIALS AND METHODS

Study design

The study utilised used both the qualitative and quantitative approaches to address the research objectives. Questionnaires were chosen to collect data because it is an efficient way of receiving quantitative results from a larger sample population, which suited the second objective of the study. By also including an opportunity to comment, the gathered information resulted in more qualitative data.

Population and sample

The sample population regarding the interviews was selected according to convenient sampling, i.e. non-probability random sampling. The sampling started with a meeting with the Head of Rating Valuation at the Ministry of Local Government after recommendation from a lecturer at the University of Botswana, which lead us to the first interview. Throughout the first interview the respondents for the two remaining interviews were declared. The choices were determined on the basis that we wanted to interview people that participated in the valuation exercise for the last valuation roll to the government. Lastly, a final semi-structured interview with the Head of Rating Valuation was conducted to get his point of view and to confirm some of the information gathered from the other interviews. The sampling population regarding the questionnaires was selected by cluster sampling based on a list of members from "The Real Estate Institute of Botswana (REIB) 2013" recommended by the Head of Rating Valuation. The list contains the professional members (valuer/property manager/estate agent), type of membership (full member/probationer/student) and the employee's firm. The chosen respondents had the following characteristics; valuer, full membership, located in Gaborone. The goal was to get responses from as many different firms as possible. Twelve registered, full member valuers from the 36different firms in Gaborone responded, which corresponded to one-third of the firms.

Theme 1. Residential features, living area & age were all ranked highest 67%

	1	2	3	4	5	Count	% Ranked 5	Rank
Size of living area			2	2	8	12	67%	1
Age of the building		1	2	1	8	12	67%	1
Basement	6		2	1	2	12	18%	4
Porch/Balcony	1	2	4	3	2	12	17%	5
Air - Conditioner		2	6	2	2	12	17%	5
Kitchen Standard			3	4	5	12	42%	3
More than 1 bathroom			2	4	6	12	50%	2
More than 1 WC			2	4	6	12	50%	2

Comments

- Very few houses have basements
- Air conditioners are important but unaffordable
- More bathroom/WC is an advantage

Theme 2. Residential Exterior, roof was ranked highest 83% as shown in the Table below

Table 2. Residential Exterior factors

	1	2	3	4	5	Count	% Ranked 5	Rank
Roof			2		10	12	83%	1
Facing/finishes		2	5	1	4	12	33%	3
Windows		2	3	4	3	12	25%	4
Exterior Doors		1	4	4	3	12	25%	4
Framework (structure)		1	4	4	2	11	18%	5
Foundation		2	4	1	4	12	36%	2

Comments

- Roof important due to the function it performs (Protection)
- Choice of materials (finishes) is a matter of choice/taste
- Did not understand framework therefor unable to judge foundations
- Castle roof is problematic (workmanship) and has shorter life span than a hipped concrete roof

Theme 3. Residential interior, kitchen ranked highest 58% as outlined in Table 3 below

Table 3. Residential Interior factors

	1	2	3	4	5	Count	% Ranked 5	Rank
Walls			5	3	4	12	33%	4
Doors		1	7	1	3	12	25%	6
Ceiling			4	4	3	11	27%	5
Floors			2	5	5	12	42%	2
Bathroom			2	6	4	12	38%	3
WC		1	3	3	5	12	42%	2
Kitchen			1	4	7	12	58%	1

Comments

- The Kitchen is an important element of the house
- A spacious kitchen is very important in the case of Botswana
- The quality of material used and the type is significant in terms of value
- Large fitted kitchens are preferred and recognised by the market

Theme 4. Other improvements, fence/boundary wall ranked highest 58% as shown in Table 4 below

Table 4. Other improvements

	1	2	3	4	5	Count	% Ranked 5	Rank
Garage/Carport			2	5	5	12	42%	3
Fence/Boundary wall			3	2	7	12	58%	1
Guest House		5	1	2	4	12	33%	4
Swimming Pool		2	3	1	5	11	45%	2
Store Room	4	2	2		4	12	33%	4

Comments

- Security is very crucial hence fence/boundary wall would enhance value
- The high end market demand secure properties with boundary wall, electric fence, motorised gates, landscaping for aesthetics, pools for recreation and a garage for parking
- The garage/carport is useful as shield from the sun

Theme 5. Land data, Water and Electricity ranked highest 92% as shown in Table 5 below

Table 5. Land Data

	1	2	3	4	5	Count	% Ranked 5	Rank
Plot Size (Area)			1	1	10	12	83%	2
Area Density (Low, medium, High)	1			2	9	12	75%	3
Water			1		11	12	92%	1
Electricity			1		11	12	92%	1
Type of Sewer			2	2	8	12	67%	4

Comments

- It is very crucial to examine whether the land parcel benefits from the main services (Water, Electricity & Sewer).
- Services are an important factor in determining the value of property
- Plot size, location and services have a serious impact on the value

Theme 6. Location data, Site amenities ranked highest 92% as indicated in Table 6 below

Table 6. Location data

	1	2	3	4	5	Count	% Ranked 5	Rank
Market area			1	1	9	11	82%	3
Submarket area			1	3	7	11	64%	5
Site amenities			1		11	12	92%	1
Surrounding nuisances			1	1	10	12	83%	2
Type of access roads				4	8	12	67%	4

Comments

- The location, services and general of the area do impact on value e.g. (SHHA properties lower value than BHC properties)
- Access tarred road is preferred
- Properties near nuisance activities will have lower values

Table 7. Value influencing factors and categories

	Residential	Residential Ext	Residential Int	Other Improvements	Land data	Location
	67	83	33	42	83	82
	67	33	25	58	75	64
	18	25	27	33	92	92
	17	25	42	45	92	83
	17	18	38	33	67	67
	42	36	42			
	50		58			
	50					
Average	41	37	38	42	82	78
Rank	**4**	**6**	**5**	**3**	**1**	**2**

Table 8. Comparison of property tax assessment in Botswana and Sweden

Botswana	Sweden
• Individual assessment	• Mass appraisal
• Public and Private valuation officersperform the assessment	• The local authorities performthe assessment
• Non computerized cadastralregister	• Computerized cadastral register
• All responsibility lies on the valuer	• The owner has responsibility toself-declare
• The revaluation cycleis every five years and every year for a supplementary valuation roll but this is notattained	• The valuation period is made ona regular basis every third year

Source: Own processing

Data collection

The literature review was conducted to gain knowledge in the field of work. The used sources in the review consisted of scientific articles, reports, websites and books. The gathered information from the different sources was in our opinion valid and trustworthy, since most of the articles were recently published and collected from sources relevant to the field of work.

The semi-structured interviews were chosen to maximize the outcome of the interviews and to get the respondents to open up about their views on the subject. In our case the interviews were conducted to interrogate as well as for learning purposes, since the process we were about to describe were only available in a small amount of literature. Consequently, there had to be attendant questions asked to gain more information. The interviews were held at the respondents' offices, to make it easy and comfortable for the respondent to participate and

open up. With an increased number of interviews, the results could have been more accurate.

Data analysis

The data was collected to get an understanding on how the rating valuation system works in Botswana and more specific how the properties are assessed for property tax purposes. By looking at the positive and negative aspects of the system, discussions about how to improve it was possible. The answers from the interviews were analysed, correlated to each other and cross-referenced to the literature to get an overall picture. By interviewing officers with different positions and from different firms, bias was reduced. All the interviews that were conducted were recorded to avoid the fact that information could be lost and to be able to set all focus on the respondent.

Presentation of results

The literature review addressed the first objective of the study."To evaluate how residential properties are assessed in the two countries". Valuation methods (both countries assess property using the direct sales comparative method) (Babawale, 2013; Kelly, 2000; Monkam, 2011). In both countries, value is based on market value of land and improvements (capital value)(IVSC,2014; IAAO, 2014). Market value system ensures that the estimated value is uniform, fair, transparent and understandable (IAAO, 2014). Basing value on market value means improvements and locational attributes like parks, transport systems, availability/proximity to amenities are taken into account; unlike the area based where size is the only factor to consider (Bahl, 2009) which requires less data. Capital value based system can use the comparative sales method, the cost method, or income method (Bird & Slack, 2002).

Approaches to assess residential property

Botswana use individual property assessment (Republic of Botswana, 1955) which is time consuming, costly and inefficient (McCluskey & Franzsen, 2005; Babawale, 2013). [E.g Tanzania spent $1, 000,000.00 ($23) on 44,000 properties &;Botswana (2008) spent P29,000,000 ($48) on 60,000 properties which took close to three years to complete] Mass appraisal (Sweden) & Banding (cost effective and efficient) (McCluskey, Plimmer & Connellan, 2002); [Banding- Houses should be similar, e.g. UK] (Babawale, 2013). This is aimed at establishing how residential properties are assessed for rating purposes in Botswana. A Likert scale was used in getting data from the respondents by rating the factors (1= Not important, 2 = Less Important, 3 = Dont Know; 4= Important; 5 = Very important).

RESULTS

12 Valuers participated in the survey (6 email, 6 self-administered with the questionnaire). Theme 1: Residential features, living area & age were all ranked highest 67% as highlighted in Table 8.

The summary of highest ranked from all categories was compared and stated as follows:

- Water, Electricity and Site amenities (92%) – [11 out of 12]
- Roof, Plot Size (83%) – [10 out of 12]
- Area density (75%) – [9 out of 12]
- Size of living area, age of building, type of sewer and type of access road (67%) – [8 out of 12]
- Kitchen, Fence/Boundary wall (58%) – [7 out of 12]

When the most value-influencing factors had been determined, the most value-influencing category could be determined. Summarising the percentage of all the factors ranked five within each category and dividing it by the number of factors in that category, an average for each category was obtained. The category with the highest percentage was ranked first and the lowest ranked last. It was thus concluded that Water, Electricity and Site amenities were the most value influencing factors and land data the most value influencing category.

DISCUSSION

Both Sweden and Botswana base their tax assessment value on the market value by acomparable sales method. We agree with IAAO's (2014) statement that the estimated value on the properties becomes uniform, fair, transparent and understandable when using the market value and that could be one of the reasons why both countries are usingit. As the result of the study proves, both countries assess residential properties with and without improvements, although it is the sum of them that are rated. As Kelly (2000)claims, the majority of countries assessing properties for property tax purposes are assessing both land and improvements together. The comparable sales method used in both countries is based on the same principle but appear in different shapes. In Botswana the comparable sales manifests itself as a "Tone of the list" representing each city, while in Sweden it occurs as value zones. Both ways of comparison indicates the price trend and involves benchmarks. The main difference between the countries is their property assessment technique; Sweden uses mass appraisal and Botswana individual assessment. Our results confirm the disadvantages with the individual property assessment, that it is inefficient, time consuming and expensive. Another important difference is the officials performing the assessment. In Sweden it is done by the government authorities while in Botswana, both government officials and private Valuers mandated by the Ministry of Local Government perform the assessment. However, when private valuation firms are assigned to undertake rating valuation for the Ministry of Local Government, one risk could be that conflict of interest might occur. The differences in the method of assessment are summarized in table 8 below.

By the individual assessment the location factor is judged by a personal opinion of the valuer, where also the density of the area is considered (low/medium/high). The location is also taken into serious consideration in Sweden, by the unique method of dividing the country into value zones in terms of allocating values according to each and every zone. No matter what assessment approach is used, location is an important factor that must not be forgotten. However, when looking at the results from the questionnaires, one can state that *Land Data*, consisting of the factors such as water and electricity

among others, were the most value-influencing in Botswana. It can be discussed that the location may not have that decisive influence if there is absence of *Land Data*. Although, if a property is situated in an attractive location it is likely to include good connections to *Land Data*, indicating that these two categories probably affect each other to a large extent. In Sweden, one of the major value-influencing factors is access to water and sewer since there are six classes with different price range.

Although area-based systems are not used, the size of both land and building is an evident factor for both countries. It is measured in square meters, and the results show that the only difference is that in Sweden the information about the size is continuously updated while in Botswana the measurement takes place at every inspection even though the area is unchanged. Proximity to site amenities was something that also was proved to be of major significance in Botswana. This is something that is judged thoroughly by the individual assessment approach, since the valuer inspects the availability of amenities for every residential property. Contrary wise, it is only the associated value zone that can indicate this in Sweden. According to the case study, in particular by the interviews and the comments from the questionnaire, it was very clear that security is highly prioritized in Botswana. This is afactor distinguished from Sweden, where it is rare to encounter boundary walls.

Although security is not a value-determining factor on its own in Sweden, it is still considered as important but occurs more often as alarm systems and is more likely to be seen as a part of the quality of the house. The factors regarding residential interior and exterior in Botswana are inspected on siteand are a personal judgment of the Valuer. This can be compared to the factor "quality" in Sweden and measured in terms of "quality points", though the property owner is the one responsible for declaring this every reassessment. As a result from the questionnaires, residential interior and exterior were the categories ranked with the lowest average percentages. This can be seen as a disproof to the scepticism about massappraisal that occurred from the interviews, in the sense that assessments have to involve inspection of the characteristics of each residential property. However, one assumptionafter the stay in Gaborone is that the conditions of the buildings differ a lot in the samearea meaning that the factors regarding residential interior and exterior probably have abigger impact of the final value than the results show. Factors that are taken into account in Sweden but not in Botswana are: whether or not the property constitute an own cadastral unit, classification of buildings if there are more thanone building on the property and distance to water.

Conclusion and Recommendations

Market value provides the basis of the tax assessment value in both Botswana and Sweden and it is the land and improvements that are assessed, although it is the sum of them that are rated. Comparable sales are used in both countries and are based on the same principle but appear in slightly different ways as Botswana uses the "Tone of the list" and Sweden benchmarks based on value zones. However, the main difference between the tax assessment systems in Botswana and Sweden is the approach, since Botswana applies the individual assessment method and Sweden the mass appraisal method. A distinguishing element between the ways of assessing also lies in the way of performing the assessment, in the manner that mostly private consultants handle the assessment for the government in Botswana, while government authorities handle it in Sweden. In addition, the structure including data management differ in the way that Botswana do not computerize the information captured when assessing a property while everything is computerized and frequently updated in Sweden.

After we had analysed the calculated results, it occurred that *Land Data* and *Location Data* are the most important categories while the *Residential Interior* and *Exterior* were lower prioritized compared to the other factors. Since not all factors were considered as very important, this could indicate that a movement towards mass appraisal method is operable in Botswana, in the sense that if the number of factors would be reduced the inspection of each property could be less detailed. In spite of the fact that *Location Data* was not the highest ranked category, the interviews highlighted this as something that is in all valuation consultants' mind. From the interviews and the comments on the questionnaires, it was noted that the presence of a boundary wall or fence has increased in significance lately. Our overall recommendation for Botswana is to move towards mass appraisal. This does not necessarily mean that the system have to be identical with the Swedish system however, Botswana's system could benefit a lot from the Swedish mass appraisal. This is not a process that could be done rapidly and to make this possible the following stages have to be fulfilled:

Change the mindset of the stakeholders: by changing the mindset of the stakeholders it could be possible to make a changein the way of performing the assessment. To begin with, the valuation consultants' view of mass appraisal as "unfair" needs to be changed by making them posted about the benefits of the system. Perhaps by getting the stakeholders involved with those that arepracticing mass appraisal in other countries, this can help establish the lessons learnt and how the changes can be implemented. Hopefully, this study could be seen as a step todisseminate more knowledge on the subject in Botswana.

Increase awareness among property tax owners: by increasing the knowledge among the property owners about the purposes and benefits of property tax, an understanding of this could make the owners embrace property tax assessment. This in turn, could lead to the property owners getting more eager about their property being valued and more involved in the process.

Base the valuation on a few important factors: by basing the valuation on a smaller number of factors the process of valuing for property tax assessment could get more effective. As stated earlier, the result of the questionnaires pointed out that not all factors affect the final value in a significant manner in Botswana, which could be interpreted as the inspections could become less detailed without resulting in unfair values.

Computerize the cadastral register and make it accessible: by computerizing the collected information from the inspections the particular condition of each property could be stored in a database. If this database could get accessible and widely used by officials in adequate positions, the information about the properties could remain updated. This recommendation can also be linked to the second recommendation in terms of making the property owners involved in the process by self-declaring. A further study on mass appraisal be carried out to establish the possibilities of implementing it.

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