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Visitor Safety and Security Survey

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Section 1: INTRODUCTION

The Visitor Safety and Security (VSS) survey for the second quarter of 2012 was conducted during the week of 24th-30th June 2012. The survey targeted departing visitors at the international airport through a self administered questionnaire. Out of the 3,152 visitors departing Seychelles during that week, a total of 1,239 visitors were canvassed in the survey. A total of 559 questionnaires were returned with an average of 2 to 3 persons per questionnaire.

The majority of the visitors who responded to the questionnaire came from Europe with 20% from Italy, 17% from Germany and 13% from France while the rest of Europe constituted 25% of the respondents. The remaining visitors constituted 5% from the United States of America, Canada & Latin America, 4% from Asia, 8% from Africa, 6% from the Middle East and 1% from Australia.

An analysis of the purpose of visit showed that the majority of visitors were on holiday (49%), while 9% came for business purposes, 28% came specifically for honeymoon and 12% for both wedding and honeymoon. The rest of the respondents were in transit or visited Seychelles for other purposes. On the whole, it can be said that about 90% of visitors had come for a holiday, if the 'honeymoon' and 'wedding and honeymoon' categories are also considered as holiday. The percentage of visitors who were in Seychelles for their honeymoon increased from 7% in Q1-2012 to 28% in Q2- 2012 and from 5% in Q1-2012 to 12% in Q2- 2012 for wedding & honeymoon.

The questionnaire used in this quarter was the same one used in Q1-2012. The questions for both surveys were put as different sections on the same form. The response rate increased from 99.3 % in Q1-2012 to 100.0% in Q2-2012.

Table 1: Response rates of surveys conducted in quarters 1&2 (2008, 2010 and 2012)

Year	Quarter	No of visitors in the survey week	Forms returned	Response		
		Total number of visitors during the survey week	Number of departing visitors who participated in the survey	Visitor Expenditure Survey section completed	Visitor Safety & Security Survey Section completed	Percentage of Safety & Security Survey Section completed
2008	Q1	4135	1029	620	421	67.9
	Q2	2254	615	405	284	70.1
TOTAL		6389	1644	1025	705	68.8
2010	Q1	3927	1376	644	516	80.1
	Q2	2783	935	422	339	80.3
TOTAL		6710	2311	1066	855	80.2
2012	Q1	4390	943	445	442	99.3
	Q2	3152	1239	559	559	100.0
TOTAL		7542	2232	1011	1008	99.7

Source: NBS Visitor Safety and Security survey, 2008, 2010, 2012

Note: One questionnaire may include several visitors

Section 2: RESULTS

1. Personal safety

A higher percentage of visitors felt concerned about their personal safety during the second quarter of 2012 (8.5%) compared to 3.9% in the first quarter. Although the percentage of visitors who were concerned about their personal safety increased, this did not translate into an increase in percentage of visitors who reported having been attacked. The visitors attacked in the second quarter of 2012 were 0.5% of all the respondents (Table 2), which was the same as in the first quarter of 2012. This reflects a decrease compared to the second quarters in the years 2008 and 2010 where 1.9% and 1.2% (respectively) of visitors reported being attacked during their stay in the Seychelles. Visitors who reported having been threatened increased from 3.1% in Q2-2010 to 3.9% in Q2-2012. Furthermore, the second quarter of 2012 shows an increase in the percentage of visitors who witnessed attacks during their stay in Seychelles, compared to quarter 1, when the question was first introduced in the questionnaire.

Table 2: Percentage of visitors, who felt concerned, felt threatened, was attacked or witnessed an attack during their stay in the Seychelles, Quarter 2 (2008, 2010 and 2012)

	(Percentage)					
	Q1-2008	Q2- 2008	Q1-2010	Q2-2010	Q1-2012	Q2- 2012
Concerned	4.5	7.5	5	5.3	3.9	8.5
Threatened	4	4.8	2	3.1	2.7	3.9
Attacked	1.5	1.9	1.4	1.2	0.5	0.5
Witnessed serious attack	N/A	N/A	N/A	N/A	0.5	0.9

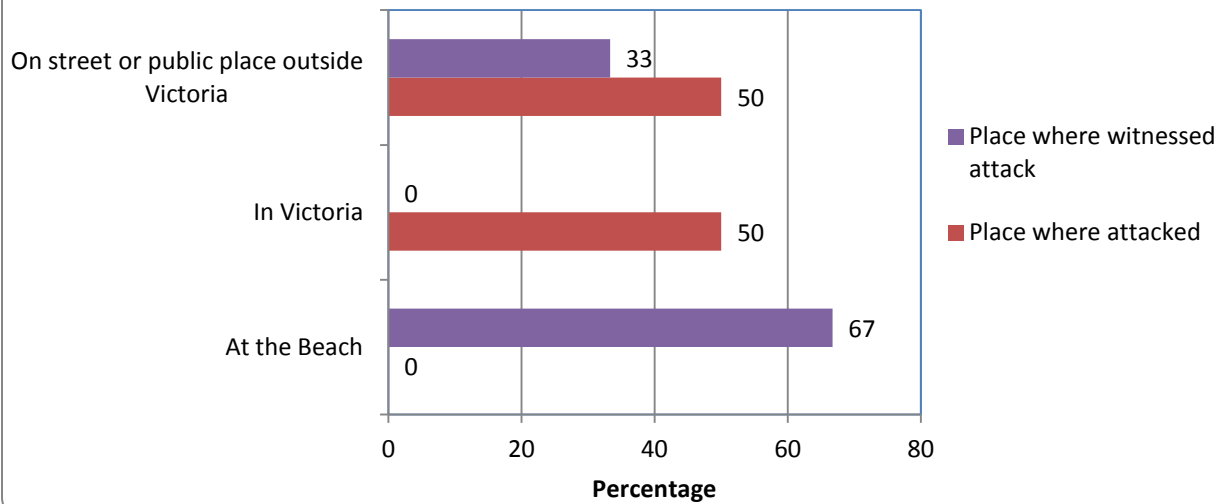
Source: NBS Visitor Safety and Security surveys, 2008, 2010, 2012

Note: The 2008 and 2010 survey did not capture information about witnessing attacks

In the second quarter of 2012, all the attack incidents reported by visitors took place during the day compared to 57% in 2008 and 58% in 2010. In regards to witnessing attacks, 67% of those who witnessed attacks also witnessed them during the day.

Most of the witnessed attack incidents were reported to have occurred on the street or public place outside Victoria and on beaches (Figure 1). In comparison, beaches were the most frequently reported location where incidents took place in both 2008 and 2010.

Figure 1: Percentage distribution of incidents of attack by location, Q2 (2012)



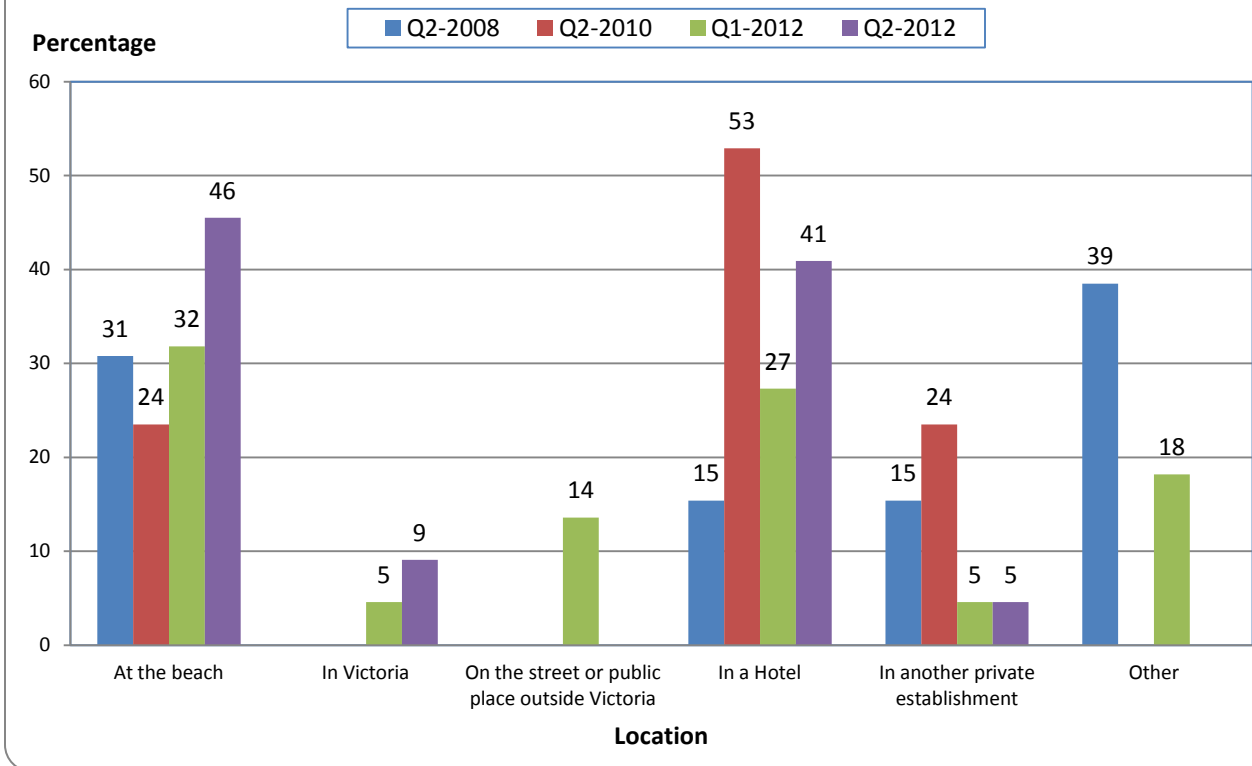
2. Safety of property

The second quarter reflected an increase in the percentage of visitors (6.4%) who reported loss of property/belonging during their stay compared to 5.7% in Q1- 2012. Of those, 16% reported more than one incident. The most commonly stolen/lost items were 'clothing and glasses' (22%), followed by 'electronics: camera, computer, CD players etc.' and 'Jewellery/watches' both at (16%).

Beaches and hotels continued to be the most commonly mentioned location where visitors lost their property/belonging during the second quarter of 2012 (Figure 2) (*beach 46% and hotel 41%*) compared to Q2 2008 (*beach 31% and hotel 15%*), Q2 2010 (*beach 24% and hotel 53%*), and Q1 2012 (*beach,32% and hotel, 23%*).

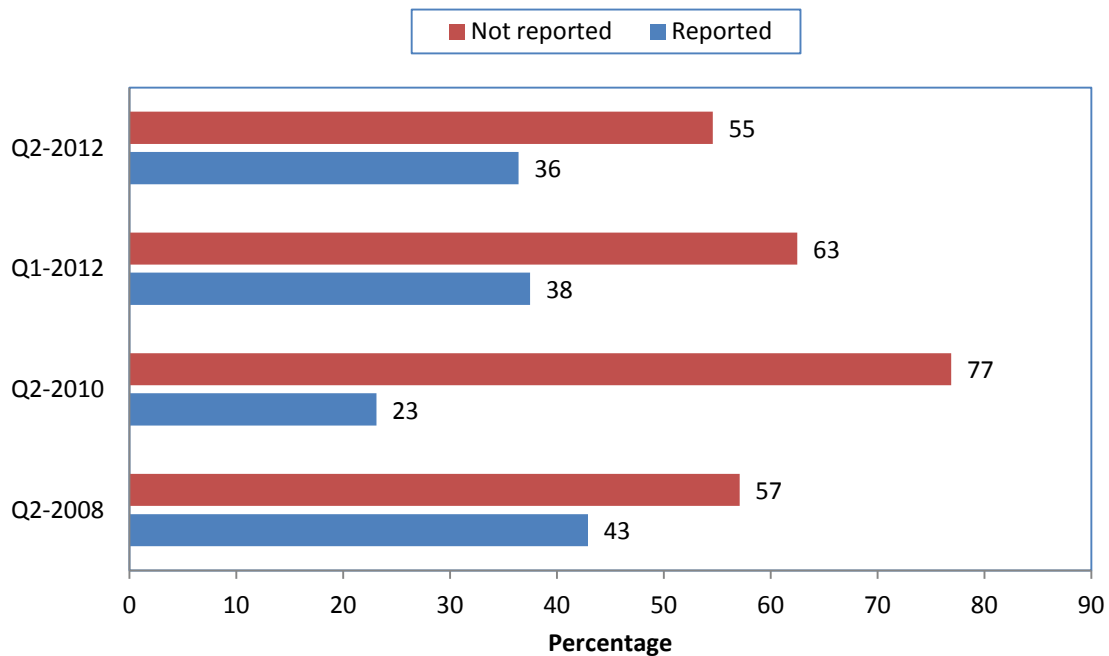
As shown in Figure 2, there was an increase in the percentage of incidents in Victoria, and on the street or in public places outside Victoria. The percentage of incidents in Victoria increased from 5% in Q1-2012 to 9% in Q2-2012. Loss was also reported by 5% of visitors in other private establishments.

Figure 2: Loss of property by location, Q2 (2008, 2010 & 2012)



Of those who reported loss of property/belonging, 35% believed their property/belonging had been stolen. Of those who believed their property/belongings were stolen, 36% reported the incident(s) to the police (Figure 3). A cross-quarter comparison shows an increase in the percentage of those who reported incidents to the police compared to Q2-2010 where only 23% reported to the police. On the other hand, when comparing with Q1-2012, there is a slight decrease in respondents who reported incidents to the police (38% in Q1-2012 and 36% in Q2-2012).

Figure 3: Percentage of visitors who believed property was stolen and whether or not they reported to police, Q2 (2008, 2010 & 2012) & Q1 (2012)



3. Foreign exchange

In the second quarter of 2012, the percentage of visitors approached to exchange foreign currency other than at a bank or official currency exchange facility was 6% (Figure 4). Although this reflects a decrease compared to Q2-2010 (8%), it shows an increase from Q1-2012 (3%) which could be attributed to the rise in the exchange rate which occurred during this period. Figure 5 shows that more than half of the visitors (51%) who reported having been approached to exchange foreign currency, reported it happening at a hotel or any other private establishment followed by those who reported it happening in Victoria (20%).

Figure 4: Percentage of visitors approached to exchange foreign currency, Q2 (2008, 2010 & 2012) & Q1(2012)

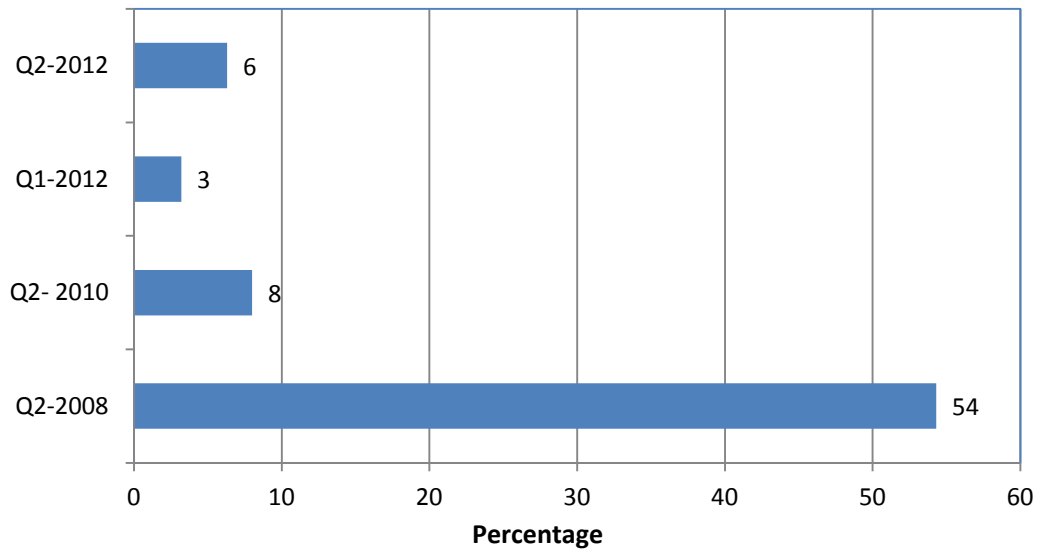


Figure 5: Percentage of visitors approached to exchange foreign currency by location, Q1 & Q2 (2012)



4. Visitors' comments

a) Safety and Security

Safety and security issues raised included bus drivers driving crazily, lack of sidewalks for pedestrians, lack of streetlights making moving at night unsafe, and dangerous racing of boats by young skippers when tourists are on board. There was concern that brochures giving information about different hotels/beaches do not warn people about the presence of sand flies on some of the beaches and the remedies to be used for treating the skin rashes caused by these insects.

b) Customer service

Over half of the visitors commended services although some felt there was a general air of indifference and sometimes even rudeness. The visitors described Seychelles as an expensive destination and accommodation on La Digue and Taxis were specifically mentioned as being expensive. Some visitors found it weird that they could not get free water from restaurants. In addition to this, there was mention of certain establishments not having water and there was a description of an incident where the hotel had no water and guests were provided with 5 litre water bottles in the rooms. This was described as being damaging for the reputation of the country.

c) Environment

Over half of the visitors commended the beauty of the island and stated that Seychellois are hospitable people. However, there were complaints from visitors on music being too loud for the guests after 23hrs in some hotels, over speeding vehicles and loud music from vehicles which make travelling on the road unpleasant. Visitors also complained on the noise level that helicopters make when flying over La Digue and on cars and buses that lack emission controls thus polluting the environment. Some visitors made comments about tourist attraction sites such as the Botanical Garden being in poor shape or turtles on La Digue and Anse Lazio not being properly kept, implying that there is room for improvement.

d) Recommendations by visitors

- Foreigners should not be allowed to purchase land
- It is necessary to pay attention to the condition of accommodation establishments in terms of cleanliness and maintenance
- Seychelles will remain a paradise destination as long as the landscape remains beautiful and the population remains hospitable
- Direct flights from Europe (i.e. London-Heathrow and Paris-Charles de Gaulle) would be highly appreciated - travelling to Seychelles is extremely long and exhausting
- A signpost indicating the turn off into the airport when driving from Victoria would be helpful
- The coco-de-mer could be less expensive
- The information in the 'Tourist Guidebook' should be presented in German as well
- Please build sidewalks as pedestrian movement on roads is very dangerous