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Visitor Safety and Security Survey

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Section 1: INTRODUCTION

Visitor Safety and Security (VSS) survey data collection for the fourth quarter of the 2012, took place during the week of 10th to 16th December 2012. The survey targeted departing visitors at the international airport through a self administered questionnaire. Out of the 2,912 visitors departing Seychelles during that week, a total of 869 visitors were canvassed in the survey. A total of 397 questionnaires were returned with an average of 1 to 2 persons per questionnaire. Out of the 397 questionnaires returned, 362 answered questions about safety and security; this covered a total of 798 persons and gave a response rate of 91%.

Over sixty percent (62%) of the visitors who responded to the questionnaire were from Europe with 21% coming from France, 17% from Germany, and 5% from Italy while the rest of Europe constituted 19%. The remaining visitors were from Africa (19%), Asia (16%), North America (2%), South America (0.3%) Oceania (2%).

A breakdown of the respondents by purpose of visit showed that a greater number of visitors were on holiday (66%), while 14% came for business purposes, 9% came specifically for honeymoon and 8% for both wedding and honeymoon. The rest of the respondents were in transit or visited Seychelles for other purposes which included volunteering and fishing. The percentage of visitors who were in Seychelles for their honeymoon fluctuated in 2012, from 7% in Q1, peaking at 28% and dropping to 9% in the last quarter. Those who were combining their wedding and honeymoon followed a similar pattern, representing 5% of visitors in Q1, peaking at 15% in Q3 and dropping again to 8% at the year's end.

The Visitors Safety and Security survey questions were part of the Visitor Survey questionnaire. The questionnaire included two sections one for "Visitor Expenditure" and the second one "Visitor Safety and Security". The response rate for safety and security section dropped from 96 % in Q3-2012 to 91% in Q4-2012.

Section 2: RESULTS

2.1 Personal safety

The percentage of visitors who felt concerned about their personal safety increased from 4.2% in the third quarter of 2012 to 9.7% in the fourth quarter. Visitors who felt threatened dropped from 2.3% in the third quarter to 1.7% in the fourth quarter of 2012. Visitors who reported having been attacked increased from 0.8% in the third quarter to 1.1% in the fourth quarter of 2012, (See Table 1 below).

A cross quarter comparison showed that in the fourth quarter of 2012, 1.1% of visitors reported being attacked compared to 0.6% in the same quarter of 2010. Of the total surveyed visitors, 9.7% felt concerned about their safety in the fourth quarter of 2012 compared 6.1% in the same quarter of 2010.

Table 1: Percentage of visitors, who felt concerned, felt threatened, was attacked or witnessed an attack during their stay in the Seychelles, (2008, 2010 and 2012)

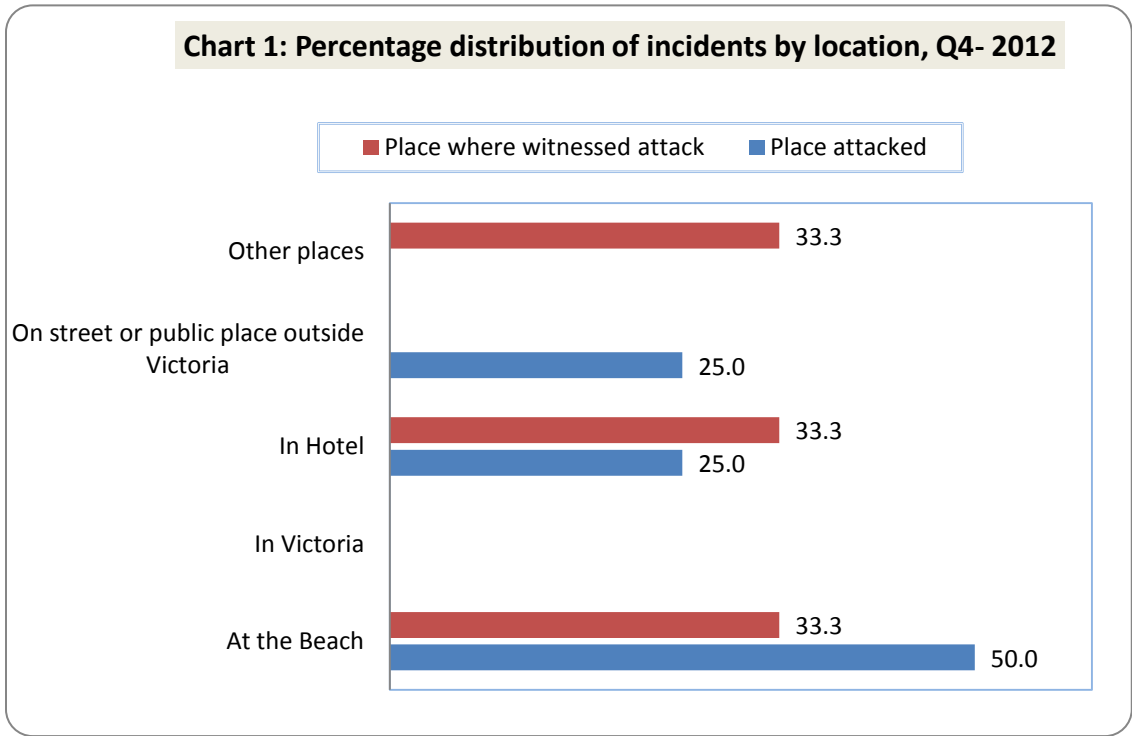
	2008				2010				2012			
	Q 1	Q 2	Q3	Q4	Q1	Q 2	Q 3	Q4	Q 1	Q 2	Q 3	Q4
Concerned	4.5	7.5	10.1	7.5	5.0	5.3	6.6	6.1	3.9	8.5	4.2	9.7
Threatened	4.0	4.8	2.8	3.2	2.0	3.1	0.5	4.5	2.7	3.9	2.3	1.7
Attacked	1.5	1.9	3.2	2.5	1.4	1.2	2.0	0.6	0.5	0.5	0.8	1.1
Witnessed serious attack	-	-	-	-	-	-	-	-	0.5	0.9	0.8	0.8

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

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

In the fourth quarter of 2012, all the attack incidents reported by visitors took place during the day compared to the 53% and 42% (respectively) during the fourth quarter in 2008 and 2010. In regards to witnessing attack, 100% of those who witnessed attacks witnessed them during the day.

As for the location where the incidents (both experienced and witnessed) took place, they were reported to have occurred on beaches, in hotels and on the street or public place outside Victoria (Chart 1). As observed in previous surveys, beaches continue to be the most frequently reported location where incidents took place.

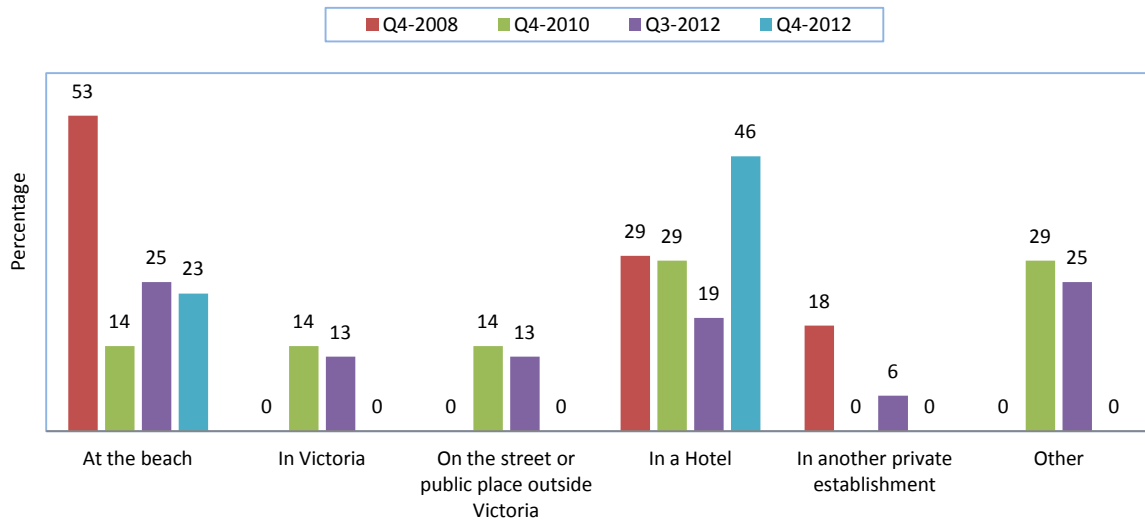


2.2 Safety of property

The percentage of visitors who reported loss of property/belonging during their stay in Seychelles dropped from 5.7% in Q2-2012 to 5.4% in Q3-2012 and to 3.6% in Q4-2012. Of those who reported loss of property/belonging, 14.3% reported experiencing two incidents. The most commonly stolen/lost items were ‘clothing and glasses’ (15.4%) and ‘Electronics: Camera, Computer, CD players etc.’ (15.4%).

As shown in chart 2, beaches and hotels were the most commonly mentioned locations where visitors lost their property/belonging during the fourth quarter of 2012; beach (23%) and hotel (46%).

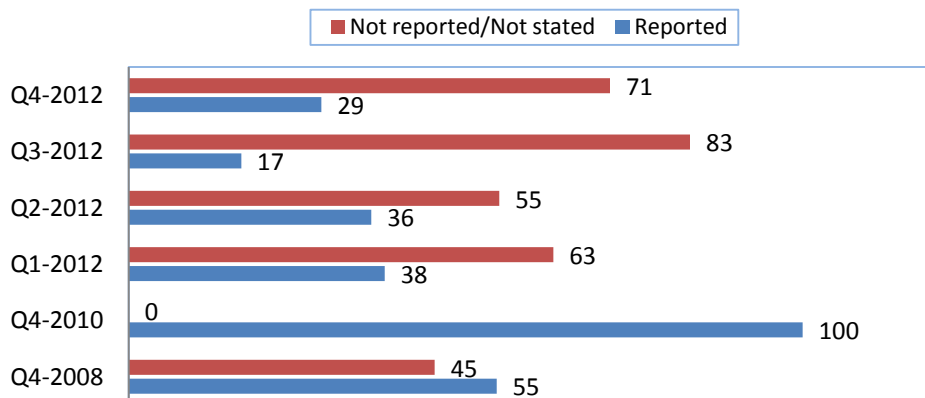
**Chart 2:
Loss of property by location , Q3 (2012) and Q4 (2008, 2010 and 2012)**



Of those who reported loss of property/belonging, 54% believed their property/belonging had been stolen, and 29% of those affected reported the incident(s) to the police (Chart 3).

A cross-quarter comparison shows a drop in the percentage of those who reported incidents to the police in all four quarters of 2012 compared to Q4-2010 where 100% of those affected reported to the police (Chart 3).

Chart 3: Percentage of visitors who believed their property was stolen and action taken



2.3 Foreign exchange

Chart 4 shows that in the fourth quarter of 2012, the percentage of visitors approached to exchange foreign currency other than at a bank or official currency exchange facility was 5.3% compared to 5.1% in the previous quarter.

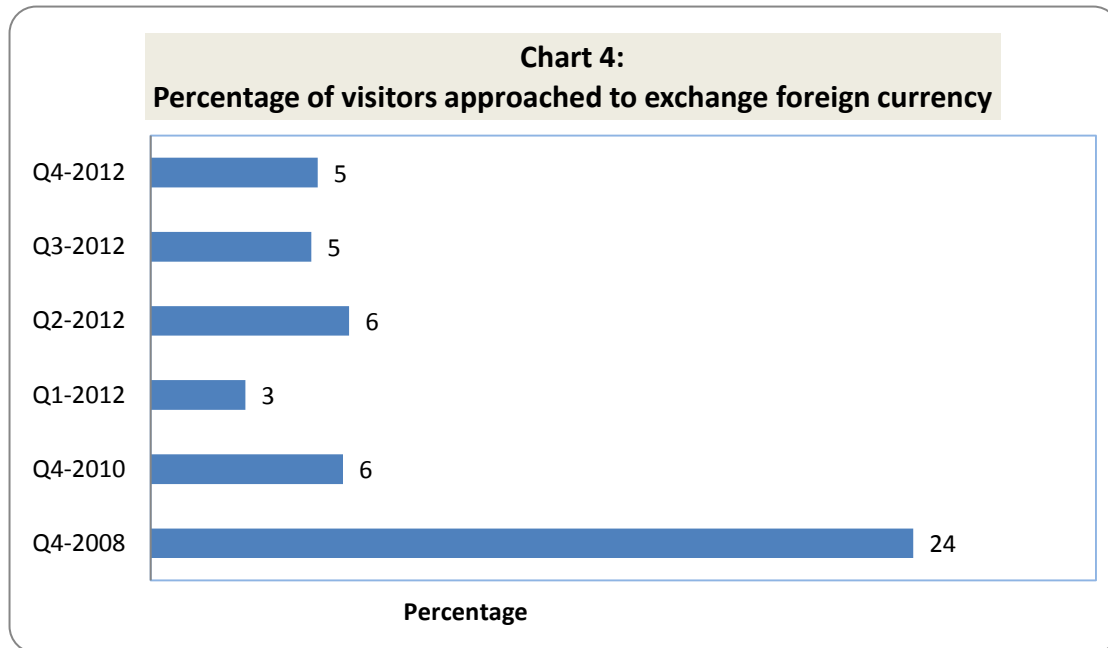
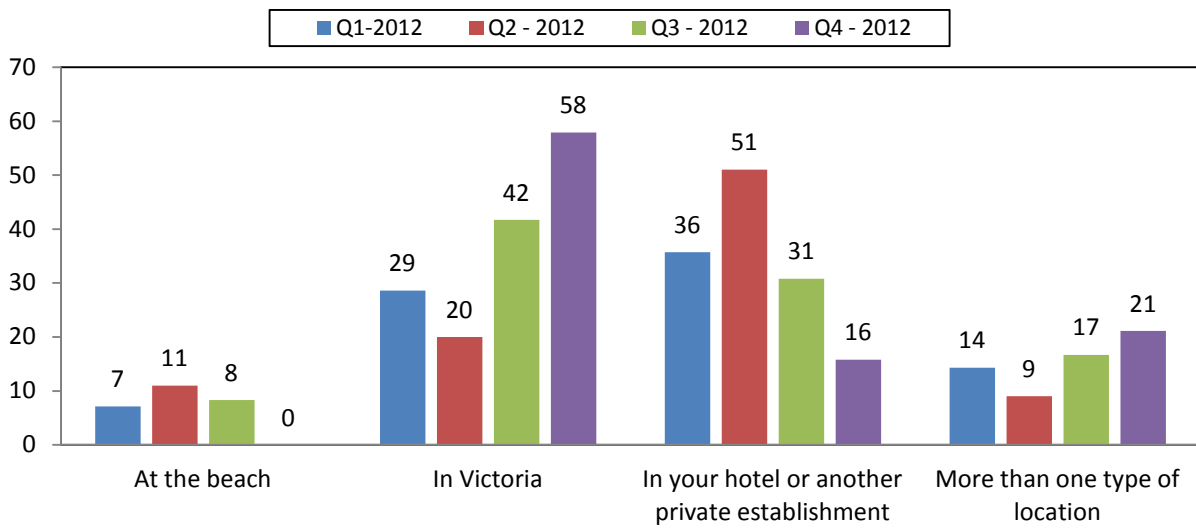


Chart 5 shows that in the fourth quarter more than half of the visitors (58%) who reported having been approached to exchange foreign currency reported it happening in Victoria. (21%) reported having been approached in more than one location and (15.8%) at a hotel or other private establishment.

**Chart 5:
Percentage of visitors approached to exchange foreign currency by location**



2.4 Visitors' comments

a) Safety and Security

A number of respondents commented that Seychelles is a safe destination quoting that "It is a Beautiful Crime Free country", "Felt secure and this helped them to enjoy their stay in Seychelles". At the same time, police response to incidents was reported as poor by one visitor who was made to wait for four hours for police assistance. Other safety concerns raised included road safety as a result of the narrow roads, lack of, or insufficient lights on the roads at night.

b) Customer service

Many visitors commended the beauty of the island, the warmth of the Seychellois people, nice hotels and tasty local food. On the other hand, visitors continued to complain about the cost of services and the cost of food and taxis. This was the most common expensive services mentioned in this quarter. One visitor felt it was unjustifiable for a bottle of water to cost four pounds. A number of visitors said prices in Seychelles are double the prices in similar destinations elsewhere.

Depending on where one stayed, some described the hotel services as good while others felt services were not professional at all. Food at the airport was described as extremely bad and not commensurable with a "premier priced" tourism destination. Complaints on tour services included incidents like the driver forgetting to pick up visitors resulting in the latter missing the 7am ferry and

some visitors not getting their luggage on time. Other complaints about services were related to communication barrier. Russian visitors could not find people who spoke Russian. There were also complaints on the lack of currency exchange for United Arab Emirates currency.

c) Environment

Many of the visitors described Seychelles as beautiful and the Seychellois as friendly and welcoming people. Anse Lazio in Praslin was described as the best beach in the world. One of the respondents described Seychelles as **“Breathtaking and it is real Paradise”**. Some found the sunny weather perfect. However, they pointed out the need to keep public beaches clean and called for attention on the need to take care of garbage on beaches and nature trails. Some visitors complained about sand flies on many beaches.

d) Recommendations by visitors

- Not commercializing the beaches is good, keep it this way
- La Digue should be a **non-vehicle** island. Please do not allow more cars and especially no motor bikes as this would be the end of a Paradise
- The Beau Vallon beach should always be maintained and always kept clean. Pay attention to the amount of construction
- I think that the beaches should have lots of bins because the beaches are so superb
- Improve the conditions of the roads
- Public beaches should be cleaned from grass and leaves
- The only thing that could spoil Seychelles in the future would be for it to become a mass - tourist destination. Keep its **uniqueness** and **exclusiveness**
- Please maintain the trails and clear the overgrowth along the scenic points because they obstruct all views
- Have more restaurants serving Indian and vegetarian food
- Increase the duration of visitor's permit of stay for tourists, to say, a month
- The roads need to be widened
- Better airport needed

Annex 1

REPEATED COMMENTS MADE BY VISITORS

COMMENTS	2008				2010				2012			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Roads												
Roads too narrow and dangerous	X	X	X	X	X	X	X	X			X	X
Build sidewalks for safety of pedestrians		X		X			X			X		
Place more signposts on road							X		X	X	X	
There should be more lights on the road	X	X		X	X	X	X	X	X			X
Buses and other drivers												
Buses drive too fast and many reckless drivers	X	X	X	X	X	X		X				
Bus service need to run until late						X			X			
Recreational activities												
Shops should be open beyond 5 pm									X	X	X	
There should be a wider variety of crafts									X			
Organize and advertise more activities which will attract visitors			X						X			
Tourist Services												
Poor service in hotels	X	X				X			X	X	X	X
Re-introduce direct flights from Europe									X	X	X	
Prices are too high. There is need to revisit prices in order to compete with other countries			X		X		X		X	X	X	X
Emergency services												
There is not enough police to assist when required.							X					X
Environment												
Too many stray dogs on the beach	X	X	X	X	X							
Do not overdevelop islands with too many concrete buildings	X								X		X	X
Sensitize the people on recycling instead of littering the place with rubbish					X				X			X
Preserve the environment (This is your asset)	X				X			X	X	X	X	X
Refrain from selling land and islands to foreigners									X	X		