



# National Bureau of Statistics

## STATISTICAL

# BULLETIN

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### Visitor Safety and Security Survey

#### CONTENT:

**Section 1: Introduction**

**Section 2: Results:**

**2.1 Personal safety**

**2.2 Safety of property**

**2.3 Foreign exchange**

**2.4 Visitors' comments**

**Table 1** Percentage of visitors who felt concerned, threatened, were attacked or witnessed an attack during their stay in Seychelles, quarter 1 (2008, 2010, 2012 and 2013) and quarter 4 (2012)

**Chart 1** Percentage distribution of incidents by location, quarter 1 (2013)

**Chart 2** Loss of property by location, quarter 1 (2008, 2010, 2012, 2013) and quarter 4 (2012)

**Chart 3** Percentage of visitors who believed their property was stolen and action taken, quarter 1 (2008, 2010, 2012, 2013) and quarter 4 (2012)

**Chart 4** Percentage of visitors who were approached to exchange foreign currency, quarter 1 (2008, 2010, 2012, 2013) & quarters 2, 3 and 4 (2012)

**Chart 5** Percentage of visitors who were approached to exchange foreign currency, by location, quarter 1 (2008, 2010, 2012, 2013) and quarter 4 (2012)

**Chart 6** Comments on Seychelles as a Green Destination

**Chart 7** Recommend Seychelles for a holiday

**Annex 1** Reported comments made by visitors

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## **Section 1: INTRODUCTION**

Visitor Safety and Security (VSS) survey data collection for the 1<sup>st</sup> quarter of 2013, took place during the week of 17<sup>th</sup> to 23<sup>rd</sup> March 2013. The survey targeted departing visitors at the international airport through a self administered questionnaire. Out of the 4,610 visitors departing Seychelles during that week, a total of 1228 visitors were canvassed in the survey. A total of 539 questionnaires were returned with an average of 2 persons per questionnaire. Out of the 539 questionnaires returned, 512 answered questions about safety and security; this covered a total of 1,154 persons and gave a response rate of 95%.

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 increased from 91% in Q4-2012 to 95% in Q1-2013.

Over 80% of the visitors who responded to the questionnaire were from Europe with 27% coming from France, 22% from Germany, and 9% from Italy while the rest of Europe constituted 42%. The remaining visitors were from Africa (11%), Asia (6%), North America (1%), South America (1%) and Oceania (0.2%).

A breakdown of the respondents by purpose of visit showed that a greater number of visitors were on holiday (80%), while 7% came for business purposes, 6% came specifically for honeymoon and 5% for both wedding and honeymoon. The rest of respondents were in transit or visited Seychelles for other purposes which included sports’ tournament and work. A cross quarter comparison shows that the percentage of visitors who were in Seychelles for their honeymoon decreased from 7% (Q1-2012) to 6% (Q1-2013).

## Section 2: RESULTS

### 2.1 Personal safety

The percentage of visitors who felt concerned about their personal safety decreased from 10% in the fourth quarter of 2012 to 5% in the first quarter of 2013. Visitors who felt threatened increased from 1.7% in the last quarter of 2012 to 3.1% in quarter one of 2013 (see Table 1 below).

A cross quarter comparison showed that in the first quarter of 2013, 1% of visitors reported being attacked compared to 0.5% in the same quarter of 2012. Of the total surveyed visitors, 5.1% felt concerned about their safety in the first quarter of 2013 compared to 3.9% in the same quarter of 2012.

**Table 1: Percentage of visitors, who felt concerned, felt threatened, was attacked or witnessed an attack during their stay in the Seychelles, Quarter 1 (2008, 2010, 2012 and 2013) and Quarter 4 (2012)**

	2008	2010	2012	2012	2013
	Q 1	Q1	Q 1	Q4	Q 1
Percent concerned	4.5	5	3.9	9.7	5.1
Percent threatened	4	2	2.7	1.7	3.1
Percent attacked	1.5	1.4	0.5	1.1	1
Percent witnessed serious attack	N/A	N/A	0.5	0.8	0.2

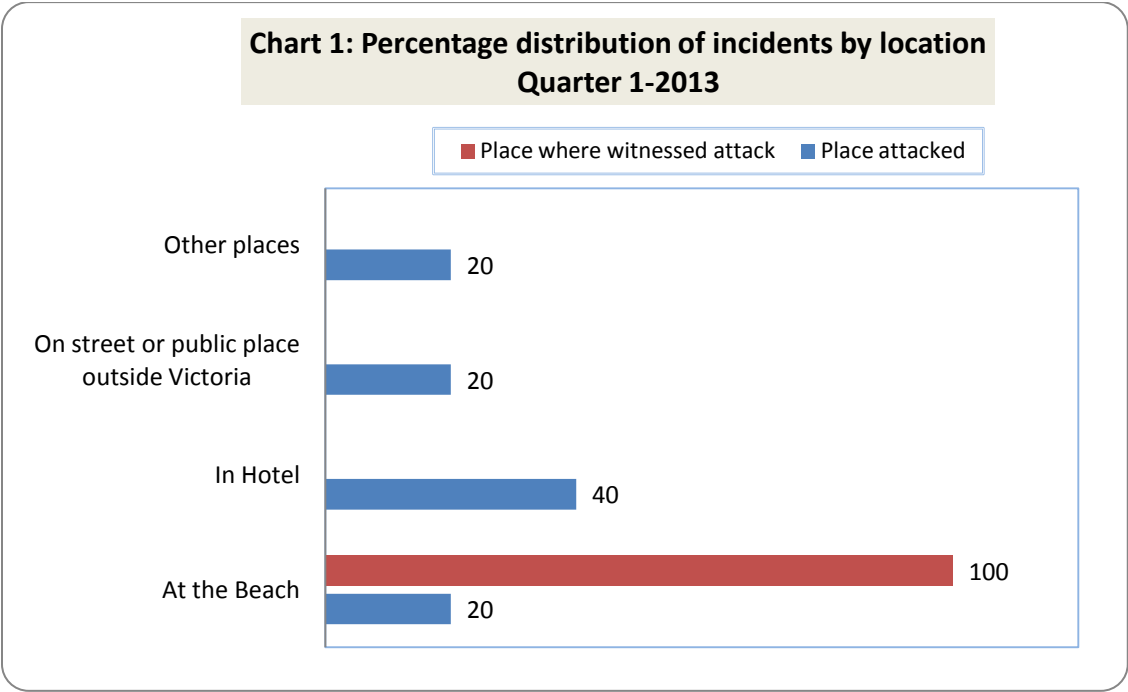
Source: NBS Visitor Safety and Security surveys, 2008, 2010, 2012, 2013.

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

In the first quarter of 2013, 60% of attacks reported by visitors occurred during the day compared to the first quarters of 2008, 2010 and 2012 where 58%, 71% and 50% (respectively) of reported incidents also took place during the day. In regards to witnessing attack, 100% of those who witnessed attacks also witnessed them during the day.

In regards to the location where the incidents (both experienced and witnessed) took place, they were reported to have occurred on beaches, in hotels, on street or public places outside Victoria or other places such as the La Digue park (Chart 1). Compared to 2008, 2010 and 2012, where beaches were the

most frequently reported location where incidents took place, this quarter, hotel was the most frequently reported location where incidents took place.

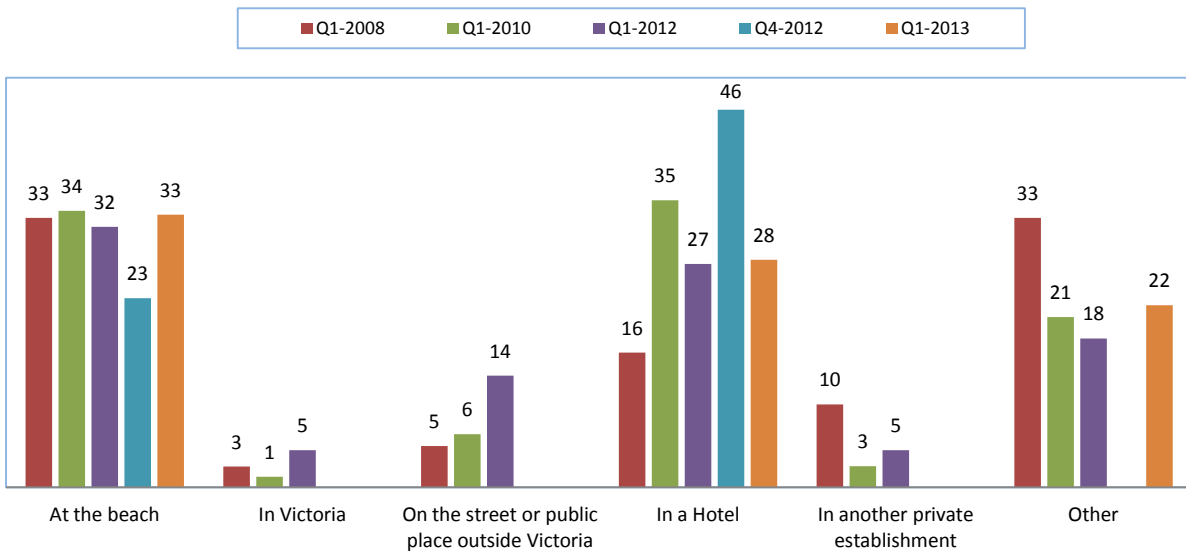


**2.2: Safety of property**

The percentage of visitors who reported loss of property/belonging during their stay in Seychelles increased from 3.6% in Q4- 2012 to 8% in Q1- 2013. Of those who reported loss of property/belonging, 12.2% reported experiencing this on more than one occasion. The most commonly stolen/lost items were 'Clothing and Glasses' (45.5%) and 'Electronics: Camera, Computer, CD players etc.' (27.3%).

As shown in chart 2, beaches and hotels were the most commonly mentioned locations where visitors lost their property/belonging during the first quarter of 2013; *beach (33%) and hotel (28%)*.

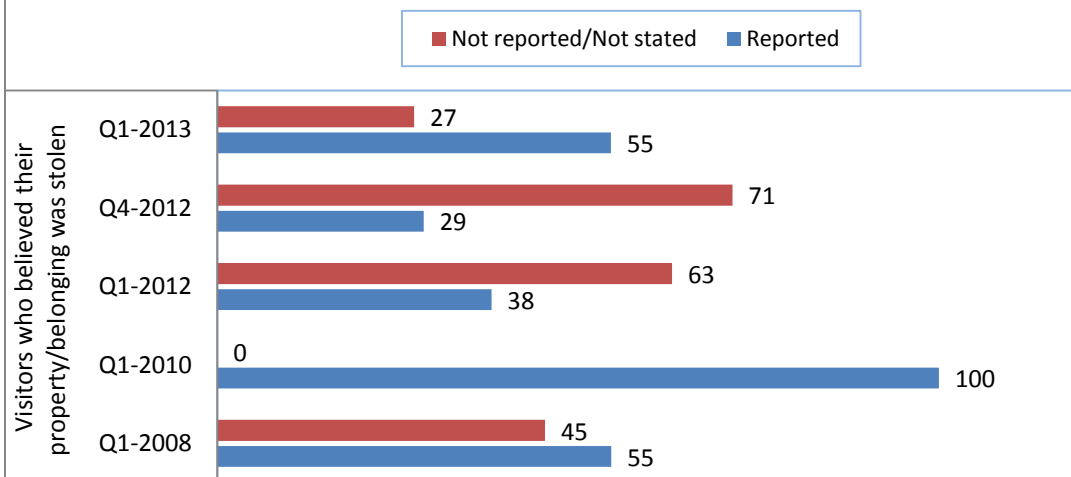
**Chart 2:  
Loss of property by location , Q1 (2008, 2010, 2012, 2013) and Q4 (2012)**



Of those who reported loss of property/belonging, 27% believed their property/belonging had been stolen, and 55% of those affected reported the incident(s) to the police (Chart 3).

A cross-quarter comparison shows an increase in the percentage of those who reported incidents to the police from 38% (Q1- 2012) to 55% (Q1- 2013). This is also an increase compared to last quarter (Q4- 2012) where only 29% reported the incidents to the police.

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



### 2.3: Foreign exchange

Chart 4 shows that in the first quarter of 2013, the percentage of visitors approached to exchange foreign currency other than at a bank or official currency exchange facility was 3.3% compared to 5.3% in the previous quarter.

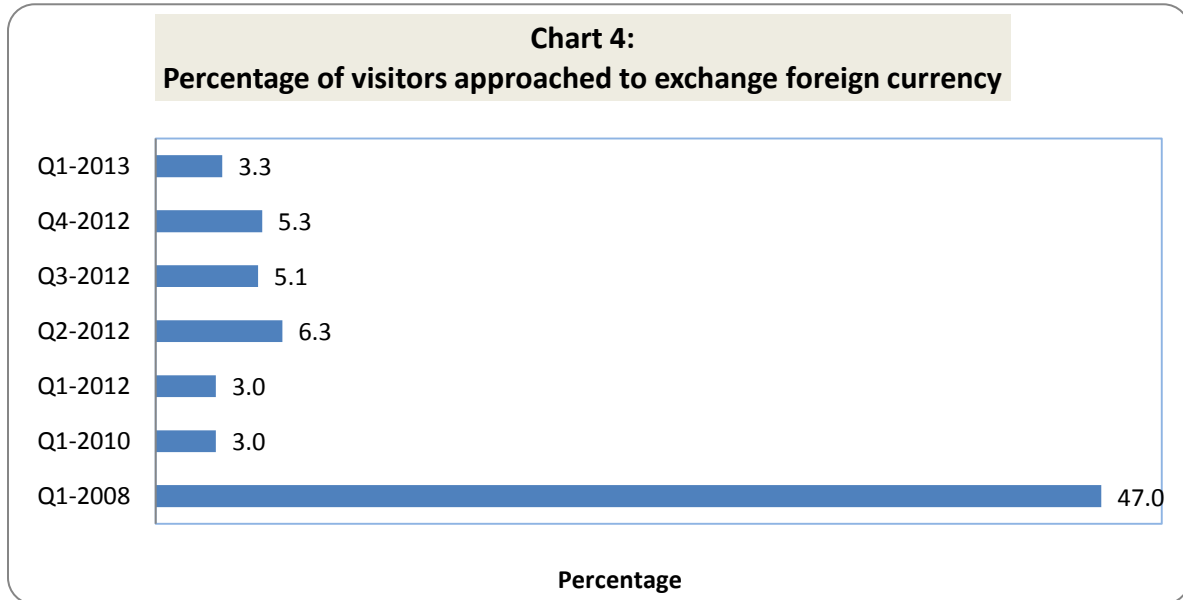
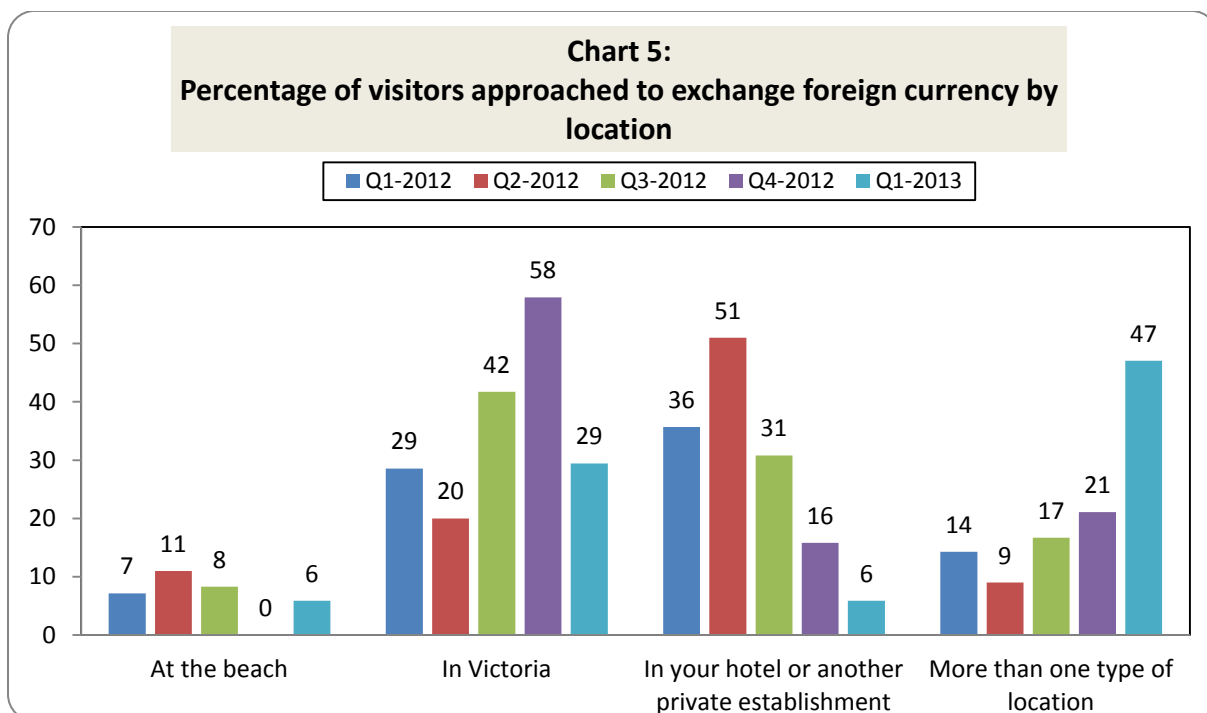
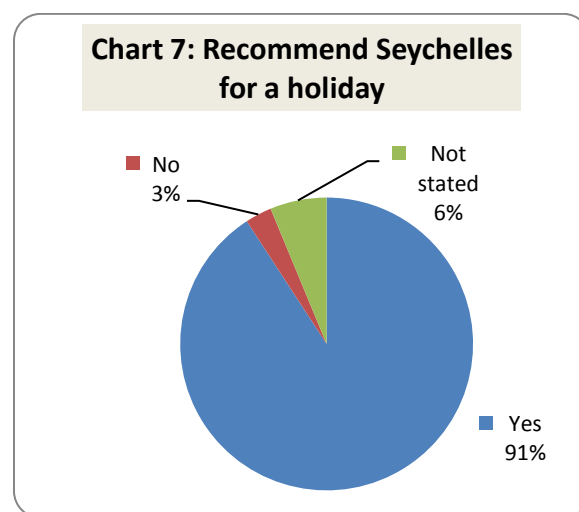
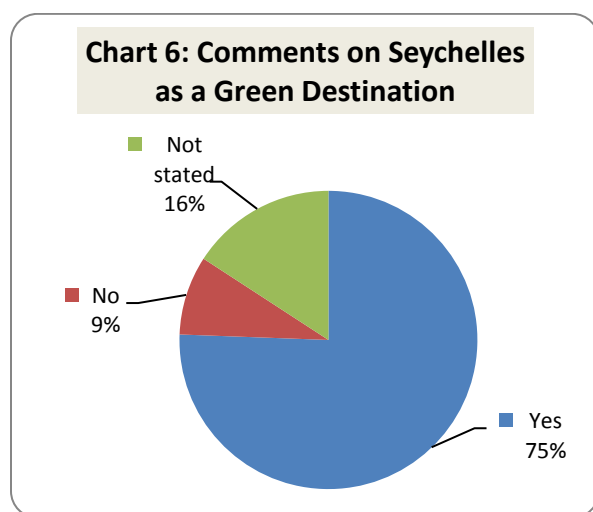


Chart 5 shows that 47% of visitors reported having been approached to exchange foreign currency in more than one location while 29% reported having been approached in Victoria, 6% on the beach and another 6% at their hotel or other private establishment.



A new question was added in the survey this quarter. Visitors were asked whether or not they considered the Seychelles to be a “green destination” and 75% responded yes (see Chart 6 below). As for recommending Seychelles for a holiday, 91% stated that they would (see Chart 7 below).



## 2.4: Visitors' comments

### a) Safety and Security

Many of the tourists stated that they felt safe and relaxed and did not encounter any problems during their stay. On the other hand, there were those who did not feel safe and made comments like “For the first time in Seychelles, we felt unsafe”, “Dangerous to go on the streets alone”, and “The beach is not very safe at times”. A number of visitors recommended that more police officers should be stationed on beaches and streets for security purposes. As in previous surveys, visitors continue to mention the roads as being dangerous due to the lack of side barriers. Otherwise, complaints on dangerous drivers were much fewer this quarter. Other safety issues mentioned included lack of safety precautions and professionalism by water sport providers.

### b) Customer Care

The visitors describe the people of Seychelles as being kind and helpful. They said Seychelles is beautiful even describing it as “Paradise on Earth”. Doctors and police were commended for their excellent work and a number of visitors said they will be coming back. At the same time there were visitors who felt that prices in Seychelles are too high, especially prices for food and beverages, taxis, and ferry. They also complained about the traffic saying there were too many vehicles on the islands. La Digue island and the airport were mentioned as places which need to be more welcoming. Visitors expressed the need for the availability of Wi-Fi at the international airport. The visitors from Europe continue to express their preference for the re-introduction of direct flights by Air Seychelles.

### **c) Environment**

Visitors love the beauty of the islands, the beaches and the sea, the climate, the colours, the calmness and serenity experienced on tourist sites. Some considered the parks (marine & forest) and natural forest as being the main attractions in the Seychelles and thought the parks were being well protected. They congratulated Seychelles for preserving nature but also pointed out a number of issues which require improvement for Seychelles to maintain its label as a green destination. These included issues like litter on beaches and in the sea, and emission of fumes by vehicles. There were suggestions to make use of solar energy if Seychelles intends to maintain its reputation as a green destination.

### **d) Recommendations**

- Nature should be preserved and construction should be reduced
- Limit developments and preserve the nature so that the Seychelles does not become a tourist factory
- The islands must be protected from pollution
- There should be differentiation in waste disposal, for example glass and papers should be collected separately
- The natural historical museum should be renovated and extended
- There should be better marketing of the country. More services should be booked directly and not via travel agencies so that the locals can get a living
- There should be more safety precautions against thieves on beaches
- Reduce the number of cars on La Digue and keep only the electronic ones
- There should be no fishing of sharks and turtles
- There should be better visibility on the road and better directions to restaurants as it is very difficult to find restaurants on the west coast
- The Seychelles should be more self sufficient in food and crafts
- More tourist attractions are required
- More police officers are needed in the streets
- Emphasize on Seychelles being a green destination when promoting the country
- Reduce the number of cars so that traffic jams can be reduced



**Annex 1: Repeated Comments made by Visitors**

COMMENTS	2008				2010				2012				2013
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
<b>Roads</b>													
Roads too narrow and dangerous	X	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		X
There should be more lights on the road	X	X		X	X	X	X	X	X			X	
Too many vehicles on the road and <b>too many cars on La Digue</b>												X	X
<b>Buses and other drivers</b>													
Buses drive too fast and many reckless drivers	X	X	X	X	X	X		X					X
Bus service need to run until late						X			X				X
Bus services in Seychelles should allow passengers to bring luggage on board.											X		
<b>Recreational activities</b>													
Shops should be open beyond 5 pm									X	X	X		X
There should be a wider variety of crafts									X				X
There should be changing and washrooms at Beau Vallon beach							X						
There should be more parking spaces									X				X
Organize and advertise more activities which will attract visitors			X						X				
There should be more cafes, bars, gourmet's shops more frequent and richer in variety											X		
<b>Tourist Services</b>													
Poor service in hotels	X	X				X			X	X	X	X	
Tourism offices should provide the right information, especially information on Praslin-La Digue ferry schedules									X				
La Digue-Praslin ferry timings could be matched with Praslin-Mahe flights/ferry									X				
Re-introduce direct flights from Europe									X	X	X		X
Prices are too high there is need for improvement in order to compare with other countries			X		X		X		X	X	X	X	X
<b>Emergency services</b>													
Improve on health incident treatment (First Aid)					X								
There is not enough police to assist when required.							X						
<b>Environment</b>													
Too many stray dogs on the beach	X	X	X	X	X								
Don't overdevelop islands with too many concrete buildings	X								X		X	X	X
Sensitize the people on recycling instead of littering the place with rubbish					X				X			X	X
Preserve the environment (This is your asset)	X				X			X	X	X	X	X	X
Refrain from selling land and islands to foreigners									X	X			X