

# National Bureau of Statistics

## STATISTICAL

# BULLETIN

VSS No.2-2013

September 2013

### 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, 2008, 2010, 2012 2013

**Chart 1** Percent distribution of incidents by location, quarter 2 (2013)

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

**Chart 3** Percentage of visitors who believed their property was stolen and whether or not they reported the incident to the police, quarter 2 (2013)

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

**Chart 5** Percentage of visitors who were approached to exchange foreign currency, by location, quarter 1 & 2 (2013)

**Chart 6** Percentage of visitors who would recommend Seychelles as a holiday destination quarter 1 & 2 (2013)

**Annex 1** Repeated comments made by visitors

---

## National Bureau of Statistics

CARAVELLE HOUSE - MANGLIER STREET, P.O. BOX 206 - VICTORIA - MAHE - SEYCHELLES, Tel: +248 611650 - Fax: +248 225634/225339  
E-mail: ceo@nbs.gov.sc, stats@nbs.gov.sc - Website: www.nbs.gov.sc

"Your stepping-stone for informed decisions"

## **Section 1: Introduction**

Visitor Safety and Security (VSS) survey data collection for the second quarter of 2013, took place during the week of 24<sup>th</sup> to 30<sup>th</sup> June 2013. The survey targeted departing visitors at the international airport through a self administered questionnaire. Out of the 3,396 visitors departing Seychelles during that week, a total of 1,202 visitors were canvassed in the survey. A total of 572 questionnaires were returned. Out of the 572 questionnaires returned, 550 answered questions about safety and security. This covered an average of 2 persons per questionnaire and gave a response rate of 96.2%.

The Visitors Safety and Security survey questions were part of the Visitor Survey questionnaire. The questionnaire included two sections; one for “Visitor Expenditure” and one for “Visitor Safety and Security”. The response rate for the safety and security section increased from 95% in Q1-2013 to 96.2 % in Q2-2013.

Over 75% of the visitors who responded to the questionnaire were from Europe with 13% coming from France, 18% from Germany, and 20% from Italy while the rest of Europe made up approximately 50%. The remaining visitors were from Africa (9%), Asia (12%), North America (3%), South America (0.2%) and Oceania (1%).

A breakdown of the respondents by purpose of visit showed that a greater number of visitors were on holiday (62%), while 7% came for business purposes, 22% came specifically for honeymoon and 9% for both wedding and honeymoon. The remaining visitors were in transit or visited Seychelles for other purposes which included family visits and consultancy work. A cross quarter comparison shows that the percentage of visitors who were in Seychelles for their honeymoon increased from 6% (Q1-2013) to 22% (Q2-2013) and those who came for both wedding and honeymoon increased from 5% (Q1-2013) to 9% (Q2-2013).

## Section 2: RESULTS

### 2.1 Personal safety

The percentage of visitors who felt concerned about their personal safety decreased from 5% in the first quarter of 2013 to 4% in the second quarter of 2013. Visitors who felt threatened decreased from 3% last quarter to 2% this quarter (see Table 1 below).

A cross quarter comparison showed that in the second quarter of 2013, 0.6% of visitors reported being attacked compared to 0.5% in the same quarter of 2012. Of the total surveyed visitors, 4.4% felt concerned about their safety in the second quarter of 2013 compared to 8.5% 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, 2008, 2010, 2012 and 2013**

	2008	2010	2012	2013	2013
	Q 2	Q 2	Q 2	Q 1	Q2
<b>Concerned</b>	7.5	5.3	8.5	4.8	4.4
<b>Threatened</b>	4.8	3.1	3.9	2.9	1.8
<b>Attacked</b>	1.9	1.2	0.5	0.9	0.6
<b>Witnessed serious attack</b>	N/A	N/A	0.9	0.2	0.7

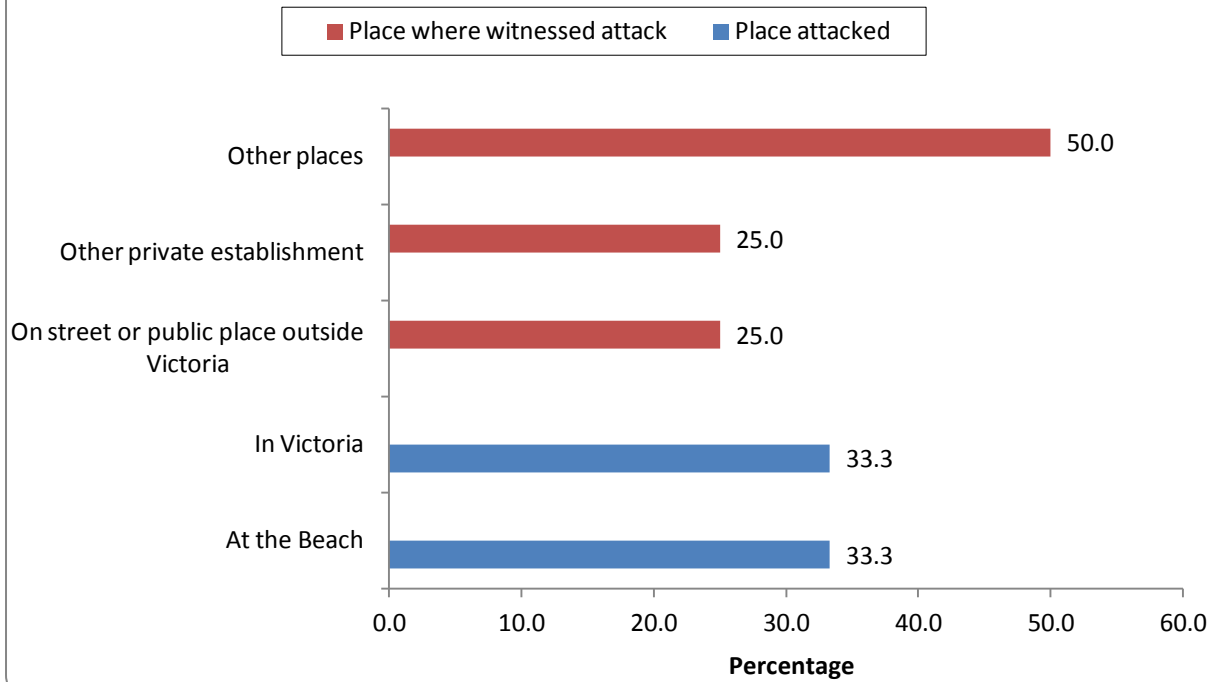
Source: NBS Visitor Safety and Security surveys, 2008, 2010, 2012, 2013.

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

In the second quarter of 2013, 33% of attacks reported by visitors occurred during the day compared to the second quarters of 2008, 2010 and 2012 where 50%, 39% and 67% (respectively) of reported incidents also took place during the day. In regards to witnessing attack, 25% of those who witnessed attacks also 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, on the street or public places outside Victoria and one particular case was reported to have been witnessed outside of the airport (Chart 1). Compared to last quarter, where hotel was the most frequently reported location where incidents took place, this quarter there was equal reporting of beaches and Victoria as being the places where most incidents occurred.

**Chart 1: Percentage distribution of incidents by location, Q2-2013**

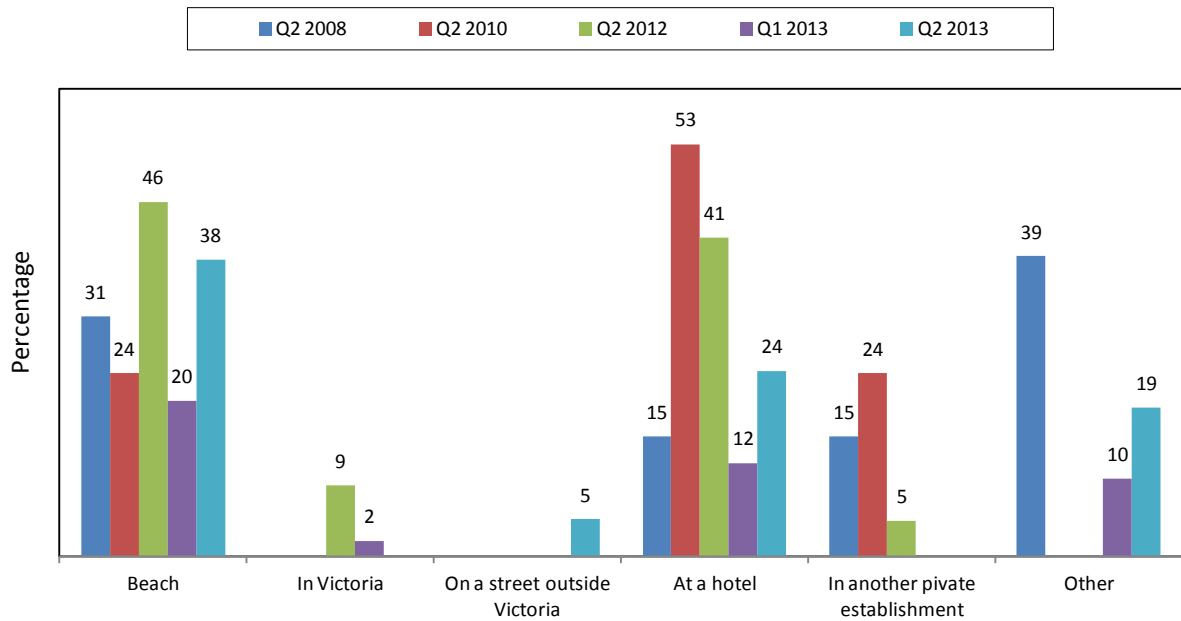


## 2.2: Safety of property

The percentage of visitors who reported loss of property/belonging during their stay in Seychelles decreased from 8% in Q1-2013 to 5% in Q2- 2013. Of those who reported loss of property/belonging, no one reported experiencing more than one incident, compared to quarter 1 where 12% reported experiencing more than one incident. The most commonly stolen/lost items were 'Clothing and Glasses' (70%).

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

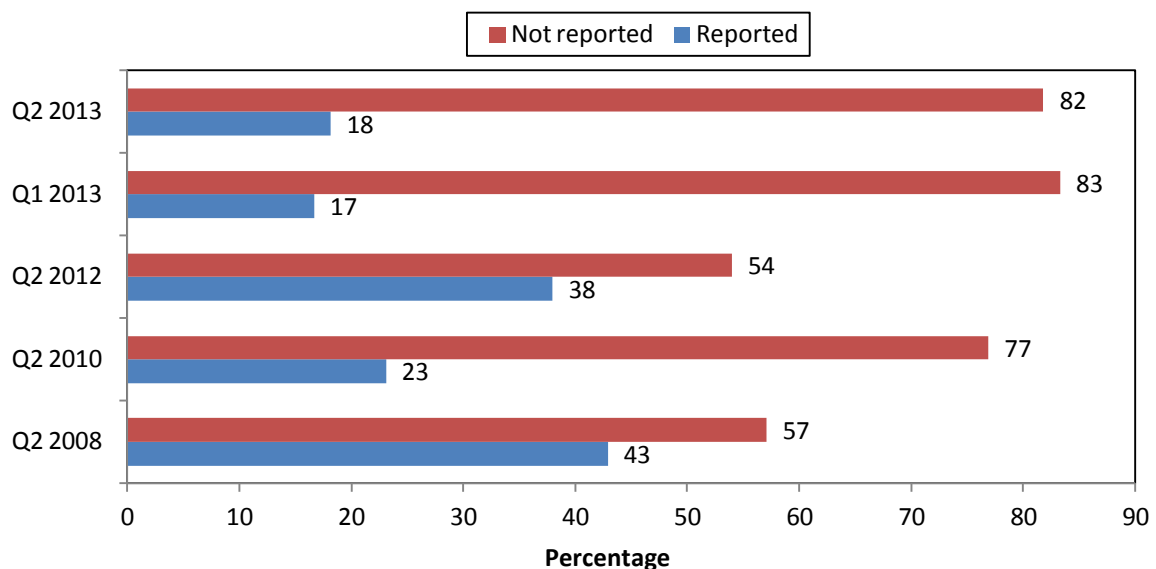
**Chart 2:  
Loss of property by location , Q2 (2008, 2010, 2012, 2013) and Q1 (2013)**



Of those who reported loss of property/belonging, 41% believed their property/belonging had been stolen, and 18% of those affected reported the incident(s) to the police (Chart 3).

A cross-quarter comparison shows a decrease in the percentage of those who reported incidents to the police from 38% (Q2-2012) to 18% (Q2-2013). This is however a slight increase compared to Q1- 2013 where only 17% reported the incidents to the police.

**Chart 3:  
Percentage of visitors who believed property was stolen and whether or not they reported incident to the police, Q2-2013**



### 2.3: Foreign exchange

Chart 4 shows that in the second quarter of 2013, the percentage of visitors approached to exchange foreign currency other than at a bank or official currency exchange facility was 4% compared to 3% in the previous quarter.

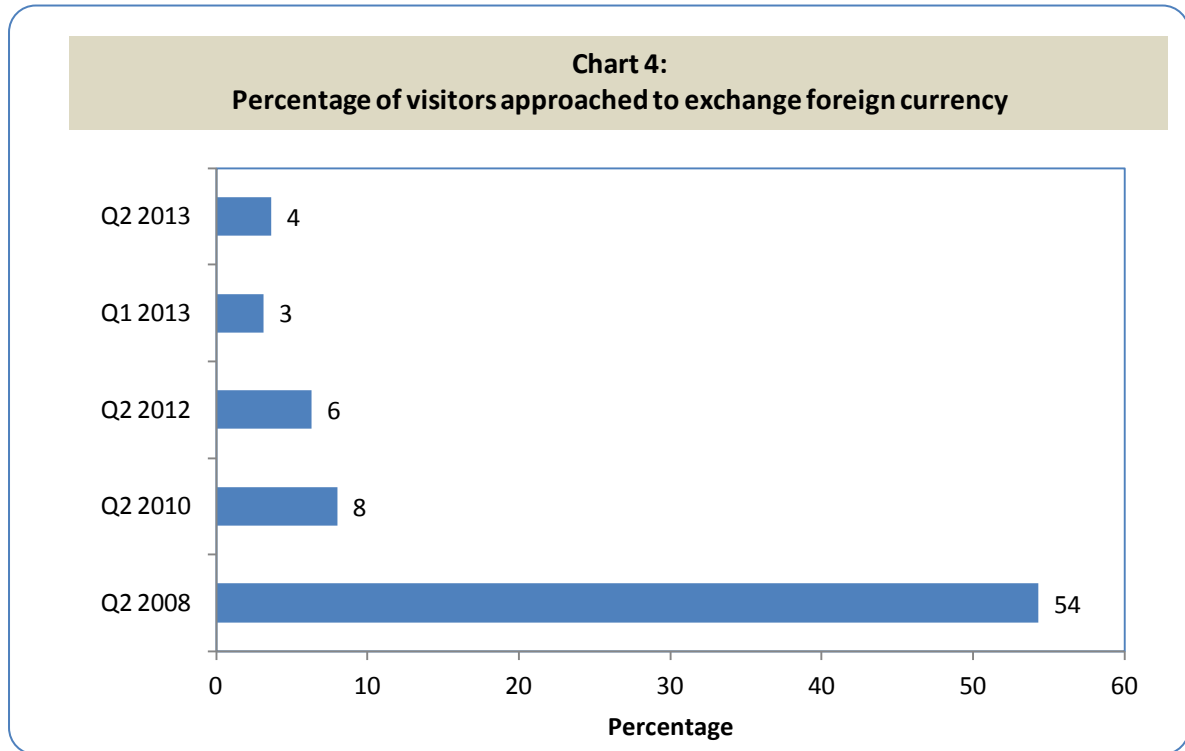
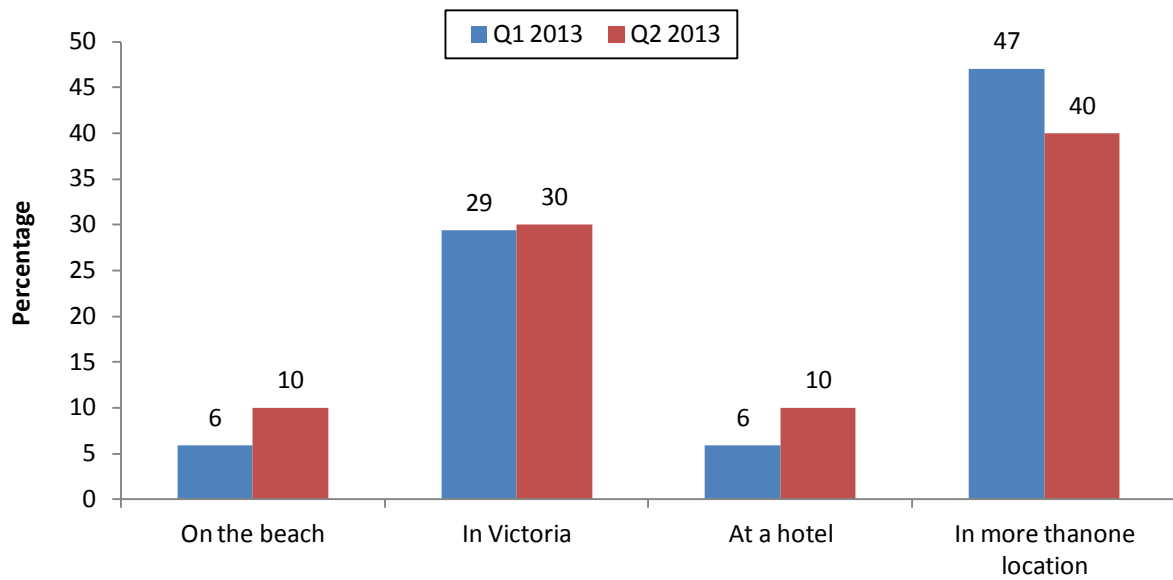


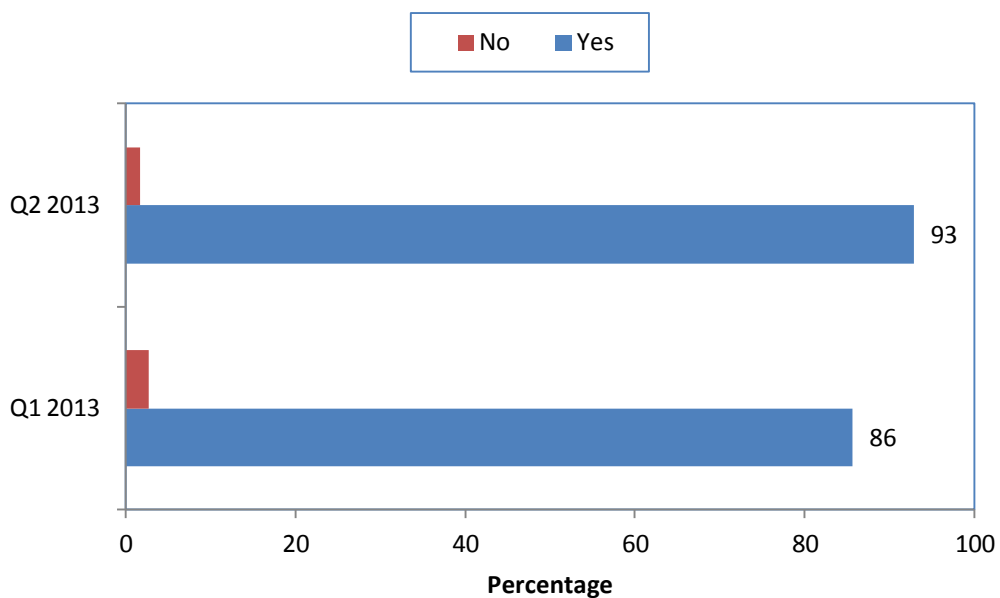
Chart 5 shows that 40% of visitors reported having been approached to exchange foreign currency in more than one location. This is a slight decrease compared to 47% who were approached in more than one location in Q1-2013. Another 30% reported having been approached in Victoria, 10% approached on the beach and another 10% approached at their hotel or other private establishments.

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



93% of visitors affirmed that they would recommend Seychelles as a holiday destination, and 83% considered Seychelles to be a green destination compared to 76% in the first quarter of 2013.

**Chart 6:**  
**Distribution of visitors who would recommend Seychelles as a holiday destination**



## **2.4: Visitors' comments**

### **a) Safety and Security**

Respondents appreciated the survey pointing out that it is a great idea. The percentage that enjoyed their stay was higher than in previous quarters and many expressed interest in coming back. There were a number of repeat visitors who had come on holiday. Seychelles was said to be safe and the presence of police on the beaches and streets was reassuring.

In spite of the general feeling of safety, a few respondents experienced incidences of threats, harassment and theft. Other safety issues mentioned included the roads being narrow (without sidewalks) and dangerous for bicycle riding, holes along some streets and sand flies on beaches. While some were satisfied with the way police dealt with their cases, others were not satisfied and felt that there was need for more police presence, especially at night.

### **b) Customer Care**

Services were commended although on the other side there were a few visitors who made comments like "We faced some lack of hospitality from certain restaurant staff e.g. being rude and never smiling", "Hotel management was not customer friendly" etc. They also commented on the lack of night life, lack of pubs and very few restaurants.

Almost all respondents complained about the cost of services especially for food, drinks, taxi and accommodation. They said they had to pay high prices for relatively basic services. Other complaints included complaints about the cost of entry at different tourist sites like the museum, bird watching sites etc. They also said there were not enough activities. Comments regarding provisions for tourists of different religious background was said to be lacking in some areas such as food.

### **c) Environment**

Respondents described the Seychelles as a dream destination, beautiful, clean and calm. They commended the local people for loving and preserving the environment. Some said they had a splendid time on the stunning islands and saw some amazing wildlife (fish/turtle) and wonderful vegetation and landscape. Visiting La Digue was described as stepping back in time to a slower calmer place and they described La Digue as a green destination. Many found the nature reserve parks to be very interesting.

Nonetheless, there were visitors who pointed out the presence of litter (take away boxes, bottle tops and plastic) along the roads and on some beaches and gave suggestions such as having more dustbins, separating glass from plastic, and carrying out a general cleaning in some of the places. Other complaints made included construction of too many hotels which is destroying the country's natural beauty, and the existence of too many stray dogs on the streets.



#### **d) Recommendations**

- Seychelles could be showcased to the world as a paragon of eco-tourism and its best practices in conservation of biodiversity, alongside the regular holiday tourism
- The islands should be kept as natural as possible
- Beautiful island but there should be fewer developments on Mahe, to prevent the island from being ruined
- Try electro mobility on all islands and try photovoltaic and solar cells on the roof tops
- The nature is beautiful but streets and towns have to be cleaned up properly
- The environment must be more protected: there should be no plastic on the beach, forest areas or in the sea
- Use veterinary control (sterilization) and provide food for stray dogs and cats, and sensitize the population to safeguard the nature
- Do not allow charter flights and mass tourism to destroy the country
- The country is marvelous but there should be more night life, discotheques, and pubs, and shops should remain open after 5pm
- There needs to be more signs regarding information about public transportation such as the bus schedule
- Special attention is required to train the hospitality staff and to sensitize the locals about being hospitable
- Locals should start making local souvenirs for selling
- There is a need to address the issue of prices to compete with the Caribbean and other Pacific island destinations
- Entrance to museums, the Botanical Garden and parks are too expensive. These places will get more visitors if the prices are reduced
- Taxi drivers should be obliged to use a meter so that fares will be clear and honest and will deter different taxis charging a different fare for the same trip
- There should be more marketing to attract new visitors
- Promote tourism without the assistance of tour operators so that prices are not too high
- Introduce a valuation system of hotels with stars
- WI-FI should be free at the airport
- A smoking room should be provided at the airport
- More investments should be made on road safety

## 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	Q2
<b>Roads</b>														
Roads too narrow and dangerous	X	X	X	X	X	X	X	X			X	X	X	X
Build sidewalks for safety of pedestrians		X		X			X			X				X
Place more signposts on road							X		X	X	X		X	X
There should be more lights on the road	X	X		X	X	X	X	X	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	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	X
There should be a wider variety of craft									X				X	X
There should be changing and washrooms at Beau Vallon beach							X							
There should be more parking space									X					
Organize and advertise more activities which will attract visitors			X						X					
There should be more cafes, bars, and more variety of food											X			X
<b>Tourist Services</b>														
Poor service in hotels	X	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	X
Prices are too high, there is need for improvement in order to compete 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									X
Do not overdevelop islands with too many concrete buildings	X								X		X	X	X	X
Sensitize the people on recycling instead of littering the place with rubbish					X				X			X	X	X