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Visitor Safety and Security Survey Quarter 4 -2013

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Annex 1 Repeated comments made by visitors

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1. INTRODUCTION

Visitor Safety and Security (VSS) survey data collection for the fourth quarter of 2013, took place during the week of 2nd - 8th December 2013. Departing visitors at the international airport supplied data through a self administered questionnaire. Out of the 3663 visitors departing Seychelles during that week, a total of 999 visitors were canvassed in the survey. A total of 452 questionnaires were returned. Out of the 452 questionnaires returned, 416 answered questions about safety and security. This covered a total of 893 visitors, an average of 2 persons per questionnaire, and gave a response rate of 92%.

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".

72 % of the visitors who responded to the safety and security questionnaire were from Europe. Of these, 29% from France, 15% from Germany, 8% from Italy, 7% from Switzerland and 6% from United Kingdom while the rest of Europe constituted 7% of the respondents. The remaining visitors constituted 13% from Asia, 10% from Africa, 3% from North America (United States of America and Canada), 1.5% from Oceania (Australia, New Zealand) and 0.5% from South America.

2. RESULTS

2.1 Purpose of Visit

A breakdown of the respondents by purpose of visit showed that a greater number of visitors were on holiday (71%), while 15% came for business purposes, 8% came specifically for honeymoon and 4% for both wedding and honeymoon. The rest of the respondents (2%) visited Seychelles for other purposes which included sailing and fishing.

A cross quarter comparison shows that the percentage of visitors who were in Seychelles for their honeymoon decreased from 27% in the third quarter of 2013 to 8% in the fourth quarter of 2013 and those who came for both wedding and honeymoon decreased from 12% to 4%.

2.2 Personal safety

The percentage of visitors who felt concerned about their personal safety increased from 4.9% in the third quarter of 2013 to 7.0% in the fourth quarter of 2013 and visitors who felt threatened decreased from 2.9% in the third quarter of 2013 to 1.7% in the fourth quarter (see Table 1 below).

A cross quarter comparison shows that in the fourth quarter of 2013, 0.2% of visitors reported being attacked and this figure is the lowest compared to the percentage of visitors who reported being attacked in the fourth quarters of 2008, 2010 and 2012. Of the total surveyed visitors, 7.0% felt concerned about their safety in the fourth quarter of 2013 compared to 9.7% in the same quarter of 2012.

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

	2008	2010	2012	2013			
	Q4	Q4	Q4	Q 1	Q2	Q3	Q4
Concerned	7.5	6.1	9.7	4.8	4.4	4.9	7.0
Threatened	3.2	4.5	1.7	2.9	1.8	2.9	1.7
Attacked	2.5	0.6	1.1	0.9	0.6	0.8	0.2
Witnessed serious attack	n/a	n/a	0.8	0.2	0.7	0.5	1.2

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

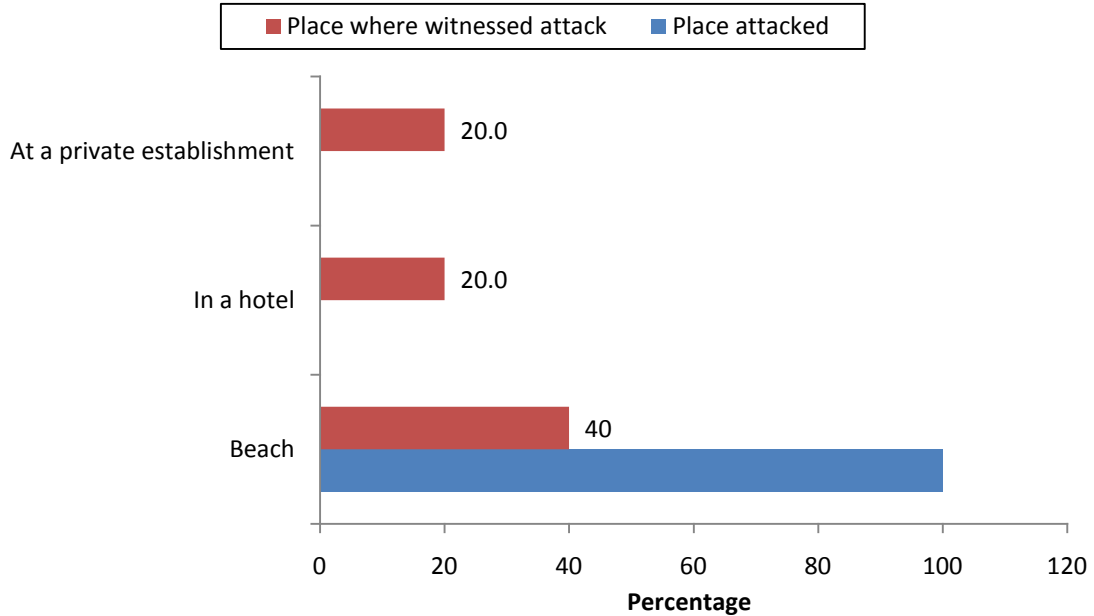
Note: The 2008 and 2010 survey did not capture information about witnessing attacks.

In the fourth quarter of 2013, all attacks reported by visitors occurred during the day reflecting similar patterns of the corresponding quarter in 2012. In the fourth quarters of 2008 and 2010, 53% and 42% (respectively) reported incidents that took place during the day. Of these, only 40% reported that these occurred during the day compared to the fourth

quarter of 2012 where all the attacks were witnessed during the day.

As for the location where the incidents were experienced or witnessed, these were reported to have occurred at beaches, hotels and other private establishments (Chart 1).

Chart 1: Percentage distribution of incidents by location, Quarter 4 2013



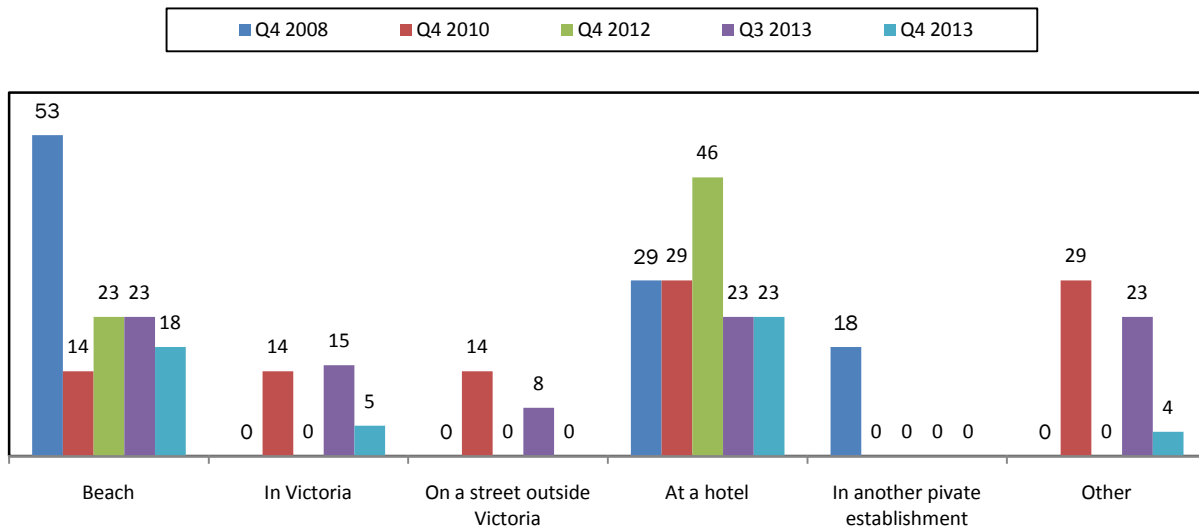
2.3 Safety of property

The percentage of visitors who reported loss of property/belonging during their stay in Seychelles decreased from 6% in the third quarter of 2013 to 5% in the fourth quarter of 2013. Of those who reported loss of property/belonging, 9% reported experiencing more than one incident. The most commonly stolen/lost items

were 'Clothing (27%) and money, travelers' *cheque and credit cards* (28%)'.

As shown in chart 2, beaches and hotels were amongst the most commonly mentioned locations where visitors lost their property/belonging during the fourth quarter of 2013; *beach (18%) and hotel (23%)*.

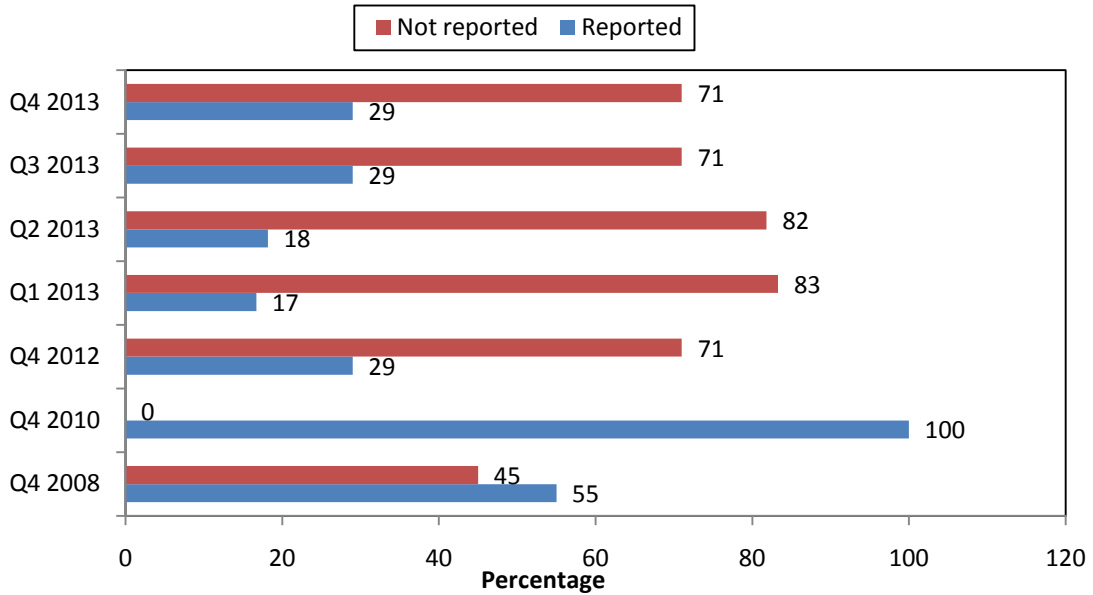
Chart 2:
Loss of property by location , Q4 (2008, 2010, 2012, 2013) and Q3 (2013)



Of those who reported loss of property/belonging, 32% 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 no change in the percentage of those who reported incidents to the police from the third to the fourth quarter of 2013. This percentage is also similar to that of the fourth quarter of 2012.

Chart 3:
Percentage of visitors who believed property was stolen and whether or not they reported incident to the police, Quarter 4 (2008, 2010, 2012, 2013) & first 3 quarters (2013)



2.4 Foreign exchange

are approached to exchange foreign currency outside official facilities.

Chart 4 shows a continuous downward trend in the percentage of visitors who

Chart 4:
Percentage of visitors approached to exchange foreign currency Quarter 4 (2008, 2010, 2012, 2013) & quarter 3 (2013)

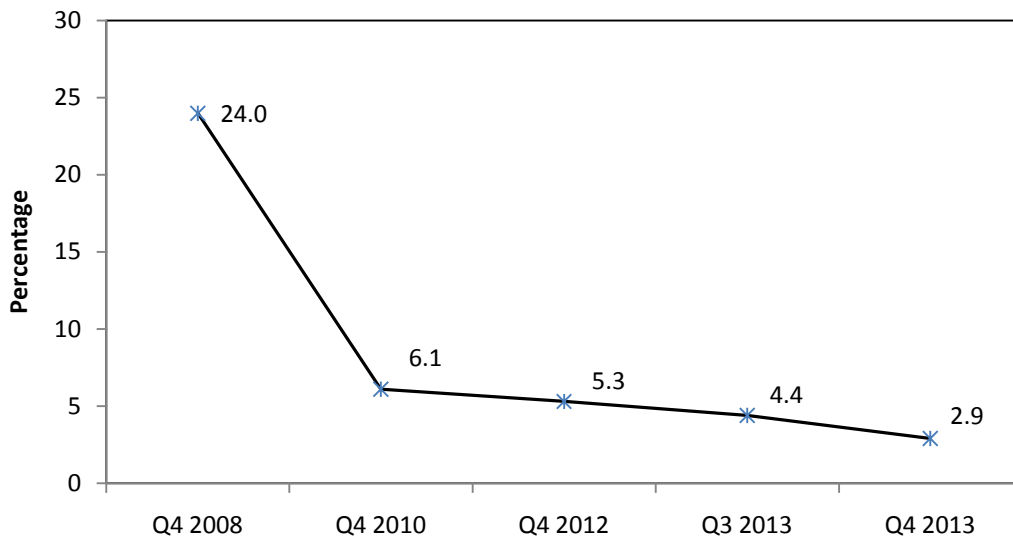
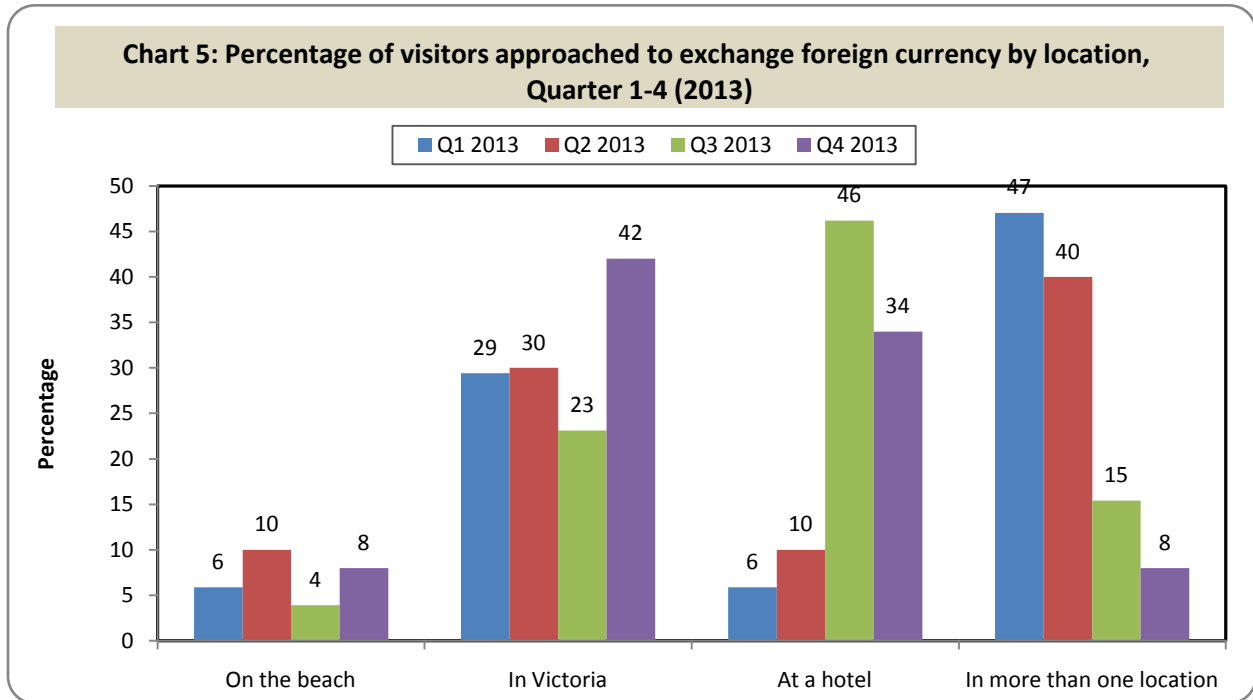


Chart 5 shows that of those approached to exchange foreign currency, 42% reported having been approached in Victoria, and 34% were approached in their hotels or other private

establishments. Another 8% reported having been approached on the beach and 8% were approached in more than one location.



2.5 Seychelles as a holiday destination

When asked whether or not they would recommend Seychelles as a holiday destination, 91% said that they would. Visitors were also asked whether or not they considered the Seychelles to be a

green destination and 74% said they found the Seychelles to be a green destination. This shows a drop compared to the 78% reported in the third quarter of 2013.

2.6 Visitors' comments

a) Safety and Security

Visitors commended Seychelles as being beautiful, relaxing and safe. One shared an experience of a previous visit where they had lost their camera and were able to get it sent to them, after sending an email to the guesthouse where they stayed here in Seychelles. A number of visitors said they had visited Seychelles more than once and intended to come back.

Nonetheless there was also safety concerns mentioned which included theft incidents on beaches where police did nothing to restrain the culprits and, paying for a guided tour which did not take place and money was not refunded. Burning of garbage, sand flies on some beaches, the lack of footpaths along the roads, and buses which move too fast were also mentioned as being concerns for safety. The presence of police was noted as positive although a number of visitors felt that there is need for more police presence in some places. The need for more street lights was highlighted.

b) Customer Care

Many visitors described the Seychellois as being friendly, kind and welcoming. One added that the Seychellois character of treating everyone equally was admirable. However, some felt that staff service quality was still low in some places.

Similar to previous quarters, visitors complained about the limited options for going out in the evening hours.

The beaches were commended as excellent by many while some were disappointed by beaches being privatized by hotels and the lack of washrooms at beaches. Signposts for direction as well as more detailed information on attractions were said to be insufficient.

Some of the respondents felt that handicrafts on the islands could be more unique, artistic and also priced as per international standards. For example, fridge magnets cost SR 75-100 here compared to an equivalent of SR 20-30 elsewhere. Complaints about cost of services especially food and accommodation continued to dominate respondents' comments this quarter including one who stated that one can go to Thailand four times for the same price.

c) Environment

Most of the visitors described the islands as being very beautiful, authentic, and clean with stunning beaches, and one referred to the country as a "hidden gem". However they also made comments like "We have been coming for 20 years and we consider it as a green destination, but this will change in the near future because of too much construction going on." Some visitors felt there is still room for improvement for Seychelles to be regarded as a green destination pointing out the need to take care of litter (bottles, plastics, cups etc.) on beaches

and streets. They also stated that massive construction activities are spoiling the environment.

Some visitors felt that attention ought to be exercised over the marine parks to avoid the destruction of corals. One expressed concerns about the line of communication between marine parks and Ministry of Environment which was described as being complicated. Visitors also complained about the cutting of trees on La Digue, and some said they found snorkeling to be disappointing.

d) Recommendations

- There is a need for more pictures of the country on post cards.
- Maintain authentic tourism and do not go into mass tourism.
- Avoid construction of big hotels.
- The building of an aquarium will pave the way towards being more environment-friendly.
- The people should take better care of the natural resources.
- Tourists and locals should not dispose of their wastes (plastics) on the beach.
- Increase the number of bins, sort garbage and start recycling garbage. Recycling of water bottles should be a priority.
- Use of plastic (especially plastic bags at shops) should be prohibited.
- There is need for more effort to sensitize the nation on respecting the environment.
- Attention should be exercised over the marine parks to avoid the destruction of corals.
- Provide signs to stop people from stepping on corals or touching them.
- There is a need to reduce traffic in town. Too much congestion.
- There should be electric cars on La Digue.
- There should be control over the quality of bikes for renting on La Digue island. Some bikes are too old and the brakes are not working properly, which makes it hazardous to ride such bikes.
- There should be strict control over drugs and alcohol.
- There should be more street lights.
- Further consideration should be given to the opening hours of shops on Mahe

3. CONCEPTS SOURCES AND METHODS

Data is collected from departing visitors at the international airport. It is done through a self administered questionnaire. Departing visitors at the international airport provide data on their perspective and experiences on safety and security during their stay in Seychelles.

4. NEXT RELEASE

The next the Visitor Safety and Security Survey report will be released on 2nd June 2014.

5. CONTACT US

For more information regarding this publication please contact Maria Payet on Tel: +(248) 4 611 660| Fax: +(248) 4 225 634 or email: stats@nbs.gov.sc

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	Q3	Q4
Roads																
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		X
Place more signposts on road							X		X	X	X		X	X	X	X
There should be more lights on the roads	X	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					X			X
Bus service needs to run until late						X			X				X	X	X	
Recreational activities																
Shops should be open beyond 5 pm									X	X	X		X	X	X	
There should be a wider variety of crafts									X				X	X		X
There should be changing and washrooms at Beau Vallon beach							X									X
Organize and advertise more activities which will attract visitors			X						X						X	X
Tourist Services																
Poor service in hotels	X	X				X			X	X	X	X		X	X	X
Tourism offices should provide the right information, especially information on Praslin-La Digue ferry schedules									X						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		X	X
Environment																
Too many stray dogs on the beach	X	X	X	X	X									X	X	
Do not overdevelop islands with too many concrete buildings	X								X		X	X	X	X	X	X
Sensitize the people on recycling instead of littering the place with rubbish					X				X			X	X	X	X	X