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1. INTRODUCTION

Visitor Safety and Security (VSS) survey data collection for the first quarter of 2014, took place during the week of 24th - 30th March 2014. Departing visitors at the international airport supplied data through a self administered questionnaire. Out of the 4651 visitors departing Seychelles during that week, a total of 1088 visitors were canvassed in the survey. A total of 503 questionnaires were returned. Out of the 503 questionnaires returned, 474 answered questions about safety and security. This covered a total of 1025 visitors, an average of 2 persons per questionnaire, and gave a response rate of 94%.

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".

80 % of the visitors who responded to the safety and security questionnaire were from Europe. Of these, 29% from France, 23% from Germany, 9% from Italy, 5% from United Kingdom, 3% from Switzerland and 2% from Russia while the rest of Europe constituted 9% of the respondents. The remaining visitors constituted 9% from Asia, 8% from Africa, 1.8% from North America (United States of America and Canada) and 0.2% from Oceania (Australia).

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 (76%), while 9% came for business purposes, 7% came specifically for honeymoon and 6% for both wedding and honeymoon. The rest of the respondents (2%), visited Seychelles for other purposes which included visiting family and training activities.

A cross quarter comparison shows that the percentage of visitors who were in Seychelles for their honeymoon decreased from 8% in the fourth quarter of 2013 to 7% in the first quarter of 2014 and those who came for both wedding and honeymoon increased from 4% to 6%.

2.2 Personal safety

The percentage of visitors who felt concerned about their personal safety decreased from 7.0% in the fourth quarter of 2013 to 4.2% in the first quarter of 2014 and visitors who felt threatened increased from 1.7% in the fourth quarter of 2013 to 2.5% in the first quarter of 2014 (see Table 1 below).

A cross quarter comparison shows that in the first quarter of 2014, none of the visitors reported having been attacked but 0.8% reported having witnessed serious attacks. The first quarter of 2014 is the only quarter among all the first

quarters of 2008-2014, where no visitor reported having been attacked. Of the total surveyed visitors, 4.2% felt

concerned about their safety in the first quarter of 2014 compared to 4.8% in the same quarter of 2013.

Table 1: Percentage of visitors, who felt concerned, threatened, was attacked or witnessed an attack during their stay in the Seychelles,

	2008	2010	2012	2013			2014	
	Q 1	Q1	Q 1	Q 1	Q2	Q3	Q4	Q 1
Concerned	4.5	5.0	3.9	4.8	4.4	4.9	7.0	4.2
Threatened	4.0	2.0	2.7	2.9	1.8	2.9	1.7	2.5
Attacked	1.5	1.4	0.5	0.9	0.6	0.8	0.2	0.0
Witnessed serious attack	n/a	n/a	0.5	0.2	0.7	0.5	1.2	0.8

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 2014 none of the respondents reported having been attacked. Only attacks witnessed were reported and 25% of the incidents were

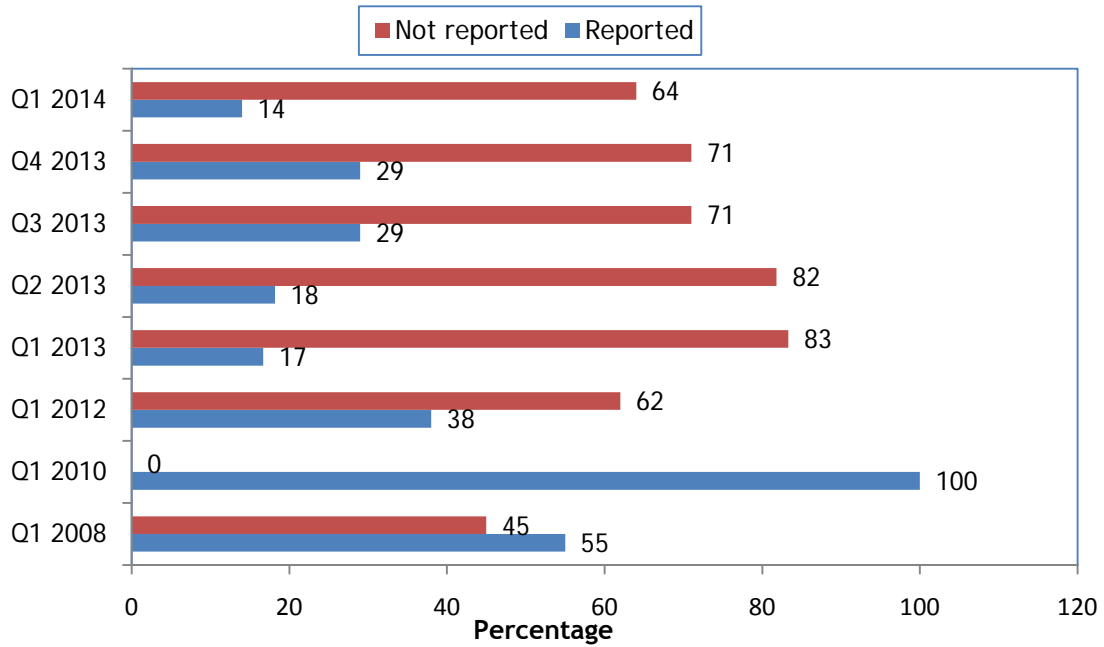
reported as witnessed during the day. As for the location where the incidents were witnessed, these were reported to have occurred at beaches and in Victoria.

2.3 Safety of property

The percentage of visitors who reported loss of property/belonging during their stay in Seychelles was 5% in the first quarter 2014 similar to what was reported in the fourth quarter of 2013. Of those who reported loss of property/belonging, none reported experiencing more than one incident. The most commonly stolen/lost items were 'Clothing (36%) and money, travelers' cheque and credit cards (14%)'.

Of those who reported loss of property/belonging, 32% believed their property/belonging had been stolen, and 14% of those affected reported the incident(s) to the police (Chart 1). A cross-quarter comparison shows a decrease in the percentage of those who reported incidents to the police from 29% in the fourth quarter of 2013 to 14% in the first quarter of 2014. This percentage is the lowest among the first quarters of (2008, 2010, 2012 and 2013).

**Chart 1:
Percentage of visitors who believed property was stolen and action taken
(2008-2014)**



2.4 Foreign exchange

Chart 2 shows a continuous downward trend in the percentage of visitors who are approached to exchange foreign currency outside official facilities up to

the fourth quarter of 2013. The percentage of visitors who reported having been approached to exchange foreign currency increased from 2.9% in fourth quarter 2013 to 4.0% in first quarter of 2014.

Chart 2: Percentage of visitors approached to exchange foreign currency (2008 - 2014)

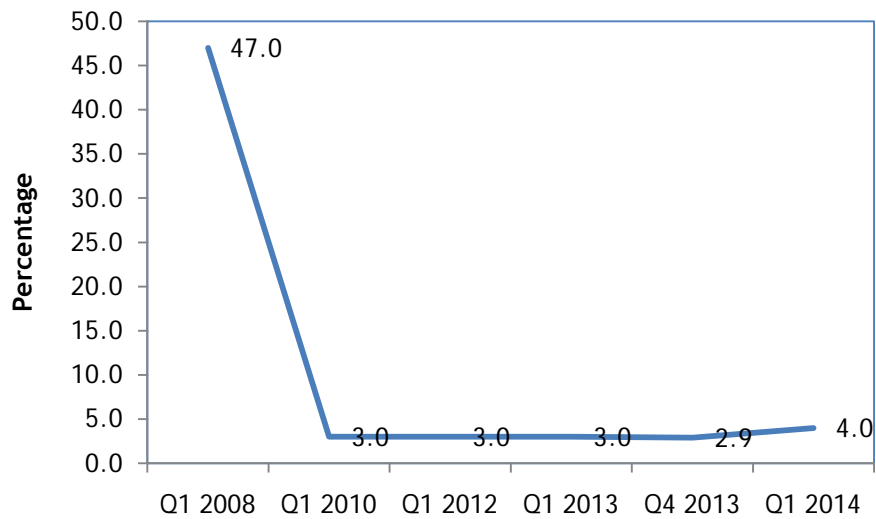
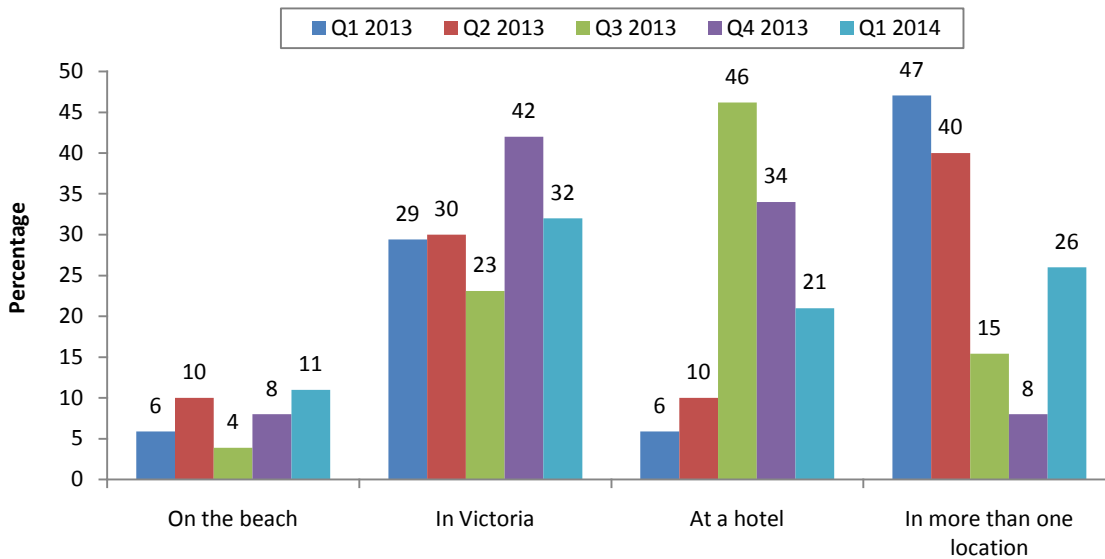


Chart 3 shows the percentage of visitors who were approached to exchange foreign currency by location.

Chart 3: Percentage of visitors approached to exchange foreign currency by location (2013 - 2014)



2.5 Seychelles as a holiday destination

90% of visitors stated that they would recommend Seychelles as a holiday

destination and 78% considered Seychelles to be a green destination compared to the 74% reported in the fourth quarter of 2013.

2.6 Visitors' comments

a) Safety and security

Visitors commended the frequent presence of police on beaches and elsewhere, the friendliness and helpfulness of the Seychellois people, all of which gave them a feeling of safety. One of the visitors lost goggles and they were recovered by some young Seychellois boys who brought them to him.

In spite of the general feeling of safety by most of the visitors, a few pointed out the problem of insects on beaches which resulted in bites and blisters at times and the buses which move too fast putting cyclists/tourists in danger. Notwithstanding this a number of visitors did enjoy the bus rides around the island.

b) Customer service

Visitors highly praised the Seychellois as welcoming and helpful and many said they enjoyed their stay and intended to come back. Several were repeat visitors including one who said that this was their 17th visit since 1988. The majority of visitors enjoyed their stay and appreciated the beauty of Seychelles.

However, although French is one of the official languages in Seychelles, some visitors encountered difficulty because of the absence of French translations in several places. They commended the SPTC drivers who they referred to as the

silent ambassadors who provide all the necessary details with regard to stops or places in Seychelles. Some visitors found it difficult to drive, found no good guides in the places visited, no signs and no brochures.

Concern about the cost of things in Seychelles continues to dominate visitors' comments. They found everything expensive especially airport transfer, excursions, tours, international calls, taxis, food, beverages, alcohol and water.

c) Environment

Visitors described Seychelles as magnificent and unique, and accentuated the need to keep the island as Eco Friendly as possible. They pointed out the lack of or little use of clean power (solar), not recycling plastics, and pollution by motor vehicles as destructive to the environment. Litter on the beaches, walking trails and in the sea continues to be a concern expressed by visitors. Increasing construction by investors was also highlighted as defacing the environment.

d) Recommendations

- Recycle plastics and glass, use electric car, use solar energy
- Perhaps more should be done to promote low energy/impact pursuits such as sail boats
- A few more rubbish bins would do
- Hiking trails should be better maintained and signs put in place
- Clean your beaches improve your service in all islands.
- Do more recycling. Avoid plastic waste at beaches and forest
- Consider growing vegetation to mask the industrial and commercial areas between the Airport and Eden Island and in any other places which can be an eyesore
- You need another Airline to attract tourists and a better airport
- WIFI at the airport should be free of charge
- There should be more places where one can legally purchase coco de mer nuts and other products made out of them
- Seychelles is a very exquisite destination. Seychellois should be proud of living in this country. Please keep it as it is so that future generations can continue to enjoy it

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 provide data on their perspective and experiences on safety and security during their stay in Seychelles.

4. NEXT RELEASE

The next Visitor Safety and Security Survey report will be released on 30th September 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				2014
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Roads																	
Roads too narrow and dangerous		X	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	X
There should be more lights on the road	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	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		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	X
There should be more parking space									X								
Organize and advertise more activities which will attract visitors			X						X						X	X	
There should be more cafes, bars, and more variety of food											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		
La Digue-Praslin ferry timings could be matched with Praslin-Mahe flights/ferry									X								
Re-introduce direct non-stop flights from Europe									X	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	X

COMMENTS	2008				2010				2012				2013				2014
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Emergency services																	
Improve on health incident treatment (First Aid)					X												
There is not enough police to assist when required							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