



National Bureau of Statistics

STATISTICAL

BULLETIN

Catalogue Number: VSS 2015/Q2

Released: 30th September 2015

Visitor Safety and Security Survey Quarter 2-2015

CONTENTS

1. Introduction

2. Results

- 2.1 Purpose of visit
- 2.2 Personal safety
- 2.3 Safety of property
- 2.4 Foreign exchange
- 2.5 Seychelles as a holiday destination
- 2.6 Visitors' comments

3. Concepts, sources and methods

4. Next release

5. Contact us

Annex 1 Repeated comments made by visitors

National Bureau of Statistics

CARAVELLE HOUSE - MANGLIER STREET, P.O. BOX 206 - VICTORIA - MAHE - SEYCHELLES, Tel: +248 4611650 - Fax: +248 4225634/4225339
E-mail: ceo@nbs.gov.sc, stats@nbs.gov.sc - Website: www.nbs.gov.sc

"Your stepping-stone for informed decisions"

1. INTRODUCTION

Visitor Safety and Security (VSS) survey data collection for the second quarter of 2015, took place during the week of 22nd - 28th June 2015. Departing visitors at the international airport provided data through a self-administered questionnaire. The VSS survey questions were part of the quarterly Visitor Survey questionnaire. The questionnaire included two sections; one for “Visitor Expenditure” and the second one for “Visitor Safety and Security”. Table 1 provides a summary of representation.

Table 1: Metadata summary

Total Visitors during survey week	3983
Total visitors in Visitor Expenditure Survey (VES)	1224
Total (VES) questionnaires completed	563
VSS survey questionnaires completed	519
Total visitors in VSS survey	1125
Response rate	92%

65 % of the visitors who responded to the safety and security questionnaire were from Europe. Of the responding visitors, 9% were from France, 15% from Germany, 14% from Italy, 7% from United Kingdom, 3% from Switzerland and 5% from Russia while the rest of Europe constituted 12%. The composition of the remaining visitors constituted 16% from Asia, 15% from

Africa, 3% from North America, and the rest from South America and Oceania.

2 RESULTS

2.1 Purpose of Visit

A breakdown of the respondents by purpose of visit showed that the largest proportion of visitors were on holiday (58%), while 10% came for business purposes, 18% came specifically for honeymoon, 9% for both wedding and honeymoon and 2% were on transit. The rest of the respondents (3%) visited Seychelles for other purposes which included internship and attending conferences and workshops.

A cross quarter comparison shows that the percentage of visitors who were in Seychelles for their honeymoon increased from 5% in the first quarter of 2015 to 18% in the second quarter of 2015 and those who came for both wedding and honeymoon increased from 6% to 9%.

2.2 Personal safety

The percentage of visitors who felt concerned about their personal safety increased from 5% in the first quarter of 2015 to 8.3% in the second quarter of 2015 and those who felt threatened increased slightly from 3.1% to 3.5% over the same period.

A cross quarter comparison shows that in the second quarter of 2014, 0.9% of

visitors reported having been attacked and the same proportion reported having witnessed serious attacks (see Table 2). The percentage of visitors reporting attack has slightly decreased to 0.8% in the same quarter of 2015. Of

the total visitors surveyed, 8.3% felt concerned about their safety in the second quarter of 2015 compared to 7.7% in the corresponding quarter of 2014.

Table 2: Percentage of visitors who experienced safety and security issues, Quarter 2 (2010-2015)

Percentage	2010	2012	2013	2014	2015
	Q 2	Q 2	Q 2	Q 2	Q2
Concerned	5.3	8.5	4.4	7.7	8.3
Threatened	3.1	3.9	1.8	4.4	3.5
Attacked	1.2	0.5	0.6	0.9	0.8
Witnessed serious attack	n/a	0.9	0.7	0.9	0.6

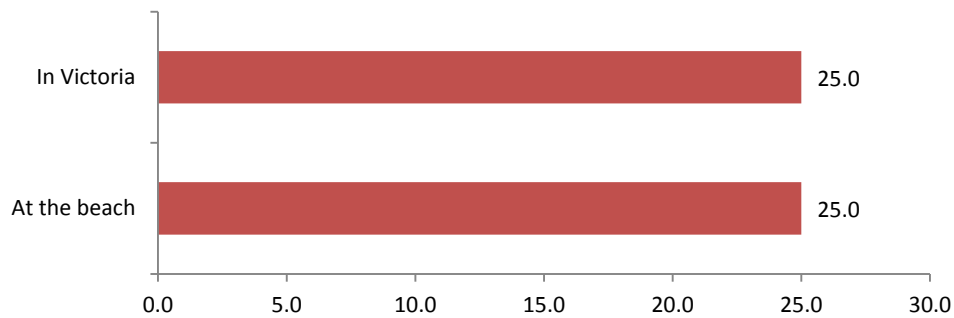
Source: NBS Visitor Safety and Security surveys 2010 - 2015.

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

Of all those who were attacked, 50% of the incidents were reported as having occurred during the day, while the rest did not state the time of attack. As for the location where the incidents

occurred, Chart 1 shows that these were reported to have occurred, among other places, at beaches (25%) and in Victoria (25%), while the rest did not state the location of attack.

Chart 1: Percentage distribution of incidents by location, 2015-Q2

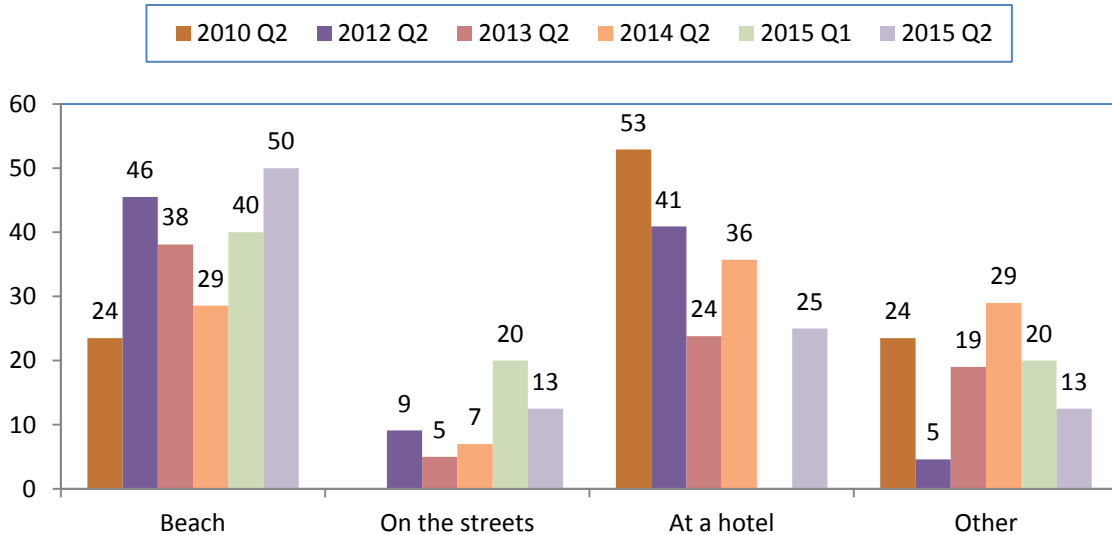


2.3 Safety of property

The percentage of visitors who reported loss of property/belonging during their stay in Seychelles was 6.4% in the second quarter 2015. This is almost similar to that reported in the previous quarter of 2015 (6.5%). Of those who reported loss of

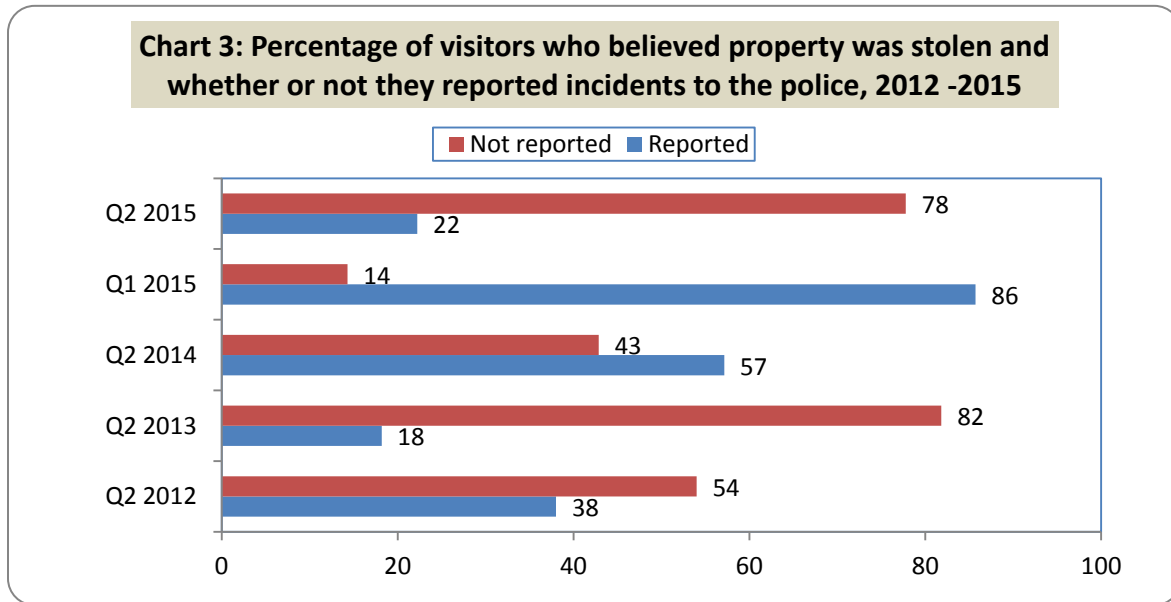
property/belonging, 42.4% reported experiencing more than one incident. The most commonly stolen/lost items were money, travelers' cheques and credit cards (33.3%), clothing (33.3%) and Jewellery (11.1%). Loss of property by location is shown in chart 2.

Chart 2: Loss of property by location, 2012 - 2015



Of those who reported loss of property/belonging, 27.3% believed their property/belonging had been stolen, and 22% 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 86% in the first quarter of this year to 22% this quarter.



2.4 Foreign exchange

Chart 4 shows the percentage of visitors who were approached to exchange foreign currency outside official facilities. Note the increase from 3.5% in the first quarter of 2015 to 6.2% in the reporting quarter. A comparison with previous second quarters of the period 2012-2014 shows almost similar percentages for 2012, 2014 and 2015 (6.3%, 6.5% and 6.2% respectively).

Chart 4: Percentage of visitors approached to exchange foreign currency

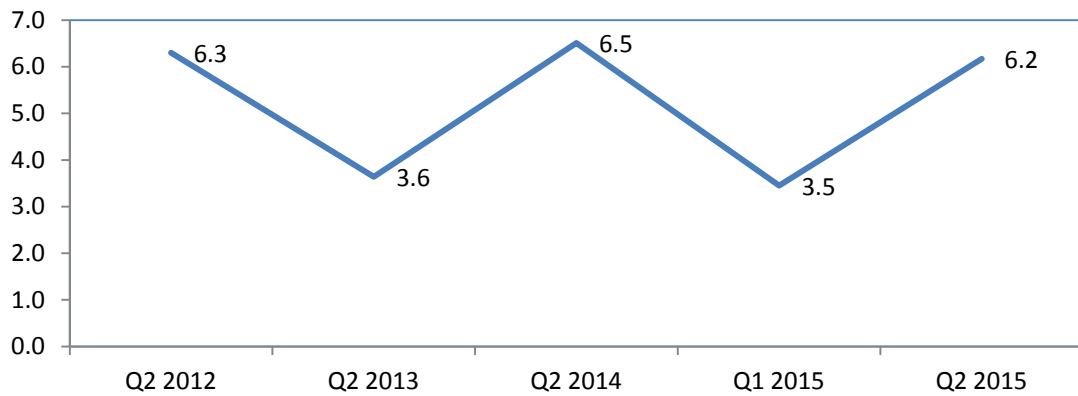


Chart 5: Percentage of visitors approached to exchange foreign currency by location

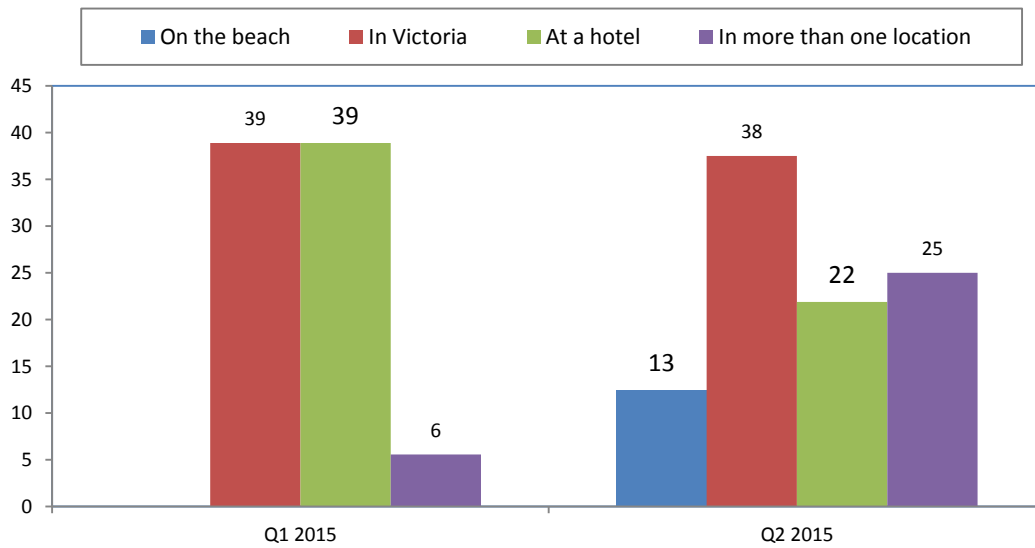
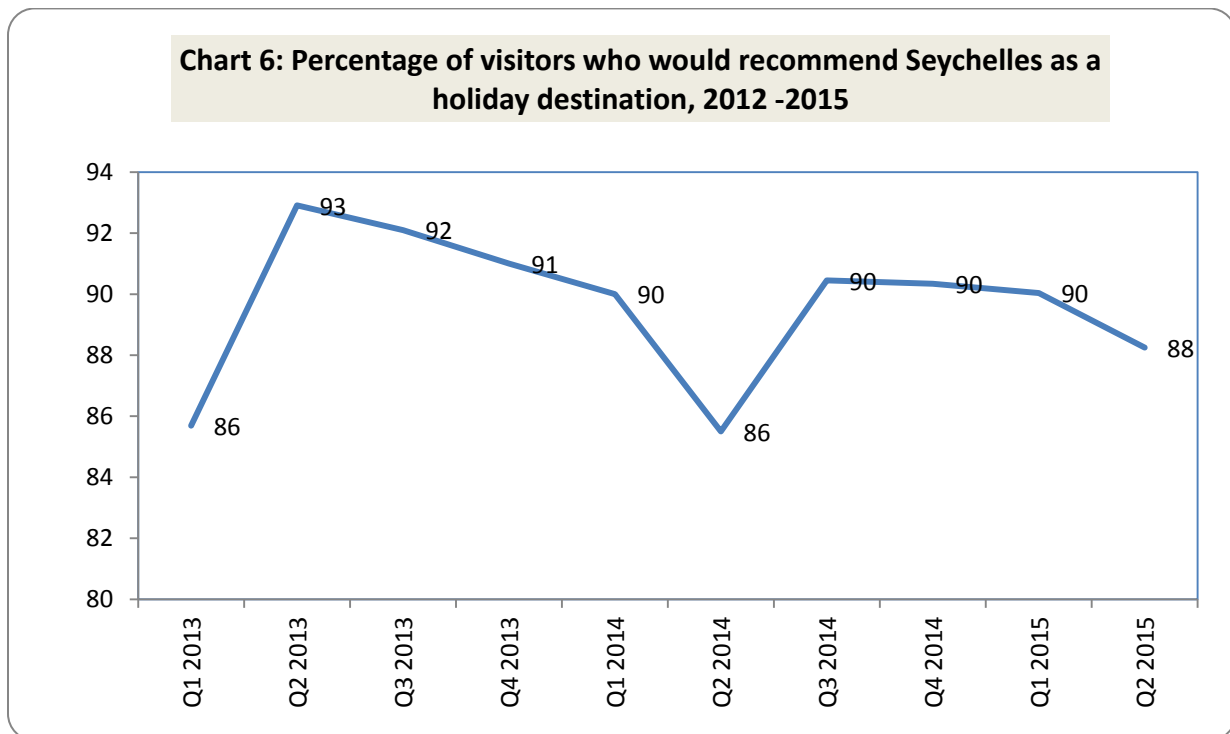


Chart 5 shows the percentage of visitors who were approached to exchange foreign currency by location for the first and second quarters of 2015.

2.5 Seychelles as a holiday destination

The percentage of visitors who stated that they would recommend Seychelles as a holiday destination decreased from 90% over the period Q3 2014-Q1 2015 to 88% in the second quarter of 2015 (Chart 6).

This quarter registered a slight increase in the percentage of visitors who considered Seychelles to be a green destination (from 77% in the first quarter of 2015 to 79% this quarter).



2.6 Visitors' comments

a) Safety and security

Comments regarding safety and security were minimal this quarter. These related mainly to incidents of thefts. However, more than one respondent reported having experienced more than one incident. It was again stated that there should be increased police presence at touristic sites such as at nature trails.

b) Customer service

Except for a few visitors who had unpleasant encounters, visitors appreciated the courteous manners of the local people and expressed gratitude for the warm and hospitable atmosphere provided by the Seychellois. It was however noted that customer care needs to be improved in public places such as at restaurants and especially at the airport. Some cafes, restaurants and hotels were named as having provided excellent services and cuisines. On the other hand, some were seen as not providing value for money.

The high cost of living was again underlined by numerous visitors, and it was stated that this impacted on their ability to undertake touristic activities such as travelling to Praslin/La Digue and going on excursions. Such activities were pointed out as being more affordable in similar countries providing similar tourist services.

There were considerable comments on the lack of standard tariff for taxi fares, which resulted, they believed, in very high taxi fares, and some pointed out that they were taken advantage of, precisely because they are tourists.

It was also pointed out that the public transport should be organized in such a way so as to be more accessible to foreigners.

c) Environment

'Beautiful', 'Peaceful' 'Paradise' 'Eden for couples', 'Amazing landscape', 'Splendid sea'; these were some of the terms used by visitors to describe the environment of the Seychelles. They pointed out that the nature is well preserved and commended the country's initiative to endorse the blue economy. It was also pointed out, especially by returning visitors, that increasing construction may negatively deface the islands.

Compared to previous quarters, there were fewer comments about the presence and amount of litter (plastic bags, broken bottles) on beaches and other places. They however again pointed out the lack of bins and the need to recycle items such as plastics and the accumulating take-away containers.

Furthermore, comments about the presence of stray dogs have also

decreased this quarter, with a few visitors pointing out the need to provide better care for dogs. It was also pointed out that there should be better facilities for accommodating

tortoises and that the lack of such facilities is considered as a deterrent to animal-loving visitors.

d) Recommendations

- The people should be educated on recycling of plastics bags.
- The take-away boxes should be changed to ecological recycling material.
- There is a need to improve on animal welfare.
- There should be more information about the bus system and it should be organized in such a way so as to be easily accessible to foreigners.
- Detailed information at the arrival area at the airport would be very helpful.
- There should be more variety of locally-made souvenirs that are of quality and that are useful.
- There should be more rubbish bins, especially on beaches, and touristic sites and other places should be kept cleaner.
- Shops should be opened on Saturdays and Sundays.
- Roads need to be developed and streets need to be properly lit at night.
- There should be more road signs, banners and maps for tourists.
- There should be better parking facilities at touristic sites such as at view points.
- There should be better customer service at restaurants and hotels.
- Prices should match the quality of products and services.

3. CONCEPTS SOURCES AND METHODS

Data is collected from departing visitors at the international airport. The exercise 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 bulletin will be released on 31st December 2015.

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: maria@nbs.gov.sc

Annex 1: Repeated comments made by visitors

COMMENTS	2008				2010				2012				2013				2014				2015	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Roads																						
Roads too narrow and dangerous	X	X	X	X	X	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 the road							X		X	X	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			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	X	X		X	
Bus service need to run until late						X			X				X	X	X							X
Bus services in Seychelles should allow passengers to bring luggage on board.											X											
Recreational activities																						
Shops should be open beyond 5 pm									X	X	X		X	X	X		X	X		X		X
There should be a wider variety of crafts									X				X	X		X			X		X	X
There should be changing rooms and washrooms at Beau Vallon beach							X								X	X	X					
There should be more parking space									X												X	X
Organize and advertise more activities which will attract visitors			X						X						X	X			X	X		X
There should be more cafes, bars, and more variety of food											X			X			X	X		X	X	X
Tourist Services																						
Poor service in hotels	X	X				X			X	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					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								X
Air Seychelles could alter their flight times to and from South Africa in order to not lose two and a half days (expensive)																	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	X	X	X	X	X
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						X	
Don't overdevelop islands with too many concrete buildings	X								X		X	X	X	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	X	X	X	X	X
Preserve the environment	X				X			X	X	X	X	X	X				X	X	X	X	X	X

Source: National Bureau of Statistics