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Visitor Safety and Security Survey Quarter 3-2015

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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 third quarter of 2015, took place during the week of 14th - 20th September 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: Meta data summary

Total Visitors during survey week	4268
Total visitors in Visitor Expenditure Survey (VES)	1122
Total (VES) questionnaires completed	522
VSS survey questionnaires completed	507
Total visitors in VSS survey	1084
Response rate	97.1

71 % of the visitors who responded to the safety and security questionnaire were from Europe. Of the responding visitors, 11% were from France, 13% from Germany, 18% from Italy, 10% from United Kingdom, 3% from Switzerland and 3% from Russia while the rest of Europe constituted 13%. The composition of the remaining visitors constituted 17% from Asia, 8% 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 (55%), while 24% came specifically for honeymoon, 12% for both wedding and honeymoon, 6% came for business purposes, and 1% were on transit. The rest of the respondents (2%) visited Seychelles for other purposes which included conducting research and attending conferences and workshops.

A cross quarter comparison shows that the percentage of visitors who were in Seychelles for their honeymoon increased from 18% in the second quarter of 2015 to 24% in the third quarter of 2015 and those who came for both wedding and honeymoon increased from 9% to 12%.

2.2 Personal safety

The percentage of visitors who felt concerned about their personal safety increased from 8.3% in the second quarter of 2015 to 8.7% in the third quarter of 2015 and those who felt threatened increased slightly from 3.5% to 3.9% over the same period.

A cross-quarter comparison shows that in the third quarter of 2015, 1% of

visitors reported having been attacked. This is a slight increase compared to 0.5% who reported having been attacked in the same quarter of 2014 (see Table 2). Of the total visitors

surveyed, 8.7% felt concerned about their safety in the third quarter of 2015 compared to 7.4% in the corresponding quarter of 2014.

Table 2: Percentage of visitors who experienced safety and security issues, Quarter 3 (2010-2015)

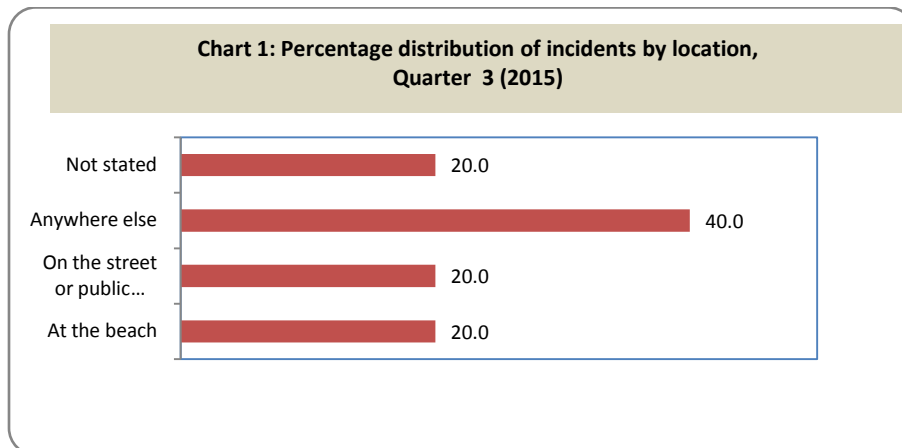
Percentage	2010	2012	2013	2014	2015
	Q 3	Q 3	Q 3	Q 3	Q3
Concerned	6.6	4.2	4.9	7.4	8.7
Threatened	0.5	2.3	2.9	3.2	3.9
Attacked	2	0.8	0.8	0.5	1.0
Witnessed serious attack	n/a	0.8	0.5	0.5	0.6

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, 80% 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

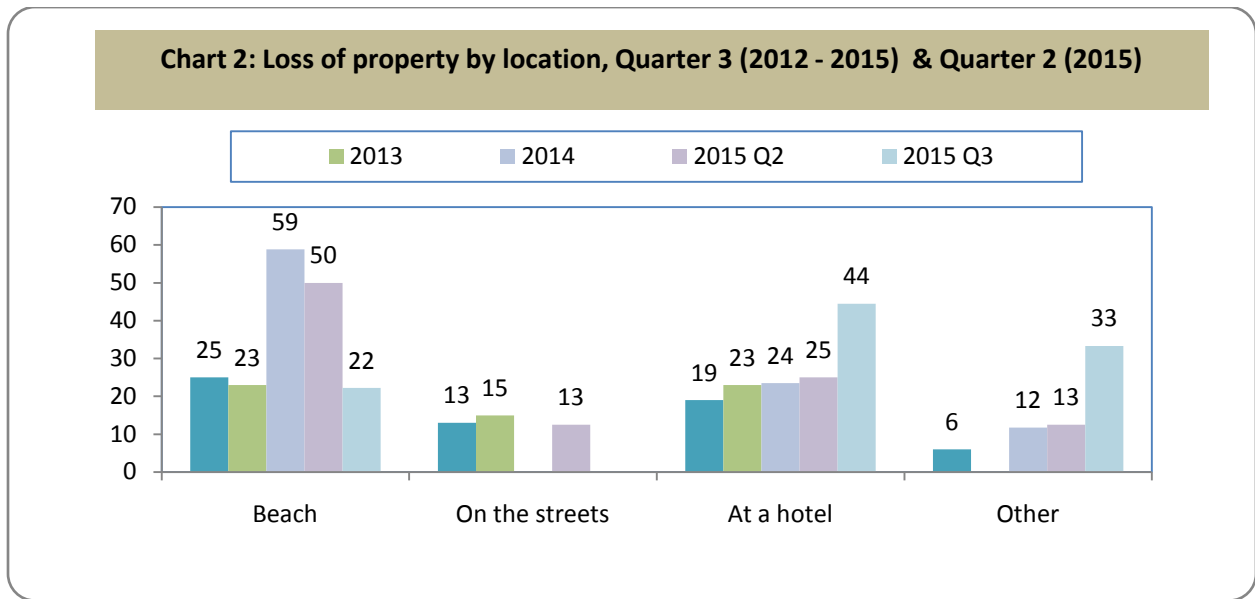
other places, at beaches (20%) on the street or public place outside Victoria (20%), other places which include within the bedroom (40%) while the rest did not state the location of attack.



2.3 Safety of property

The percentage of visitors who reported loss of property/belonging during their stay in Seychelles was 5.9% in the third quarter 2015. This is a decrease from 6.4% reported in the previous quarter of 2015. Of those who reported loss of property/belonging,

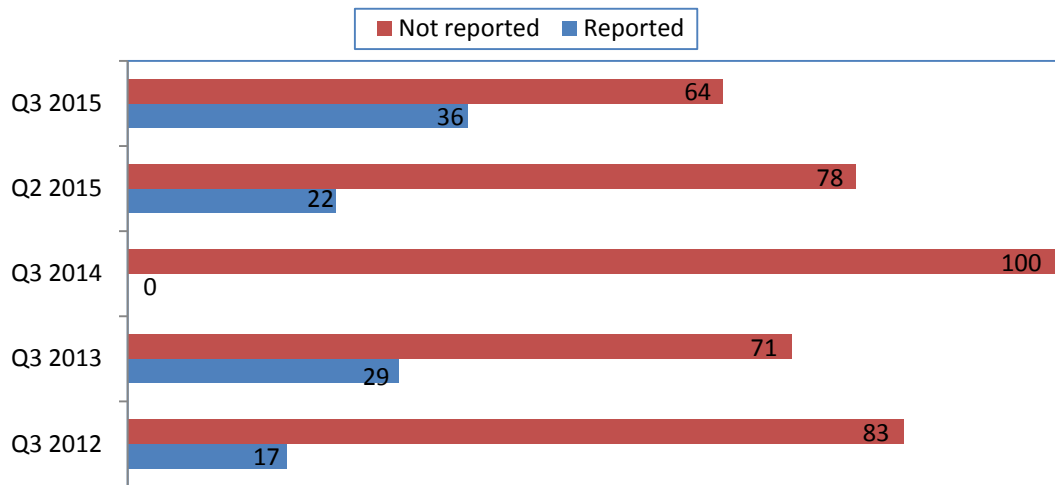
10% reported experiencing more than one incident. The most commonly stolen/lost items were money, travelers' cheques and credit cards (63.6%), clothing (9.1%) and mobile phone (9.1%). Loss of property by location is shown in chart 2.



Of those who reported loss of property/belonging, 36.7% believed their property/belonging had been stolen, and 36% of those affected reported the incident(s) to the police

(Chart 3). A comparison with the previous quarter shows an increase in the percentage of those who reported incidents to the police, from 22% in the second quarter to 36% this quarter.

Chart 3: Percentage of visitors who believed property was stolen and whether or not they reported incidents to the police, Quarter 3(2012 - 2015) & Quarter 2 (2015)



2.4 Foreign exchange

Chart 4 shows the percentage of visitors who were approached to exchange foreign currency outside

official facilities. Note the decrease from 6.2% in the second quarter of 2015 to 5.7% in the reporting quarter.

Chart 4: Percentage of visitors approached to exchange foreign currency, Quarter 3 (2012- 2015) and Quarter 2 (2015)

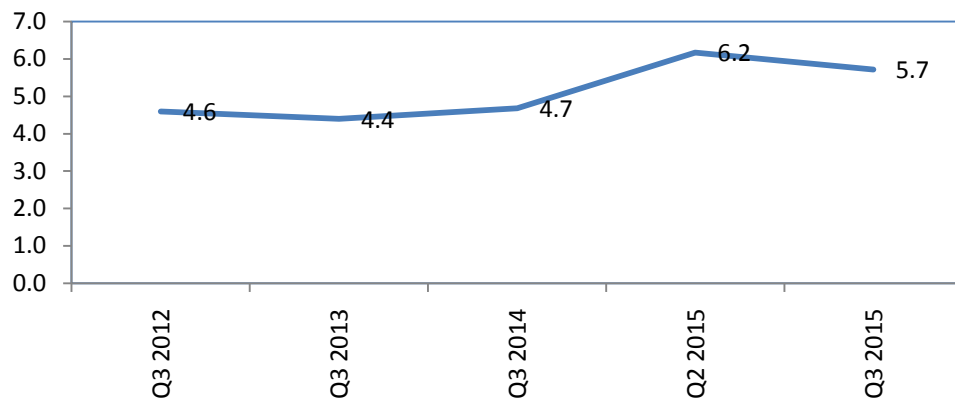
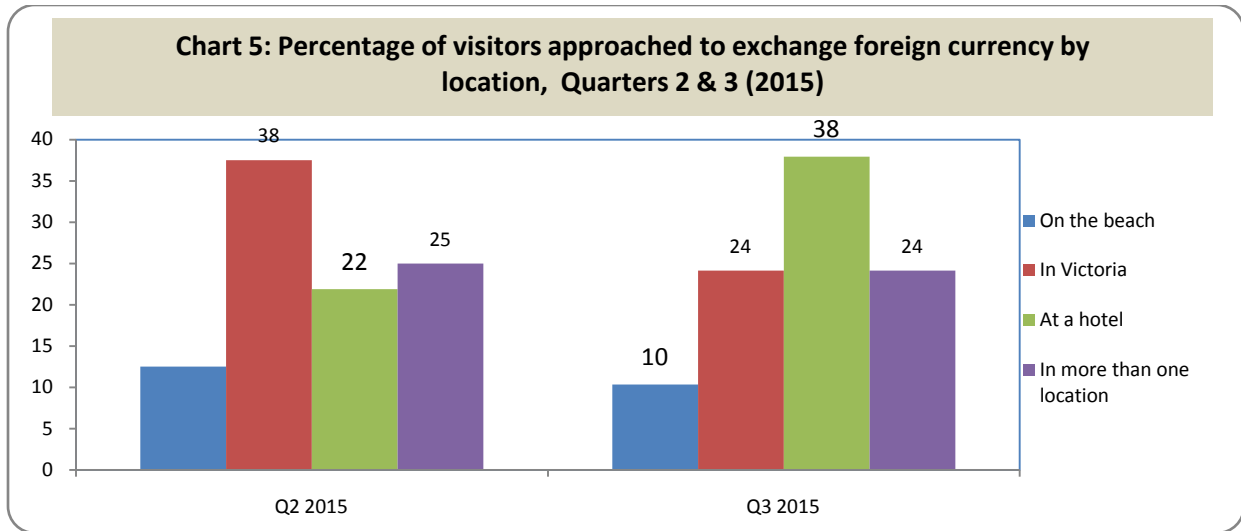


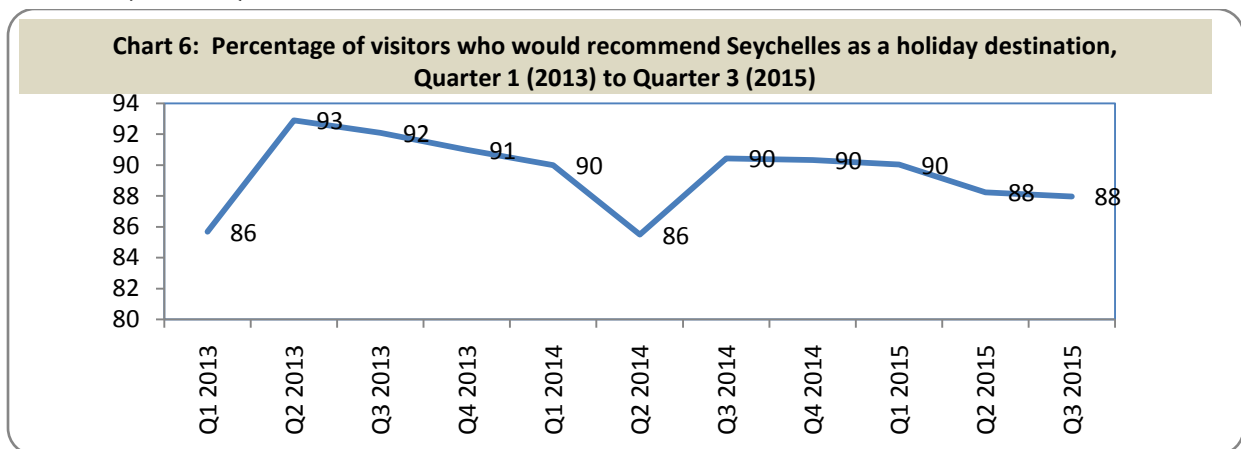
Chart 5 shows the percentage of visitors who were approached to exchange foreign currency by location for the second and third quarters of 2015.



2.5 Seychelles as a holiday destination

The percentage of visitors who stated that they would recommend Seychelles as a holiday destination did not change between the second and third quarters of 2015. (Chart 6).

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



2.6 Visitors' comments

a) Safety and security

Comments about road safety dominated the 'safety and security' comments section this quarter. These included lack of proper road lighting, lack of signs for directions, and better enforced regulations for both pedestrians and motorists. It was reported that visitors should be provided with enough information about which areas should be avoided for safety reasons. One particular group of visitors also had an unpleasant experience upon the discovery of a stranger hiding under the bed. On the other hand, some visitors felt reassured by the presence of lifeguards on certain beaches.

b) Customer service

Customer service comments were quite diverse this quarter. As usual, the friendliness and hospitality of the local Seychellois people did not go unnoticed by visitors. Some were even surprised that the people possess exactly the same qualities advertised in brochures. Some visitors have been visiting Seychelles as far back as 1988 and hope to be able to come again, while those who came for their first visit expressed the desire to come back again and perhaps with their own families. Those who came for weddings were equally impressed and commended the fast process of obtaining the necessary documents.

Visitors however again referred to bad experiences at certain accommodations and restaurants. The demeanor of certain customer-service staff is sometimes interpreted as not being interested in visitors.

As was the case in previous quarters, visitors pointed out the high cost of commodities and services. There were numerous reports on using cheaper food options such as 'take-away' food. This quarter, there was an emphasis on the very high and non-standard taxi rates. Compared to the previous quarter whereby visitors commented on the need for better organized public transportation, many visitors commented that they opted for the cheaper option of bus services which was seen as very well organized. Visitors again also commented on the rates of transfers between islands, which were seen as high. It was also pointed out that food choices are limited for Asian visitors and that shops need to be opened for longer hours during the day, so that those not used to the hot weather can purchase souvenirs at a time when the weather is cooler.

c) Environment

'Neither in natural beauty nor in basic human decency, have we ever been to a better place than Seychelles! Keep it up!' These are the words used by one group of visitors to describe the Seychelles. Visitors were mesmerized by the lush and green vegetation,

exquisite beaches and the soothing water of the Indian Ocean. If one is looking for relaxation and quietness, the Seychelles is the place to be, they remarked.

Visitors however felt that more can be done so as to turn Seychelles into a 'green destination'. Again, comments were made about the lack of separation for rubbish, and the lack of information on how to recycle. It was also observed that while beaches were mostly found to be clean, the surrounding areas

around beaches were not necessarily so. Discarded polystyrene 'take-away' boxes and plastic bags were pointed out as being the main culprits for this mishap.

The presence and treatments of stray animals were found to be a problem this quarter, compared to the previous quarter whereby such comments had decreased.

d) Recommendations

- Emphasis should be placed on not littering, especially near and on beach areas.
- Polystyrene boxes should be banned for better preservation of the environment.
- Rain-water should be used for toilets and for watering of plants.
- Rubbish should be separated and differentiated to ensure that the islands remain 'green'.
- There should be more road signs on the road for better orientation.
- Road-traffic security should be improved.
- Taxi services should make use of standard meters.
- It is necessary to regulate or enforce rules against 'informal guides' who are harassing tourists.
- There should be more water-sport activities as well as other forms of activities for entertainment.
- More buoys should be used for snorkeling instead of allowing unlimited throwing of anchors which can damage the ocean floor.
- Activities for tourists should be available in all areas rather than being concentrated in Victoria and in the north of Mahe.

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 20th March 2016.

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

