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Visitor Safety and Security Survey Quarter 4-2015

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1. INTRODUCTION

Visitor Safety and Security (VSS) survey data collection for the fourth quarter of 2015, took place during the week of 22th - 29th November 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	5025
Total visitors in Visitor Expenditure Survey (VES)	940
Total (VES) questionnaires completed	456
VSS survey questionnaires completed	428
Total visitors in VSS survey	887
Response rate	93.9

71 % of the visitors who responded to the safety and security questionnaire were from Europe. Of the responding visitors, 25% were from Germany, 12% were from France, 6% from Italy, 6% from United Kingdom, 4% from Switzerland and 3% from Russia while the rest of Europe constituted 15%. The composition of the remaining visitors constituted 16% from Asia, 8%

from Africa, 4% from North America, and the rest from 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 (74.1%), while 10.3% came specifically for honeymoon, 5.4% for both wedding and honeymoon, 7.9% came for business purposes and 0.5% were on transit. The rest of the respondents (1.4%) visited Seychelles for other purposes which included Media Tour, while others (0.5%) did not state the purpose of their visit.

A cross quarter comparison shows that the percentage of visitors who were in Seychelles for their honeymoon decreased from 24% in the third quarter of 2015 to 10.3% in the fourth quarter of 2015 and those who came for both wedding and honeymoon decreased from 12% to 5.4%.

2.2 Personal safety

The percentage of visitors who felt concerned about their personal safety decreased from 8.7% in the third quarter of 2015 to 5.1% in the fourth quarter of 2015 and those who felt threatened decreased from 3.9% to 1.6% over the same period.

A cross-quarter comparison shows that in the fourth quarter of 2015, 0.2% of visitors reported having been attacked. This is a decrease compared to 1.7% who reported having been attacked in the same quarter of 2014 (see Table 2).

Of the total visitors surveyed, 5.1% felt concerned about their safety in the fourth quarter of 2015 compared to 8.8% in the corresponding quarter of 2014.

Table 2: Percentage of visitors who experienced safety and security issues, Quarter 4 (2012-2015) and Quarter 3 (2015)

Status	2012	2013	2014	2015	2015
	Q 4	Q 4	Q 4	Q3	Q4
Concerned	9.7	7.0	8.8	8.7	5.1
Threatened	1.7	1.7	3.2	3.9	1.6
Attacked	1.1	0.2	1.7	1.0	0.2
Witnessed serious attack	0.8	1.2	1.5	0.6	0.5

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

All those who were attacked (0.2%) and witnessed serious attacks (0.5%) reported that the incidents occurred during the day. As for the location where the incidents occurred, the

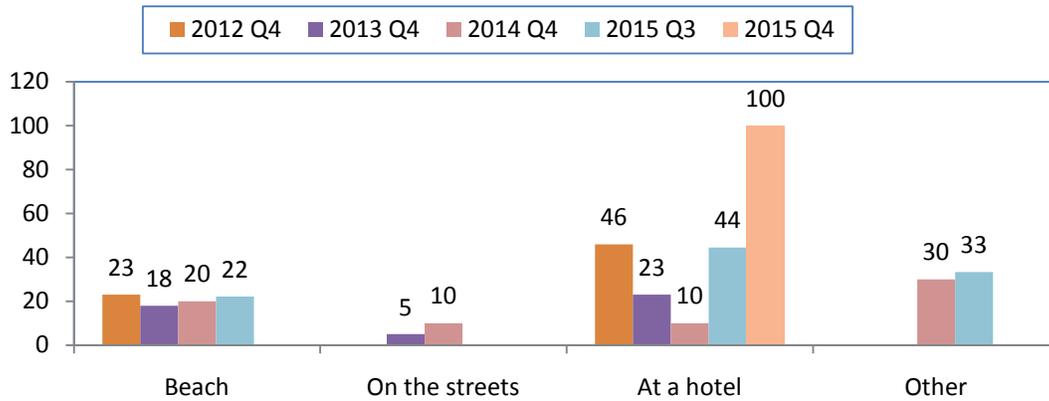
incidence of attack was reported to have occurred outside a supermarket whereas those who reported having witnessed serious attacks reported the incidents to have occurred on the beach

2.3 Safety of property

The percentage of visitors who reported loss of property/belonging during their stay in Seychelles was 5.4% in the fourth quarter 2015. This is a slight decrease from 5.9% reported in the previous quarter of 2015. Of those who reported loss of property/belonging, 30.4% reported

experiencing more than one incident. This quarter, all 'lost' items fell within the category of "money, travelers' cheques and credit cards". As can be seen in Chart 1, all incidences of lost items occurred within accommodation establishments this quarter.

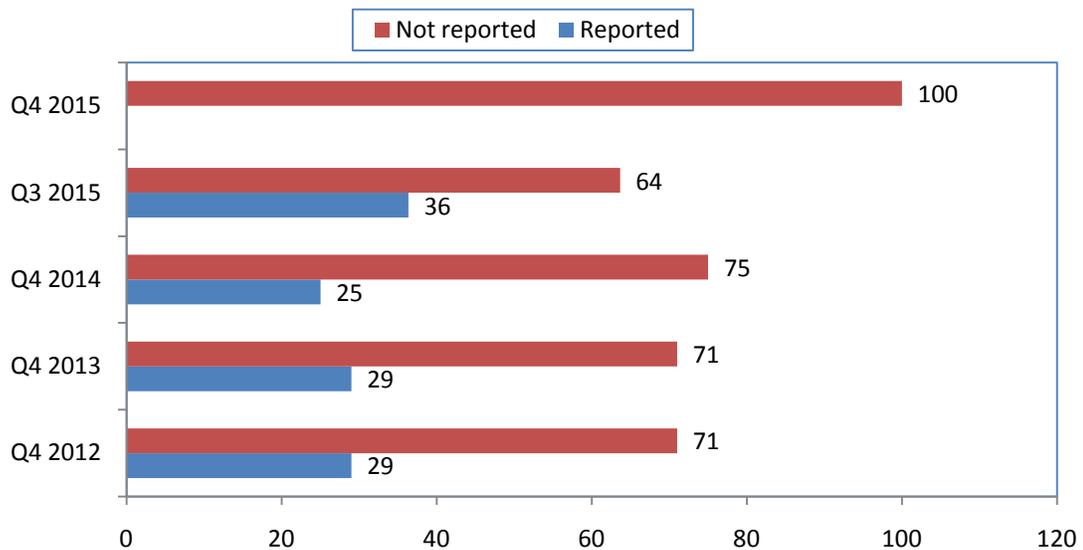
Chart 1: Loss of property by location, Quarter 4 (2012 - 2015) & Quarter 3 (2015)



Of those who reported loss of property/belonging, 4.3% believed their property/belonging had been stolen, and this quarter, none of those affected reported the incident(s) to the

police (Chart 2). A comparison with the previous quarter shows a decrease in the percentage of those who reported incidents to the police, from 36% in the third quarter to 'none' this quarter.

Chart 2: Percentage of visitors who believed property was stolen and whether or not they reported incidents to the police, Quarter 4 (2012 - 2015) & Quarter 3 (2015)



2.4 Foreign exchange

Chart 3 shows the percentage of visitors who were approached to exchange foreign currency outside

official facilities. Note the decrease from 5.7% in the third quarter of 2015 to 3.7% in the reporting quarter.

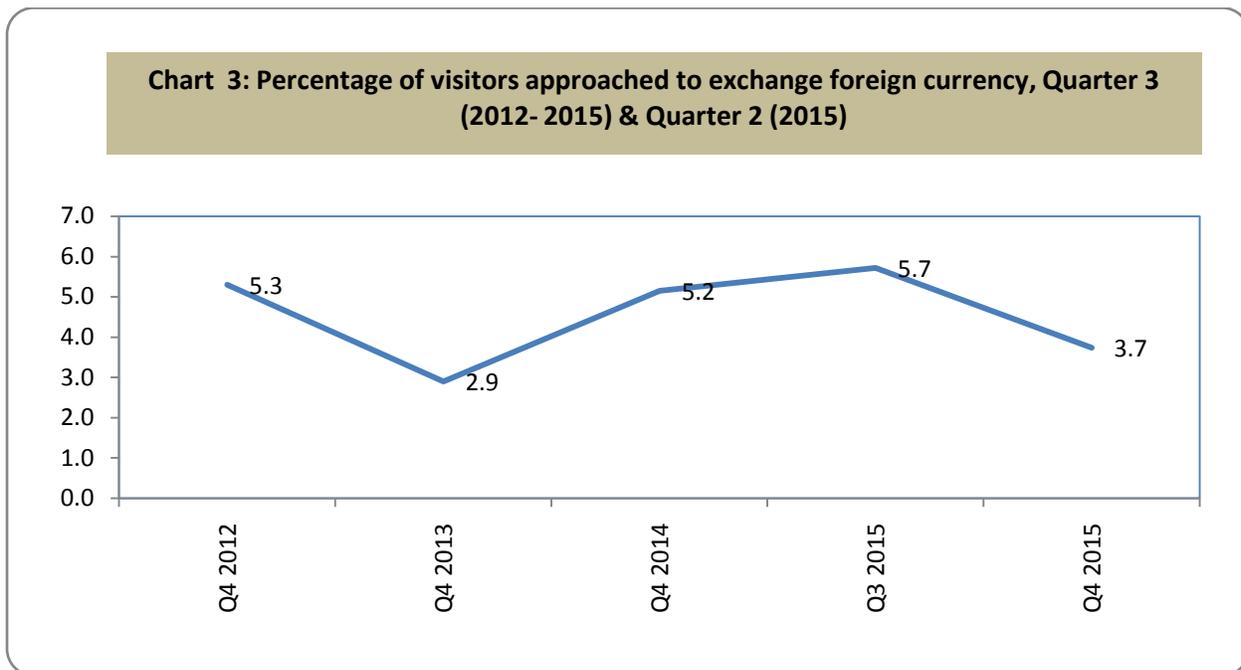
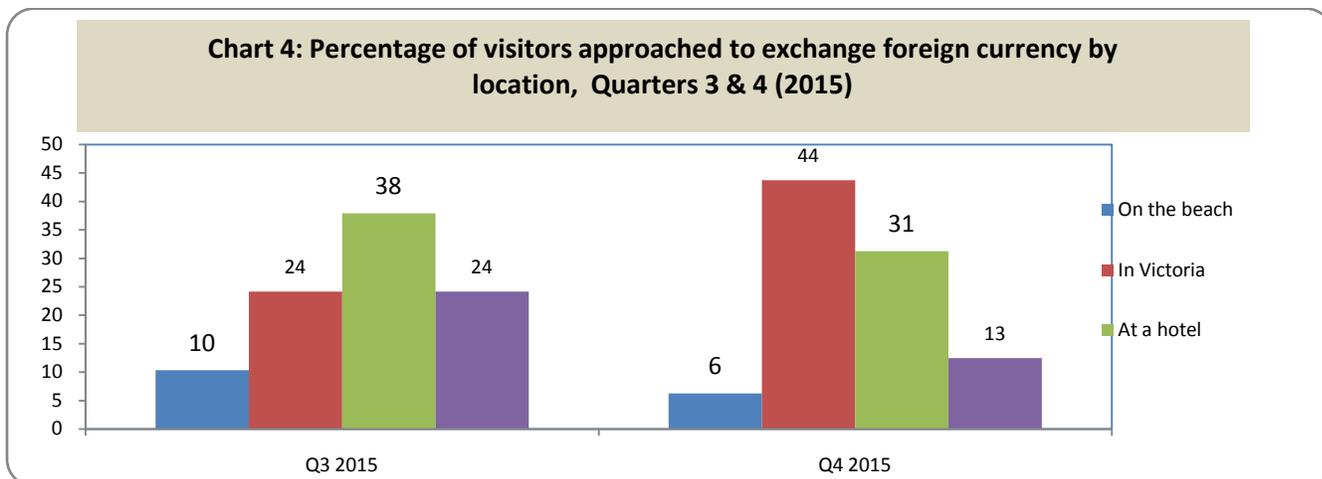


Chart 4 shows the percentage of visitors who were approached to exchange foreign currency by location for the third and fourth quarters of 2015.

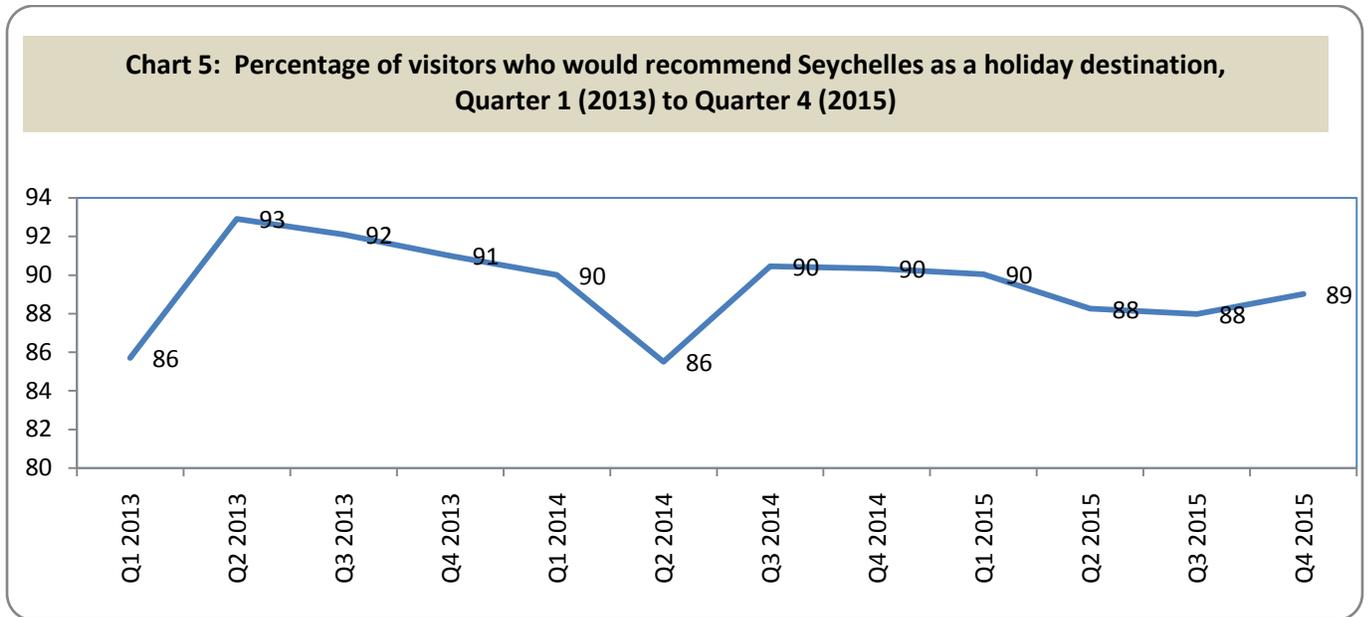


2.5 Seychelles as a holiday destination

The percentage of visitors who stated that they would recommend Seychelles as a holiday destination increased

slightly from 88% in the third quarter of 2015 to 89% this quarter (Chart 5).

This quarter registered a slight decrease in the percentage of visitors who considered Seychelles to be a green destination (from 77% in the third quarter of 2015 to 74% this quarter).



2.6 Visitors' comments

a) Safety and security

There was a general feeling of safety among visitors this quarter, except in cases whereby visitors felt uneasy by the lack of lighting in Victoria and in other places. However, there were numerous comments relating to road safety; visitors felt uneasy by the narrow roads especially on Praslin. Drivers, especially bus drivers, were

viewed as being reckless on the road and it was pointed out that pedestrians, especially school-children, should respect road laws and that there should be better enforcement of road laws in general.

b) Customer service

Visitors were impressed with the services provided by certain accommodation establishments and

stated that these establishments created a lasting impression. Visitors were equally impressed with the professionalism and friendliness of some customer-service staff especially hotel personnel and tourist guides. This time round, there were several returning visitors with one claiming to be visiting for the last 25 years.

On the other hand, visitors also told of unpleasant experiences at certain accommodations. Some customer-service staff members were described as being unpleasant and visitors also encountered locals who were viewed as impolite and unfriendly. Custom/immigration at the airport was also viewed as lacking customer-service care.

As was the case in previous quarters, visitors highlighted the high cost of commodities and services. It was again pointed out that taxi rates should be determined by a meter and should be standard. Visitors again also commented on the rates of transfers between islands, which were seen as high and it was stated that it was too expensive to visit the outer islands. It was also pointed out that restaurants and hotels should make use of more local seafood and local fruits and vegetables on their menu. Those who tasted the Creole cuisine indeed expressed satisfaction with the Creole food. It was also stated that visitors would be more interested in souvenirs if they were made locally.

Furthermore, it was felt that information-points should provide translations to languages other than English.

c) Environment

As in previous quarters, visitors were mesmerized by the beauty of the islands and described the place as being 'amazing' and described their experience as 'being in a dream'. There was expression of satisfaction with the flora and fauna and it was stated that the Seychelles is the ideal place for bird-watching and sight-seeing.

While some visitors commended Seychelles for its excellent environment protection measures, others stated that much more efforts are needed so as to turn this place into a green destination. One of the common steps suggested to achieve this, was the separation/categorization of rubbish. Others expressed dissatisfaction by the amount of litter found in certain places, such as at the entrance to natural parks as well as in the ocean. It was felt that Seychelles should be at the forefront of environment conservation and should take steps to prevent pollution in general, and especially pollution within the ocean. This, they felt, will increase

the number of visitors who visit Seychelles for the nature. In addition to this, visitors again expressed concerns about the number of stray dogs and the

d) Recommendations

- There should be more garbage containers in public places such as at the beach, so as to encourage people to make use of bins for their wastes.
- There should be more efforts done to keep the place clean and investments are required in ecological studies.
- Provision should be made for the collection of rain-water on roof tops for toilet-use and for watering of plants.
- The population should be provided with more information on recycling options.

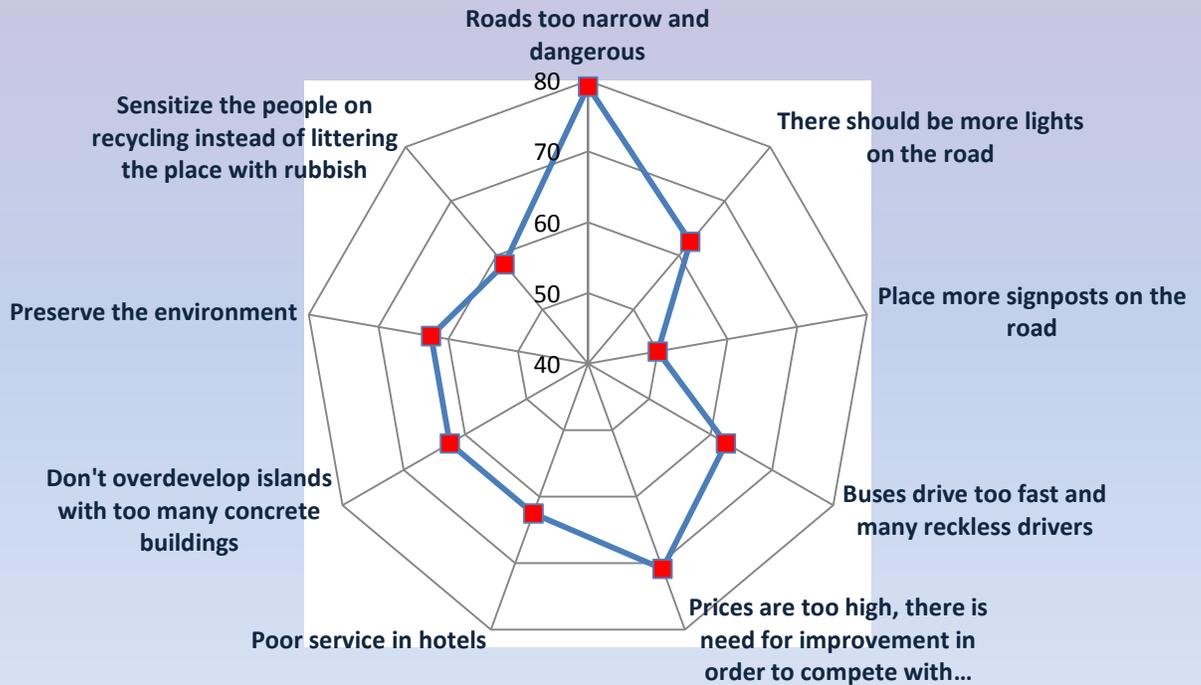
The most common comments made by visitors have been grouped in Chart 6 below. These are the comments that have occurred half or more than half of the times since the survey began in

treatment of animals, and suggested that this will deter visitors from visiting the place again.

- Better care must be taken of the reef (including corals and turtles).
- Boats should not be allowed so close to the shores so as to prevent coral damage.
- There should be more investments in animal welfare.
- There should be better lighting on the roads as well as in Victoria.
- There should be more fences at dangerous cliffs by the roads.
- Taxi services should make use of standard meters.

2008. As can be seen, the comments which have come up more often relate to road safety, the cost and quality of tourists services and concerns for the environment.

Chart 6: Visitors' comments most frequently occurring, 2008 - 2015



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 30th June 2016.

5. CONTACT US

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