



National Bureau of Statistics

STATISTICAL

BULLETIN

Catalogue Number: VSS 2016/Q1

Released: 30 June 2016

Visitor Safety and Security Survey Quarter 1-2016

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1. INTRODUCTION

Visitor Safety and Security (VSS) survey data collection for the first quarter of 2016, took place during the week of 14th - 20th March 2016. 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	5547
Total visitors in Visitor Expenditure Survey (VES)	1178
Total (VES) questionnaires completed	562
VSS survey questionnaires completed	534
Total visitors in VSS survey	1119
Response rate	95

72.5 % of the visitors who responded to the safety and security questionnaire were from Europe. Of the responding visitors, 26.2% were from France, 13.9% were from Germany, 6.9% from Italy, 6% from United Kingdom, 3.9% from Russia and 2.8% from Switzerland while the rest of Europe constituted 12.7%. The composition of the remaining visitors constituted 13.3% from Asia,

10.3% from Africa, 3.2% 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 (73%), while 7.5% came specifically for honeymoon, 5.4% for both wedding and honeymoon, 9.4% came for business purposes and 0.2% were on transit. The rest of the respondents (4.1%) visited Seychelles for other purposes which included attending of conference and training as well as educational tour, while others (0.4%) 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 10.3% in the fourth quarter of 2015 to 7.5% in the first quarter of 2016 and the percentage which came for both wedding and honeymoon remained about the same (5.4% for both quarters).

2.2 Personal safety

The percentage of visitors who felt concerned about their personal safety remained unchanged at 5.1% in the reporting period compared to the previous quarter. On the other hand, those who felt threatened increased

from 1.6% to 2.1% over the same period.

A cross-quarter comparison shows that in the fourth quarter of 2015, 0.6% of visitors reported having been attacked. This represents a slight decrease

compared to 1.2% who reported having been attacked in the same quarter of 2015 (see Table 2). With regards to being concerned about their safety, there was no change in the first quarter of 2016 compared to the corresponding quarter of 2015.

Table 2: Percentage of visitors who experienced safety and security issues, Quarter 1 (2013-2016) and Quarter 4 (2015)

Status	2013	2014	2015	2015	2016
	Q 1	Q 1	Q 1	Q4	Q 1
Concerned	4.8	4.2	5.0	5.1	5.1
Threatened	2.9	2.5	3.1	1.6	2.1
Attacked	0.9	0	1.2	0.2	0.6
Witnessed serious attack	0.2	0.84	0.8	0.5	0.8

Source: NBS Visitor Safety and Security surveys, 2013 - 2015.

66.7% of those who were attacked reported that the incidents occurred during the day. - As for those who witnessed serious attacks, 25% stated that they witnessed the incident(s) during the day, 50% witnessed during the night while the rest did not specify the time. Regarding the location where

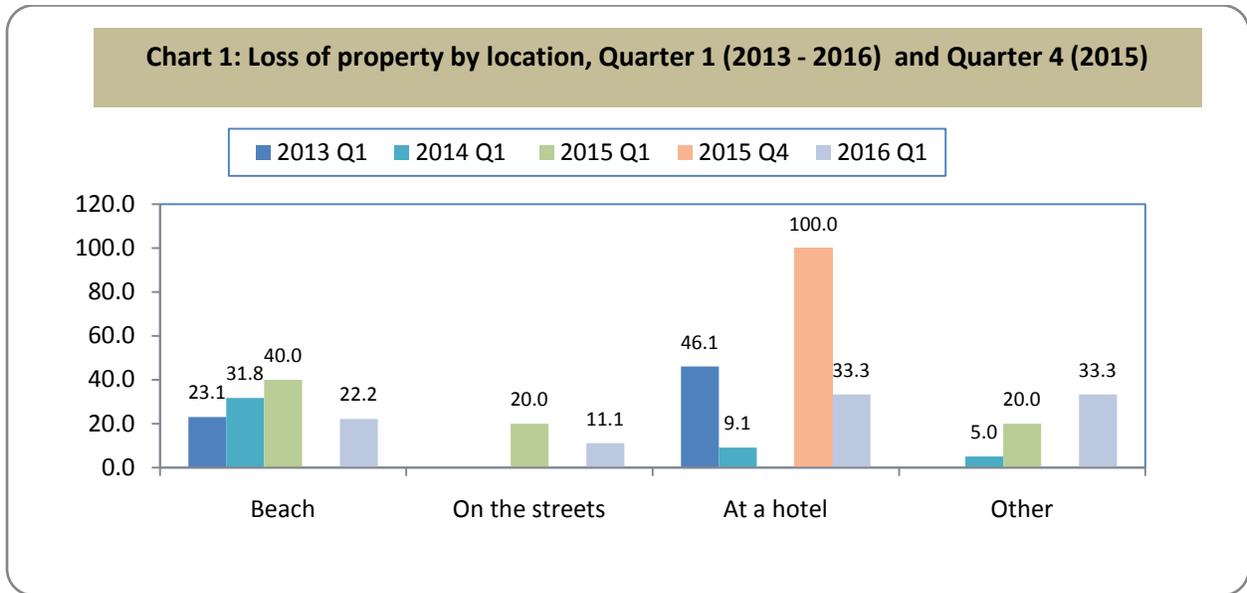
the incidents occurred, one in every three incidences of attack were reported to have occurred at the beach, another third of attacks occurred on the street outside Victoria, while the location for the rest was not specified.

2.3 Safety of property

The percentage of visitors who reported loss of property/belonging during their stay in Seychelles was 6% in the first quarter of 2016. This represents a slight increase from 5.4%

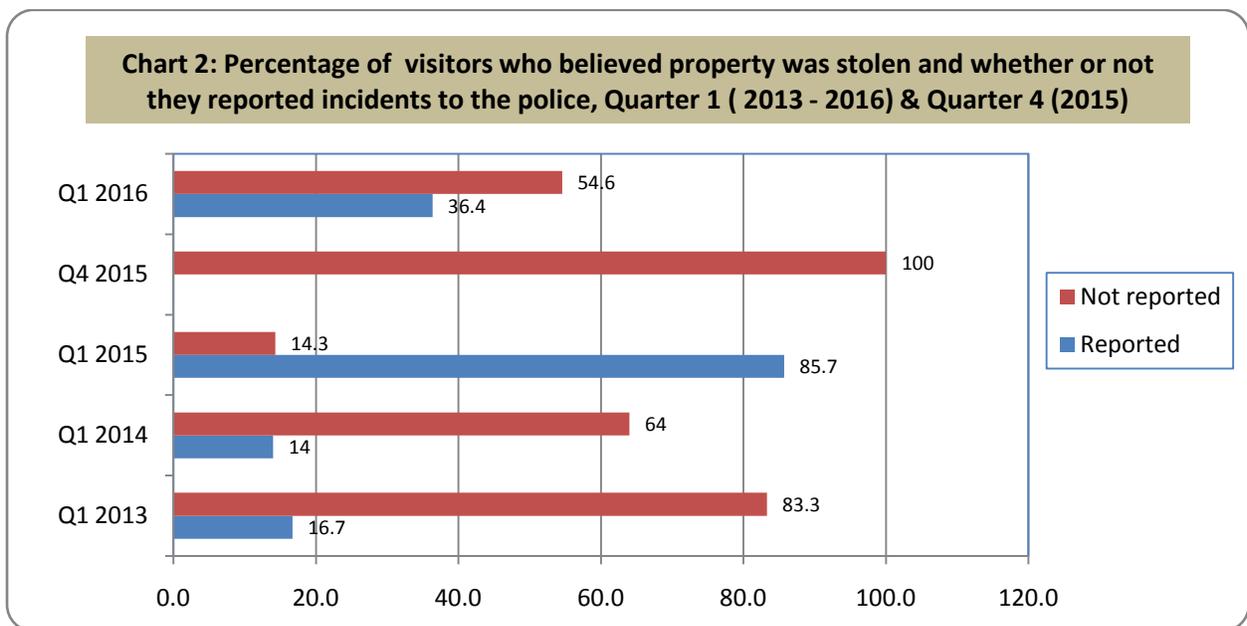
reported in the fourth quarter of 2015. Of those who reported loss of property/belonging, 3.1% reported experiencing more than one incident. The distributions of lost items are as follow: Jewellery - 9.1%, clothing -

54.5%, mobile phone - 18.2%, others (including bicycle) - 18.2%. Chart 1 shows loss of property by location.



Of those who reported loss of property/belonging, 34.4% believed their property/belonging had been stolen, and this quarter, 36.4% of those

affected reported the incident(s) to the police (Chart 2), compared to quarter 4 of 2015 whereby none of those affected reported the incident(s) to the police.



2.4 Foreign exchange

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

official facilities did not change much from quarter 4 of 2015 (3.7%) to quarter 1 of 2016 (3.8%).

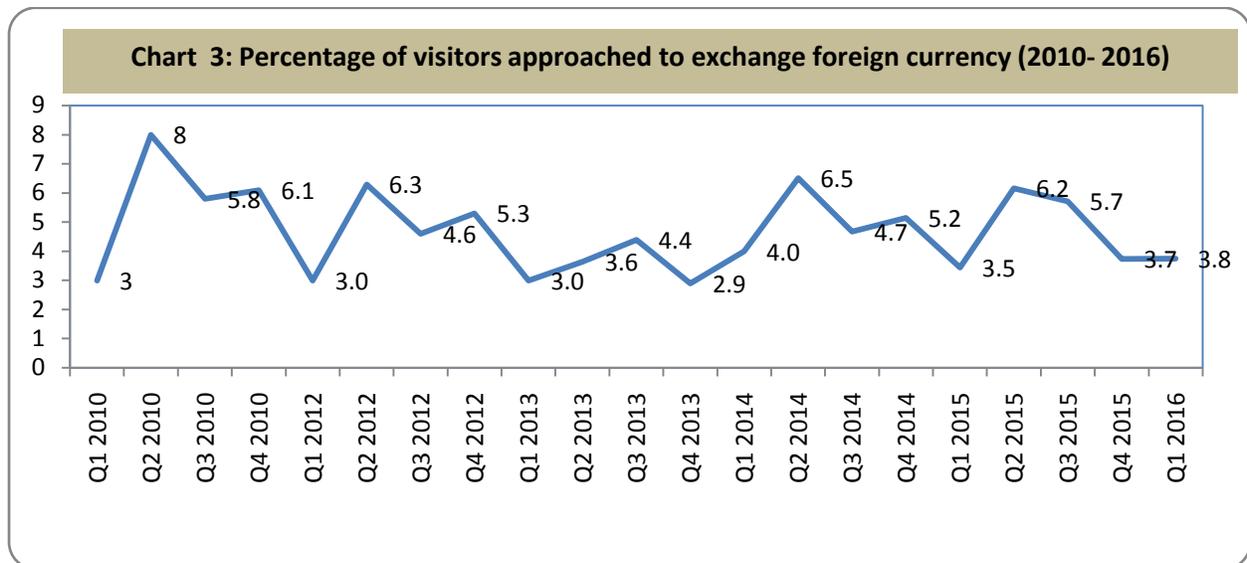
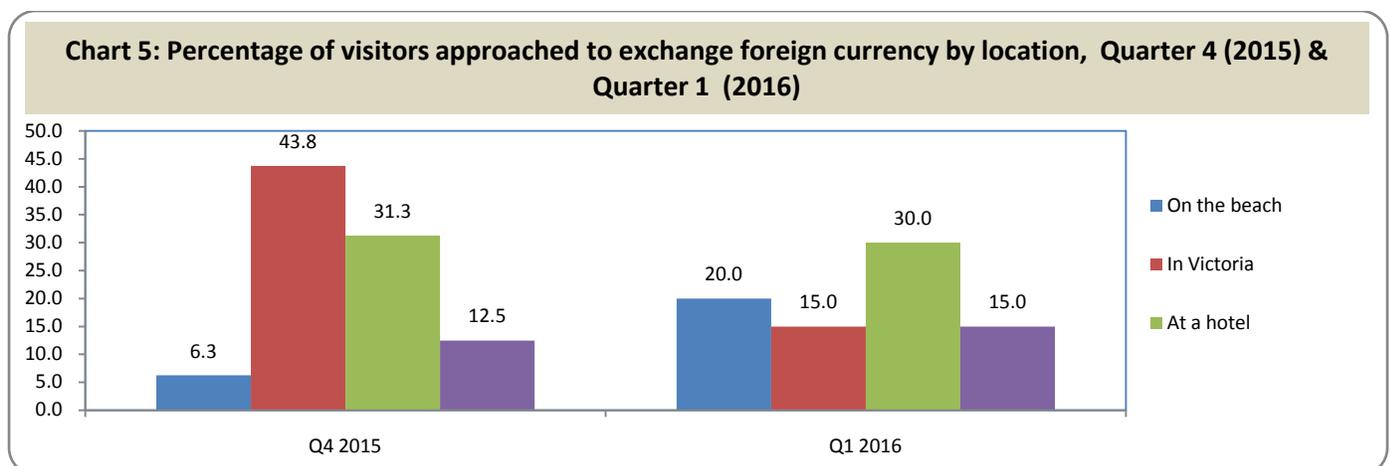


Chart 4 shows the percentage of visitors who were approached to exchange foreign currency by location for the fourth quarter of 2015 and first quarter of 2016.



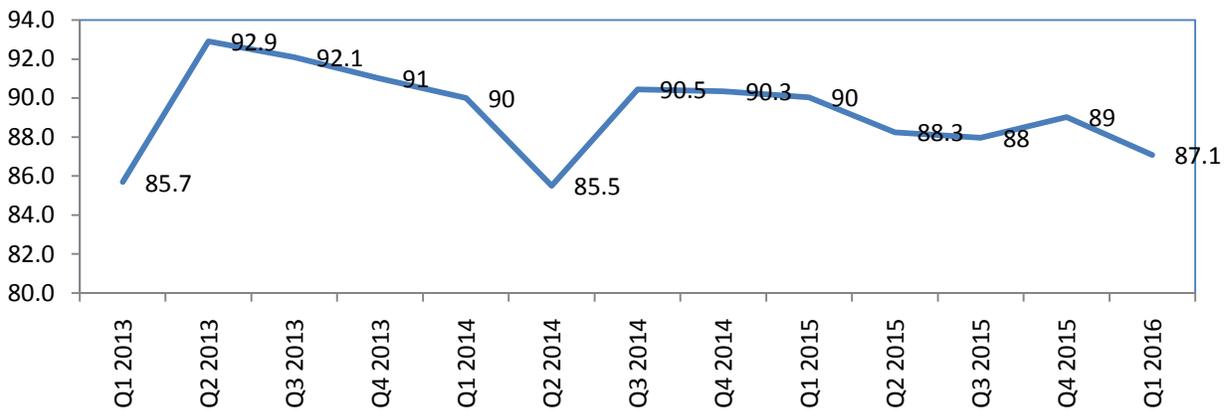
2.5 Seychelles as a holiday destination

The percentage of visitors who stated that they would recommend Seychelles

as a holiday destination decreased slightly from 89% in the fourth quarter of 2015 to 87.1% this quarter (Chart 5).

Three quarters of visitors considered Seychelles to be a green destination.

Chart 6: Percentage of visitors who would recommend Seychelles as a holiday destination, Quarter 1 (2013-2016)



2.6 Visitors' comments

a) Safety and security

Visitors reported on a few incidents of safety this quarter. This included incidents relating to theft within the accommodation, and that of a 'Peeping Tom' on the balcony at the visitors' accommodation. Other than that, the rest of the comments related to road safety. Visitors were especially concerned with the lack of sidewalks for pedestrians, lack of road signs and once again, buses were seen to be driven dangerously on what was seen as very narrow streets and again visitors

were concerned about the lack of fencing at edges of roads which are close to cliffs. In general, most visitors described the country as being safe.

b) Customer service

This time round, the general population was seen as being very warm and welcoming and in general very friendly.

On the other hand, there was concern about the quality of service by certain tourism service providers. Visitors felt that their trip could have been better had there been better customer care at

the various service points at the airport, and with excursion staff. It was felt that special arrangements should be made for excursions when the weather is not favorable. Having said that, visitors are generally grateful when they are well treated and they often give credits to the person/organization which provided great services.

Taxi fare, among other things, was as usual highlighted as being overpriced, and it was felt that this was giving the country a bad reputation. It was pointed out that the cost of services should be advertised in details to avoid unpleasant surprises. As in previous comments, it was felt by some that there is a mismatch between the prices and the quality of services, compared to countries providing the same type of services.

c) Environment

Comments regarding the environment were numerous and detailed this quarter. Visitors stated that Seychelles is "an absolutely beautiful place on earth" and that "this is the best island in the world", with many promising to

recommend the place abroad. Many who came were interested in the environment of the destination and provided many recommendations on how to preserve the islands for the future.

However, the numerous amounts of wastes, namely plastic bags and bottles in public places were well highlighted by the visitors. This was seen to be contrary to the 'green destination' image and they stated that the nation should be educated on alternatives and that there should be firmer fines for littering. They again noticed that there is no separation of rubbish, no re-use/recycling of water, and once again, the issue of stray animals was pointed out as being discomforting.

d) Recommendations

- There is a need for detailed information about the culture, tradition and way of life of the people of Seychelles.
- There is a need for more information about tourist attractions, including rates for excursions and other services.
- Excursion teams should make provision for bad weather, and inform visitors on the conditions.
- The use of bike should be promoted to solve the problem of traffic jams and this will lead to less pollution (less exhaust fumes from vehicles).
- Internet speed requires improvement.
- There is a need for more road signs and more fences at dangerous cliffs by the road.
- Litter bins should be placed at many more locations.

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. PLANS FOR IMPROVEMENT

Plans are underway to improve on flight coverage so as to improve the response rate. The response rate is currently based on the number of VES questionnaires completed by visitors departing through the airport. This

leaves out visitors departing Seychelles via ships during the data collection week. NBS is exploring ways to capture those visitors and to increase responses from visitors departing from the airport.

5. NEXT RELEASE

The next Visitor Safety and Security Survey bulletin will be released on 30th September 2016.

6. CONTACT US

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