



# National Bureau of Statistics

## STATISTICAL

# BULLETIN

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Visitor Safety and Security Survey

Quarter 2-2016

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## National Bureau of Statistics

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"Your stepping-stone for informed decisions"

## 1. INTRODUCTION

Visitor Safety and Security (VSS) survey data collection for the second quarter of 2016, took place during the week of 20<sup>th</sup>-26<sup>th</sup> June 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	5047
Total visitors in Visitor Expenditure Survey (VES)	935
Total (VES) questionnaires completed	477
VSS survey questionnaires completed	455
Total visitors in VSS survey	900
Response rate	95.4

64 % of the visitors who responded to the safety and security questionnaire were from Europe. Of the responding visitors, 18.9% were from Germany, 10.5% were from Italy, 9.2% from United Kingdom, 8.8% from France, 4% from Switzerland and 1.8% from Spain while the rest of Europe constituted 10.8%. The composition of the remaining visitors constituted 18.5% from Asia, 10.3% from Africa, 5.3% from

North America, 0.4% from South 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 (61.3%), while 17.1% came specifically for honeymoon, 10.1% for both wedding and honeymoon, 7.5% came for business purposes and 0.7% were on transit. The rest of the respondents (3.1%) visited Seychelles for other purposes which included attending of conference, training as well as meeting, while others (0.2%) 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 increased from 7.5% in the first quarter of 2016 to 17.1% in the second quarter of 2016 and the percentage which came for both wedding and honeymoon increased from 5.4% in the first quarter of 2016 to 10.1% in the second quarter 2016.

### 2.2 Personal safety

The percentage of visitors who felt concerned about their personal safety increased from 5.1% in the first quarter 2016 to 7.5% of the second quarter of

2016. On the other hand, those who felt threatened decreased from 2.1% to 1.5% over the same period.

Year-on-year comparison shows that in the second quarter of 2016, 0.7% of visitors reported having been attacked. This represents a slight decrease

compared to 0.8% who reported having been attacked in the same quarter of 2015 (see Table 2). With regards to being concerned about their safety, this quarter registered a slight decrease (7.5%) compared to the same quarter of 2015 (8.3%).

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

Status	2013	2014	2015	2016	2016
	Q 2	Q 2	Q 2	Q1	Q 2
Concerned	4.4	7.7	8.3	5.1	7.5
Threatened	1.8	4.4	3.5	2.1	1.5
Attacked	0.6	0.9	0.8	0.6	0.7
Witnessed serious attack	0.7	0.9	0.6	0.8	1.1

Source: NBS Visitor Safety and Security surveys, 2013 - 2016.

All respondents who were attacked reported that the incidents occurred during the day. As for those who witnessed serious attacks, 40% stated that they witnessed the incident(s) during the day, 40% witnessed during

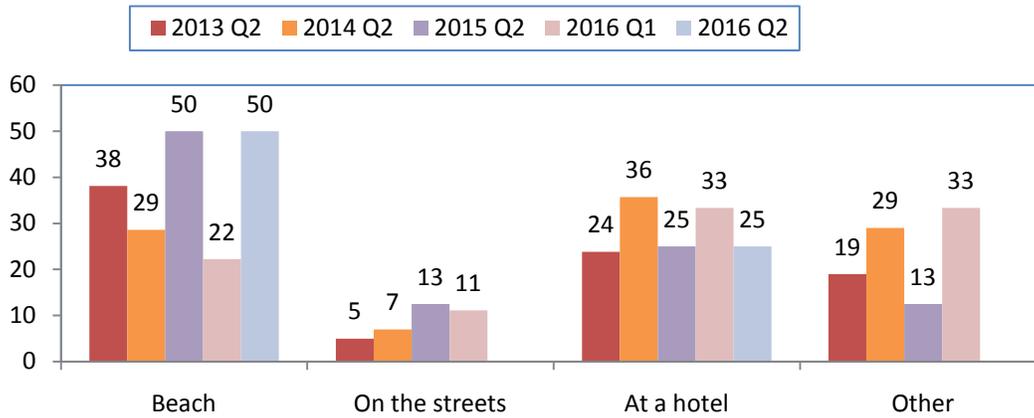
the night while the rest did not specify the time. Regarding the location where the incidents occurred, 66.7% of those reported occurred at the beach while the other locations of incidents were not stated.

### 2.3 Safety of property

The percentage of visitors who reported loss of property/belonging during their stay in Seychelles was 5.3% in the second quarter of 2016. This represents a slight decrease from 6.0% reported in the first quarter of 2016. This quarter, no respondents reported

on experiencing multiple incidents, compared to Q1 2016 whereby 3.1% reported experiencing more than one incident. The distributions of lost items are as follow: Money - 50%, clothing-25% and mobile phone-25%.Chart 1 shows loss of property by location.

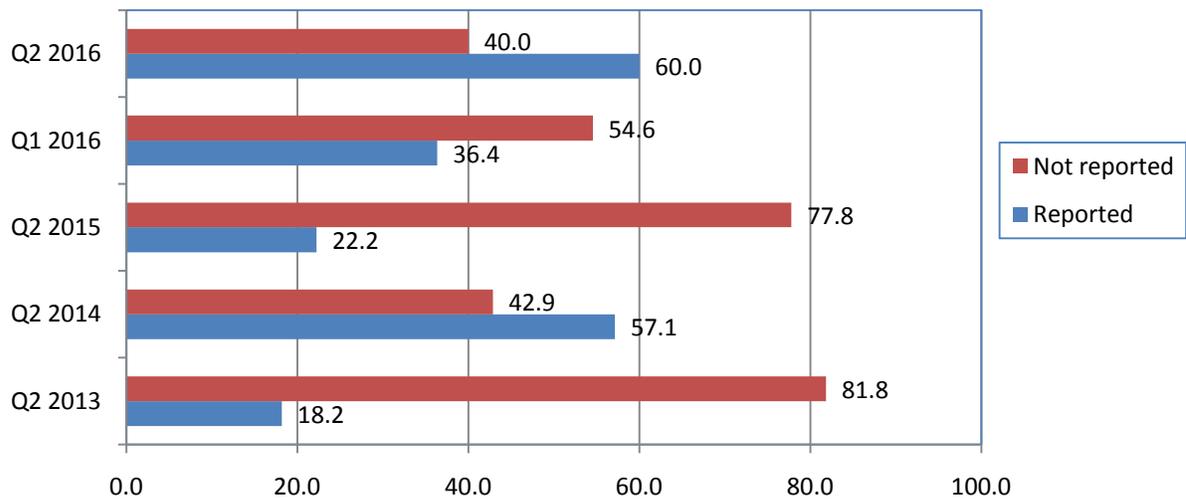
**Chart 1: Loss of property by location, Quarter 2 (2013 - 2016) and Quarter 1 (2016)**



Of those who reported loss of property/belonging, 20.8% believed their property/belonging had been stolen, and this quarter, 60% of those affected reported the incident(s) to the

police (Chart 2), compared to quarter 1 of 2016 whereby 36.4% of those affected reported the incident(s) to the police.

**Chart 2: Percentage of visitors who believed property was stolen and whether or not they reported incidents to the police, Quarter 2 (2013 - 2016) & Quarter 1 (2016)**



## 2.4 Foreign exchange

official facilities increased from 3.8% in quarter 1 of 2016 to 5.9% in quarter 2 of 2016.

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

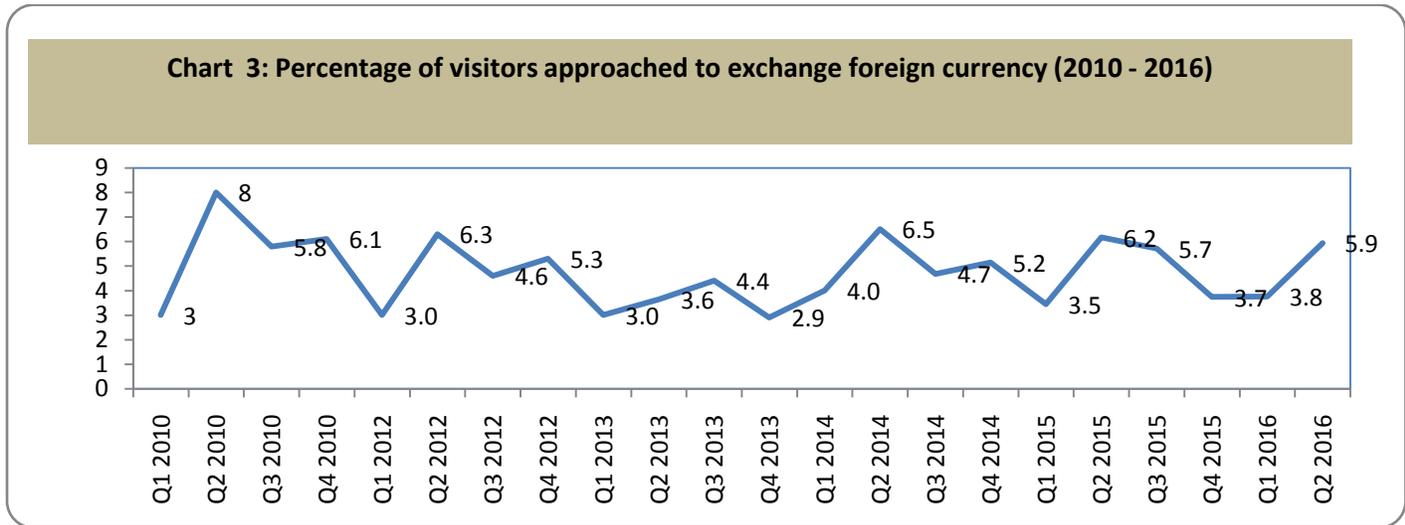
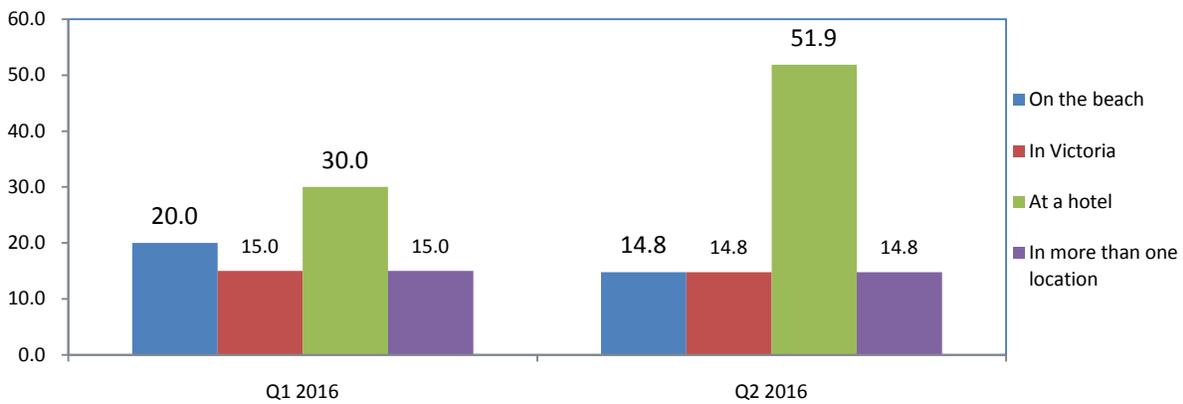


Chart 4 shows the percentage of visitors who were approached to exchange foreign currency by location for the first and second quarter of 2016.

**Chart 4: Percentage of visitors approached to exchange foreign currency by location, Quarter 1 & 2 (2016)**



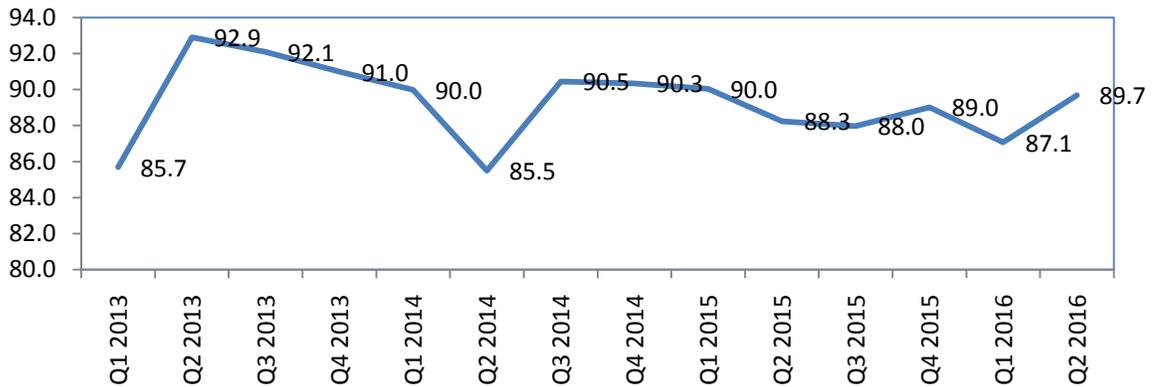
## 2.5 Seychelles as a holiday destination

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

slightly from 87.1% in the first quarter of 2016 to 89.7% this quarter (Chart 5).

There was an increase in the number of visitors who considered Seychelles to be a green destination, from 75.7% in Quarter 1 of 2016 to 78% in Quarter 2.

**Chart 5: Percentage of visitors who would recommend Seychelles as a holiday destination, Quarter 2 (2013-2016)**



## 2.6 Visitors' comments

### a) Safety and security

Safety and security was not seen as major issue this quarter, except for a few incidents. This included one incident relating to theft within visitors' accommodation (hotel), being intimidated into giving money for alleged 'security protection' at the Port-Glaud waterfall and being solicited into buying drugs.

Other than that, the rest of the comments were related to road safety. Visitors were concerned with the lack of road signs and once again, buses were seen to be driven dangerously on what was seen as very narrow streets.

In general, most visitors described the country as being safe and one visitor expressed gratitude after a taxi driver brought back a mobile phone which the visitor inadvertently left in the vehicle.

### b) Customer service

Visitors are generally well pleased when interacting with the locals and described the Seychellois nation as being warm, helpful and engaging. On the other hand, concerns were again raised about a few people who either attempted or were successful in obtaining money under false pretense from visitors. Visitors gave the example

of paying for a barbeque event which never occurred.

There were also comments about the quality of services by certain tourism service providers such as those at the airport, and excursion organizers. Visitors of Non-European origin felt that they should be treated with equal respect as those of European origins at the airport. As expressed last quarter, tourism and excursion organizers were encouraged to provide better services and to provide enough explanation for cancellation of services (travel or excursion). Once again, visitors stated that the prices of commodities and services are too high, especially that of transportation. In regards to internet usage, it was stated that connectivity is very difficult, especially at the airport. Information relating to traveling were pointed out as being lacking; visitors would have appreciated more information on bus schedules, more road signs (and in languages other than English), and introduction of 'You are here' maps.

Having said that, visitors were generally well pleased with the over-all treatment they receive in the Seychelles.

### c) Environment

Yet again, visitors praised the beauty of the country and described the Seychelles as an "an absolute paradise

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 expressed satisfaction at the way some places are kept in their natural state. Among such places mentioned, Silhouette Island was singled out as being well preserved and it was felt that the island should be kept that way.

However, there were numerous complaints about the overflow of wastes, namely plastic bags, takeaway boxes and bottles in public places such as beaches and road sides. It was felt

that more efforts are needed to turn Seychelles into a ‘green destination’ and that the nation should be educated on alternative methods of conserving the environment and that there should be firmer fines for littering. This was accentuated as there was still no improvement in the separation of rubbish, no re-use/recycling of water, and once again, the issue of stray animals was pointed out as being discomforting. It was also felt that much attention should be paid to the under-water environment.

#### 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.
- Public transportation should operate for longer hours in the evening and bus schedule should also be more accessible and clearer to understand.
- There should be more variety of food, especially fruits and vegetables, in shops.
- 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 and reduction in cost. Internet service providers should also improve wireless coverage.
- Litter bins should be placed at many more locations. The government should place an emphasis on recycling.

### 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 30<sup>th</sup> December 2016.

### 6. CONTACT US

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