



National Bureau of Statistics

STATISTICAL

BULLETIN

Catalogue Number: VSS 2016/Q3

Released: 30th December 2016

Visitor Safety and Security Survey

Quarter 3-2016

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. Plans for improvement

5. Next release

6. Contact us

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 third quarter of 2016, took place during the week of 12th-18thSeptember 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	8120
Total visitors in Visitor Expenditure Survey (VES)	1464
Total (VES) questionnaires completed	707
VSS survey questionnaires completed	670
Total visitors in VSS survey	1464
Response rate (%)	94.8

57 % of the visitors who responded to the safety and security questionnaire were from Europe. Of the responding visitors from Europe, 15.5% were from France, 16.3% were from Germany, 18.7% from Italy, 3.2% from Russia, 6.6% from Switzerland and 22.1% from United Kingdom while the rest of Europe constituted 17.6%. The composition of the remaining visitors constituted 33% from Asia, 6.6% from Africa, 2.7% from North America, 0.1% 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 (65.5%), while 18.1% came specifically for honeymoon, 8.1% came for both wedding and honeymoon, 6.3% came for business purposes and 0.4% were on transit. The rest of the respondents (1.6%) visited Seychelles for other purposes which included attending of conferences, meetings or as election observers.

A cross quarter comparison shows that the percentage of visitors who were in Seychelles for their honeymoon slightly increased from 17.1% in the second quarter of 2016 to 18.1% in the third quarter of 2016 and the percentage which came for both wedding and honeymoon decreased from 10.1% in the second quarter of 2016 to 8.1% in the third quarter 2016.

2.2 Personal safety

The percentage of visitors who felt concerned about their personal safety decreased from 7.5% in the second quarter 2016 to 6.7% of the third quarter of 2016. On the other hand, those who felt threatened increased from 1.5% to 2.7% over the same period.

Year-on-year comparison shows that in the third quarter of 2016, 0.4% of visitors reported having been attacked. This represents a slight

decrease compared to 1% 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 decrease (6.7%) compared to the same quarter of 2015 (8.7%).

Table 2: Percentage of visitors who experienced safety and security issues, Quarter 3 (2013-2016) and Quarter 2 (2016)

Status	2013	2014	2015	2016	2016
	Q3	Q3	Q3	Q2	Q3
Concerned	4.9	7.4	8.7	7.5	6.7
Threatened	2.9	3.2	3.9	1.5	2.7
Attacked	0.8	0.5	1.0	0.7	0.4
Witnessed serious attack	0.5	0.5	0.6	1.1	0.3

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, 50% stated that they did so during the day and 50% were observed during the night.

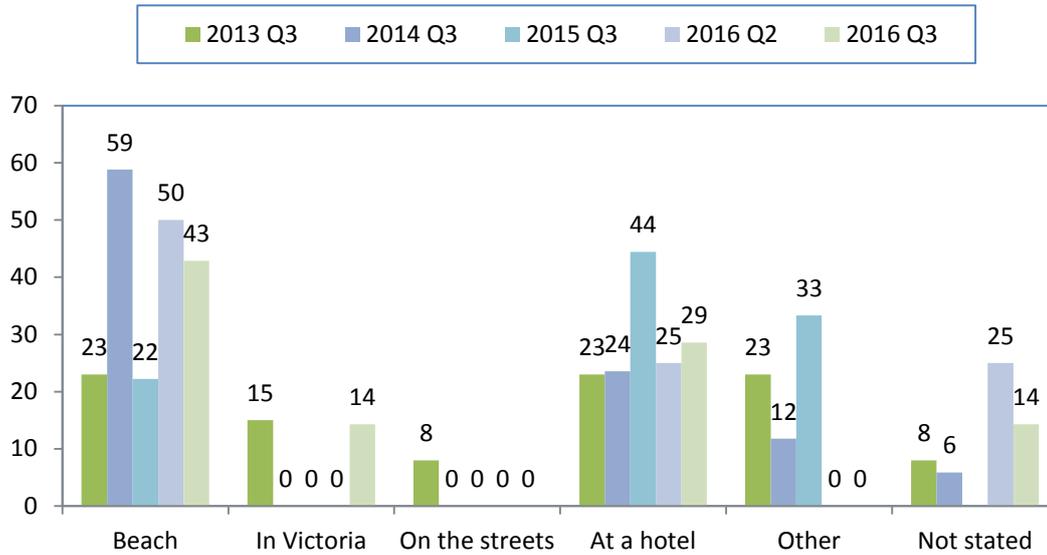
Regarding the location where the incidents occurred, 33.3% of those reported, occurred at the beach while the other locations of incidents were not stated.

2.3 Safety of property

The percentage of visitors who reported loss of property/belonging during their stay in Seychelles was 7% in the third quarter of 2016. This represents an increase from 5.3% reported in the second quarter of 2016. This quarter, 2.1% of respondents reported experiencing more than one incident,

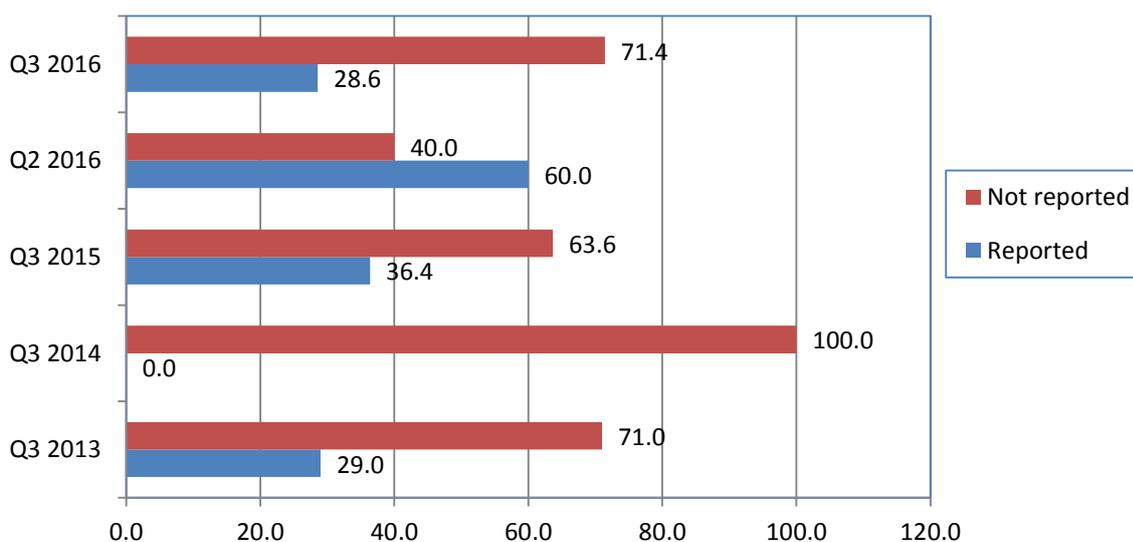
compared to Q2 2016 whereby no one reported experiencing more than one incident. The distribution of lost items is as follows: Money: 33.3%, Jewelry: 33.3%, Clothing: 16.7% and Electronic Devices: 16.7%. Chart 1 shows loss of property by location.

Chart 1: Loss of property by location, Quarter 3 (2013 - 2016) and Quarter 2 (2016)



Of those who reported loss of property/belonging, 14.9% believed their property/belonging had been stolen, and this quarter, 28.6% of those affected reported the incident(s) to the police (Chart 2), compared to quarter 2 of 2016 whereby 60% 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 3 (2013 - 2016) & Quarter 2 (2016)



2.4 Foreign exchange

official facilities decreased from 5.9% in quarter 2 of 2016 to 4.8% in quarter 3 of 2016.

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

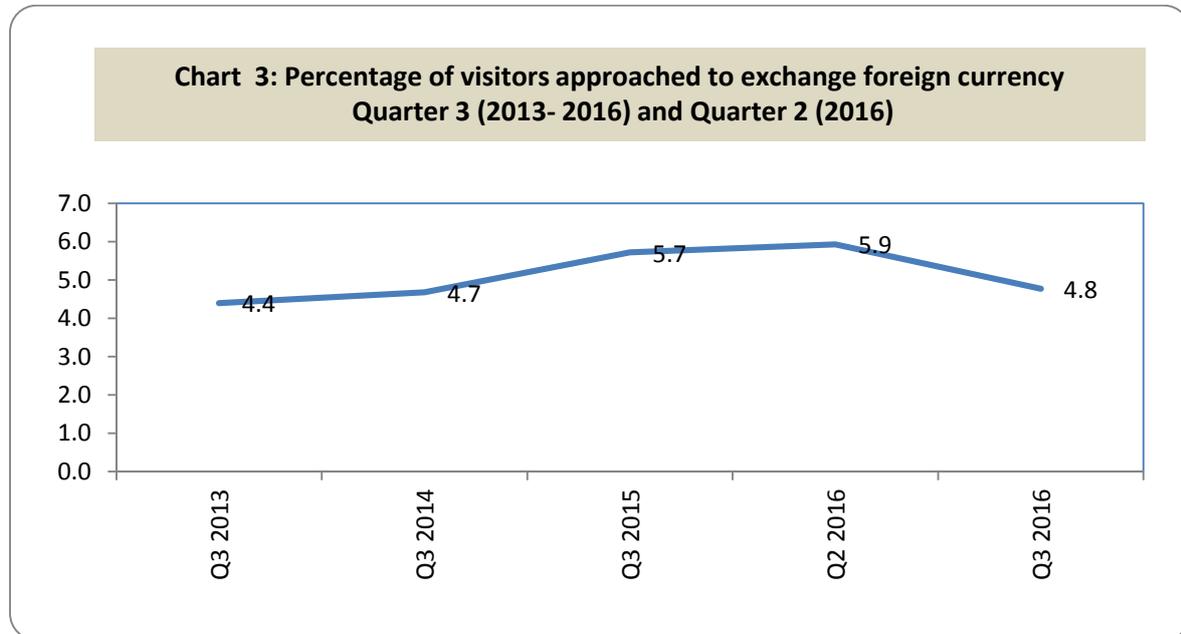
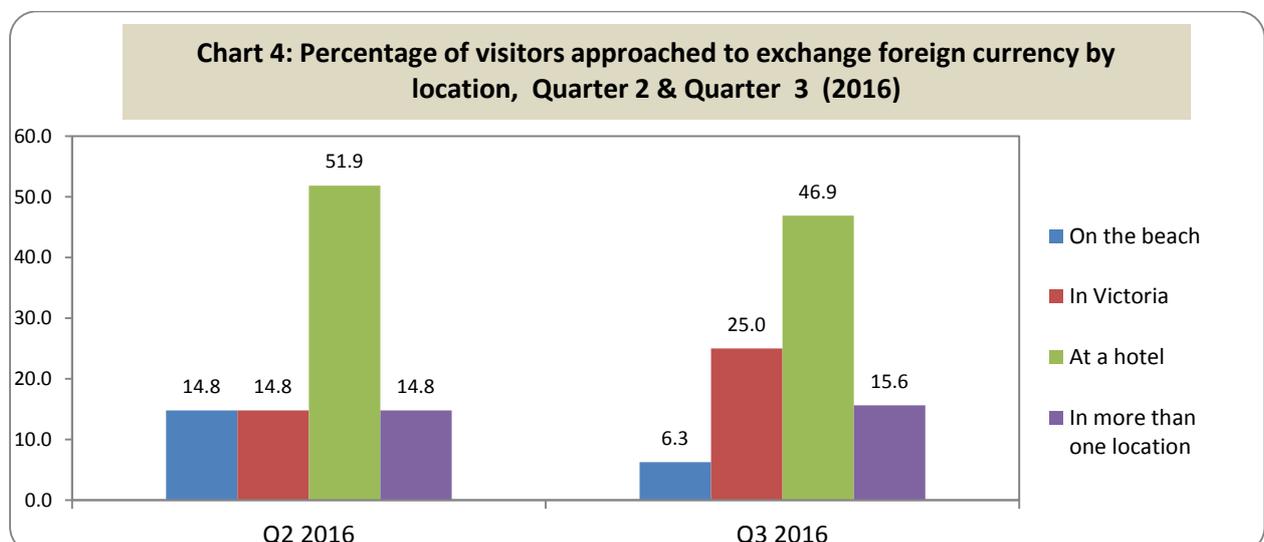


Chart 4 shows the percentage of visitors who were approached to exchange foreign currency by location for the second and third quarter of 2016.

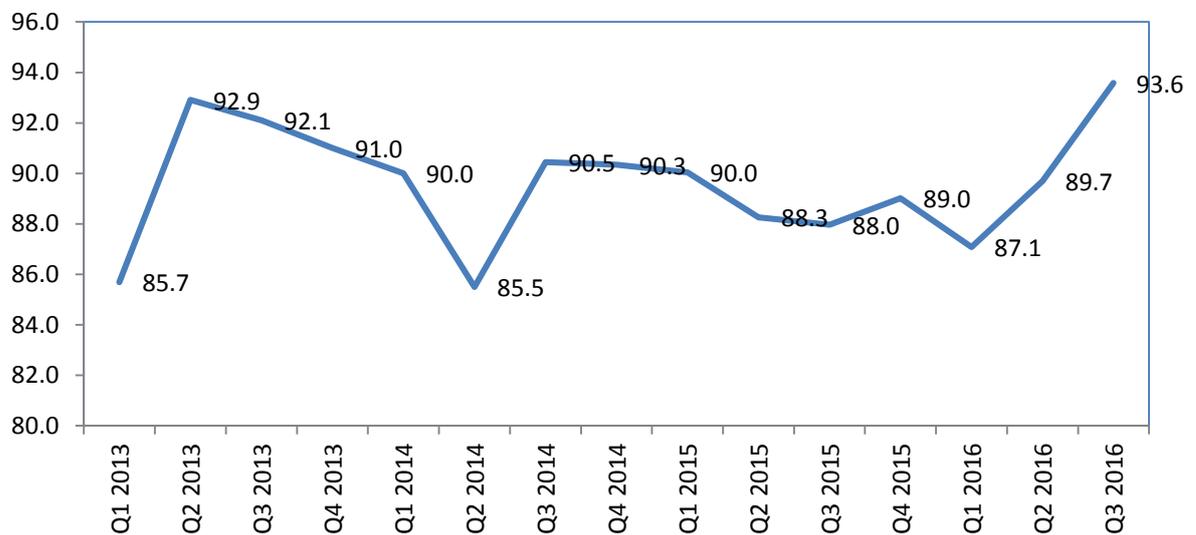


2.5 Seychelles as a holiday destination

The percentage of visitors who stated that they would recommend Seychelles as a holiday destination increased from 89.7% in the second quarter of 2016 to 93.6% this quarter (Chart 5).

There was an increase in the number of visitors who considered Seychelles to be a green destination, from 78% in Quarter 2 of 2016 to 81.8% in Quarter 3.

Chart 5: Percentage of visitors who would recommend Seychelles as a holiday destination, (2013 - 2015) & Quarter 1 -3 2016



2.6 Visitors' comments

a) Safety and security

Safety and security was not seen as a major issue this quarter, except for a few incidents. This included one incident where visitors were asked if they wanted to buy drugs and were accosted by beggars at night. There were also concerns about old infrastructure and facilities contributing to pollution and also as a safety hazard.

Other than that, the rest of the comments were related to road safety. Yet again the lack of road signs, lights and barriers were subject of concern for many visitors. Bus drivers were also seen to be very rude and driving aggressively on what was seen as very narrow roads.

In general, most visitors described the country as being safe (but expensive) and one visitor expressed gratitude after a taxi driver brought back a mobile phone which the visitor inadvertently left in the vehicle and did not accept any reward.

b) Customer service

Visitors are generally pleased when interacting with the locals and described the Seychellois nation as being warm, helpful and engaging. However in terms of customer service; Seychelles is found wanting. Once again, visitors stated that the prices of commodities and services are too high.

Comments about lack of customer care at airports, restaurants and hotels were prevalent in that several visitors believed that Seychelles needed better customer service training. Comments on how slow services were and on the low quality of service were common. In regards to internet usage, it was stated that it was priced too high and connectivity very poor, especially in the public domain. Visitors would have appreciated more information on bus schedules, more road signs (and in languages other than English).

That being said, most visitors were pleased with the overall atmosphere and tropical nature of the Seychelles.

c) Environment

The beauty of Seychelles was once again praised by the visitors 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, Praslin was commended for renovation done at the airport.

However, visitors once again raised issues about the lack of care given to the environment. 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 as tourists saw the effects of coral bleaching and were left disappointed of our handling of ocean conservation.

d) Recommendations

- 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 schedules should also be more accessible and clearer to understand.
 - There should be more variety of food, especially fruits and vegetables, in shops.
 - There should be improvement in infrastructures. This can be done by putting more lights at night, improving roads and adding barriers.
- There should be more activities at night.
 - 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 considerable improvement as well as reduction in cost. Internet service providers should also improve and increase wireless coverage.
 - Recycling bins should be placed at many more locations. The government should place an emphasis on educating everyone on the effects of pollution.

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 31st March 2017.

6. CONTACT US

For more information regarding this publication please contact Jean-Paul Reddy or Burny Payet on Tel :+(248) 4 611 675| Fax: + (248) 4 225 634 or email: stats@nbs.gov.sc

