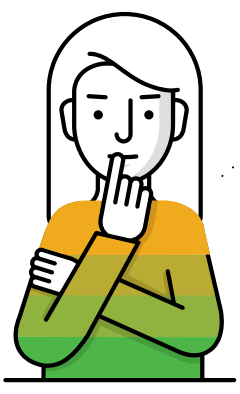
TRAVELERS WANT UPGRADES
ON MORE THAN JUST THEIR SEATS

Today's business travelers increasingly expect the flexibility to book, plan, change, check-in and file expenses quickly and easily so they can travel on behalf of their company and do their job. A recent global survey from SAP Concur highlights the challenges business travelers face and the changes companies need to consider to better serve their traveling employees.

SAFETY IS A MAJOR ISSUE

FEMALE TRAVELERS FACE HARASSMENT



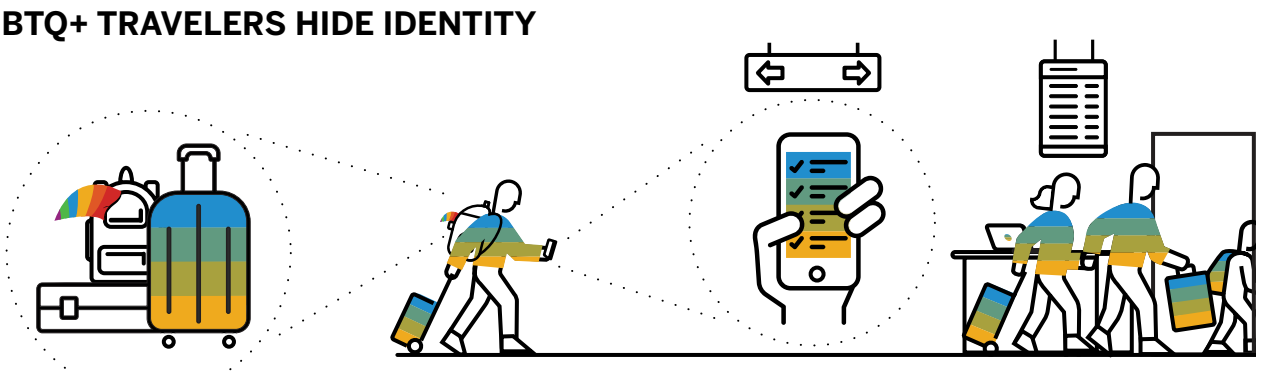
77%
Experienced some sort of harassment or mistreatment while traveling

42%
Are asked if they're traveling with their husband

38%
Ignored by service workers

31%
Catcalled on the job

LGBTQ+ TRAVELERS HIDE IDENTITY



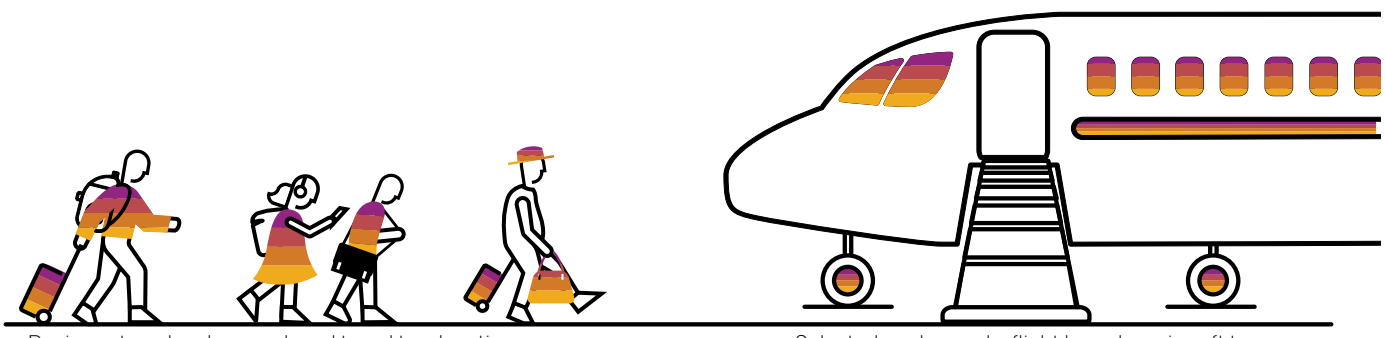
95%
Of LGBTQ+ travelers have hidden their sexual orientation while on a business trip

57%
Say to protect their safety

85%
Changed travel arrangements out of concern for their safety

53%
Compared to of their colleagues

CURRENT EVENTS ARE A BIG FACTOR



Business travelers have reduced travel to a location because of political unrest or health hazards:

42% Of Millennials
36% Of Gen X
23% Of Baby Boomers

Selected or changed a flight based on aircraft type:

40% Of Millennials
33% Of Gen X
21% Of Baby Boomers

TRAVELERS FEEL UNSAFE

31%
Say safety is their top priority on the road

54%
Say their safety is not a top priority in their company's formal travel policy

52%
Want their company to provide more travel safety training

THE STRESS OF BUSINESS TRAVEL

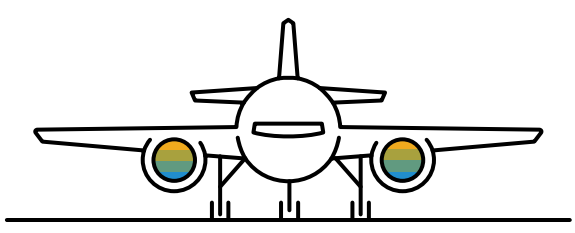
PRESSURE POINTS

Business travelers are most stressed:

BEFORE

37%

DURING



30%
Were least likely to call the trip the most stressful stage

AFTER

33%

TECHNOLOGY LAG

67%
Say their company lags in technologies that make travel easier

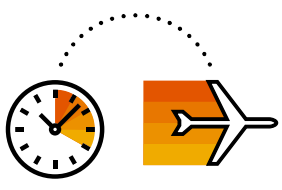
Travelers want tech that offers:

66%
Better information

65%
More convenience

REIMBURSEMENT PAIN

24%
Would rather have a cavity filled than fill out an expense report



49%
Feel they are more likely to see their plane leave on time than have their expenses reimbursed on time

43%
Say they forfeited expenses

$893
Of expenses weren't reimbursed by their employers, on average

METHODOLOGY

The survey was conducted by Wakefield Research (www.wakefieldresearch.com), a leading independent provider of quantitative, qualitative and hybrid market research, among 7,850 business travelers, defined as those who travel for business three or more times annually from the following markets: Australia, Belgium, Brazil, Canada, China, Hong Kong, Taiwan, Denmark, Finland, France, Germany, India, Japan, Luxembourg, Mexico, Netherlands, Norway, Singapore, Malaysia, Sweden, United Kingdom and the United States. The survey took place July–August 2019.

Download the full white paper ***here!***