

TRAVELER SURVEY: WELLBEING

BY BCD TRAVEL RESEARCH & INNOVATION



ABOUT THE SURVEY

Goal: With this survey we aimed to explore the importance of physical and mental wellbeing for business travelers and look at a variety of support measures that may improve travelers' lives.

Methodology: The results are based on an online survey of 875 English-speaking business travelers worldwide conducted between Feb. 18 and March 4, 2022.

Respondent profile:



Gender: 66% male and 34% female.



Age: 51% represent Gen X, 35% Baby Boomers, and 14% Millennials.



Geography: 69% NORAM, 17% EMEA, 14% APAC, 1% LATAM.



Industries: 21% Life sciences, 16% Aerospace and Defense, 13% Manufacturing, 9% IT, 6% Transportation.

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Introduction to wellbeing

[Employee wellbeing as a company priority](#)

[Wellbeing: importance vs. satisfaction](#)

[Wellbeing support for business travelers](#)

[Traveler stress factors: before, during and after a trip](#)

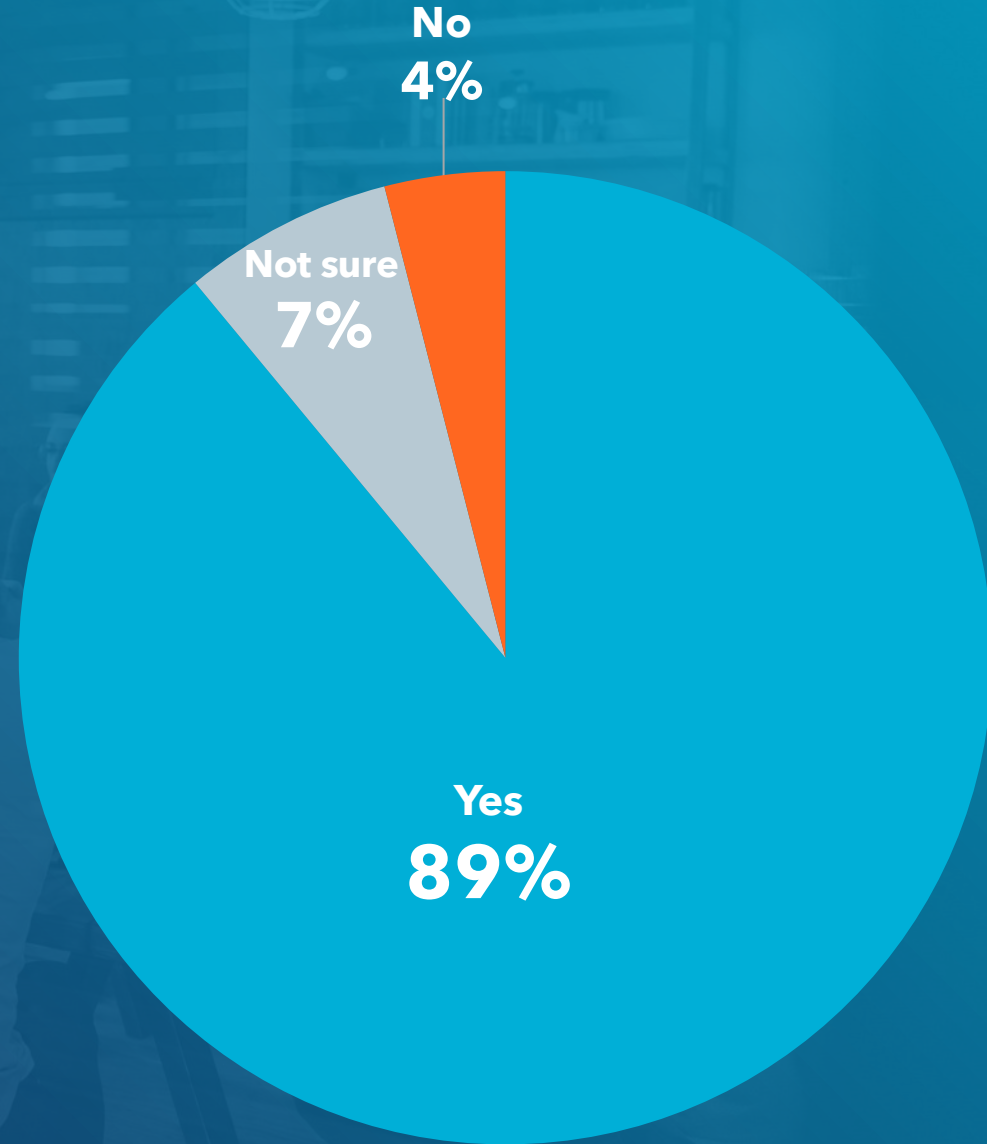
[Factors influencing business trips](#)

[Traveler wellbeing on the road](#)



Employee wellbeing as a company priority

9 in 10 business travelers consider employee wellbeing as a company priority.



Wellbeing: Importance vs. satisfaction

For business travelers, both physical and mental wellbeing support from their employer are very important. Satisfaction with the support measures is lower than importance for both.

Physical wellbeing support



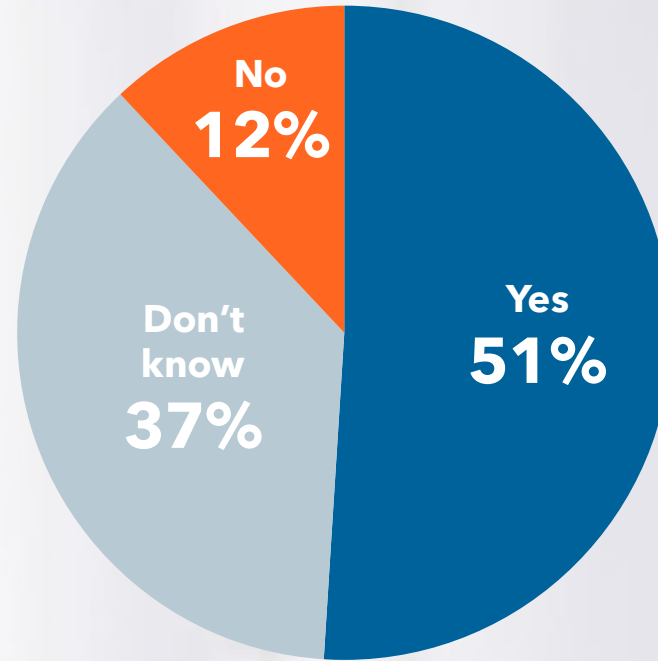
Mental wellbeing support



■ Extremely important/satisfied ■ Very important/satisfied ■ Moderately important/satisfied
■ Slightly important/satisfied ■ Not important/satisfied at all

Wellbeing support for business travelers

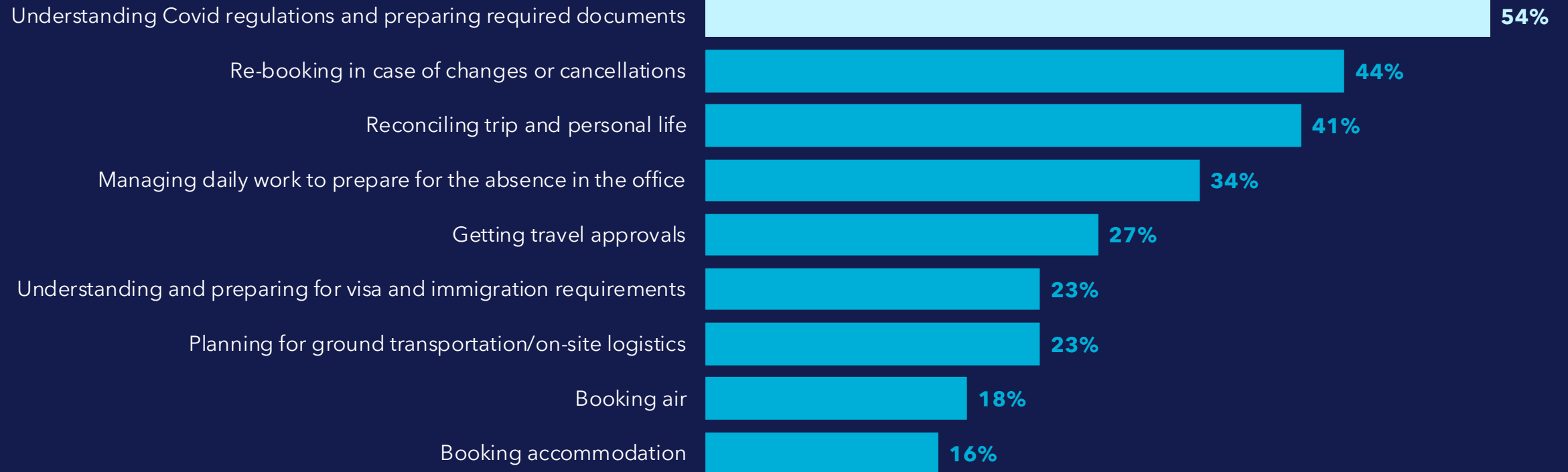
When it comes to business traveler wellbeing, only half of respondents are aware of traveler wellbeing support in place.



Traveler stress factors: before a trip

Understanding COVID-19 regulations and preparing required documents tops the list of pre-trip stressors of business travelers.

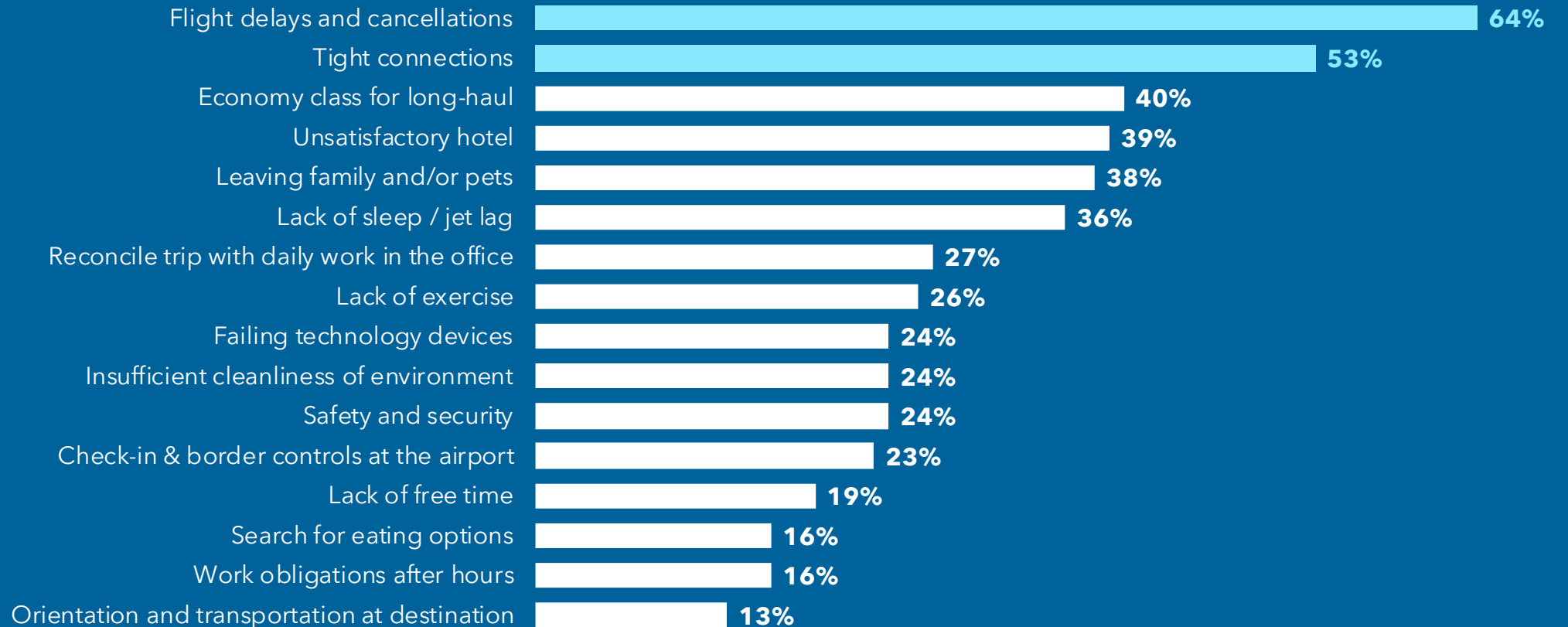
Before a trip



Traveler stress factors: during a trip

During travel, flight delays and cancellations, as well as tight connections cause major concerns.

During a trip



Traveler stress factors: after a trip

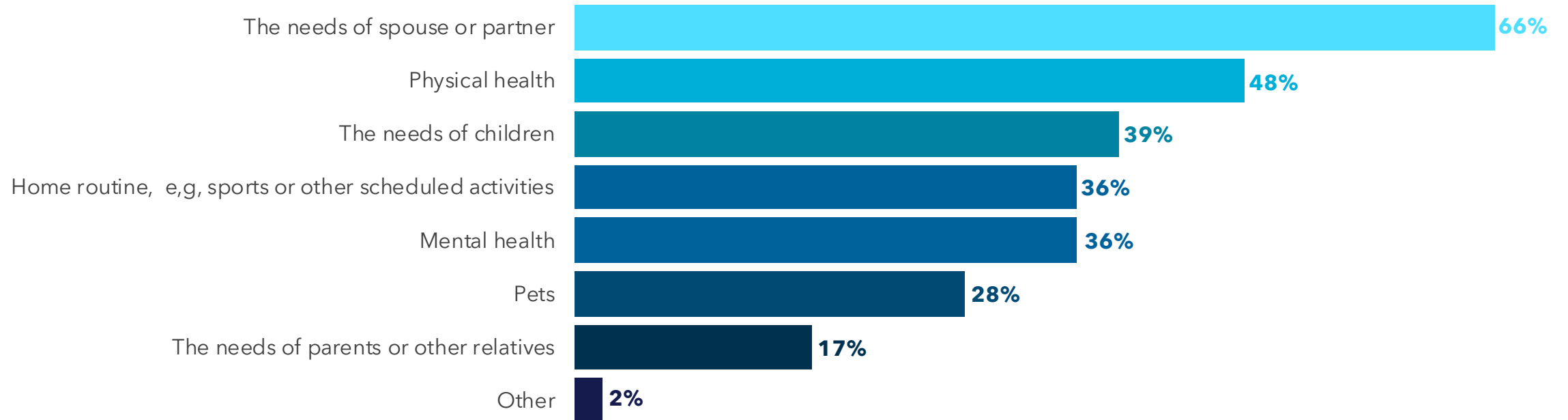
Catching up on work and preparing expense reports is what mostly stresses travelers post-trip.

After a trip



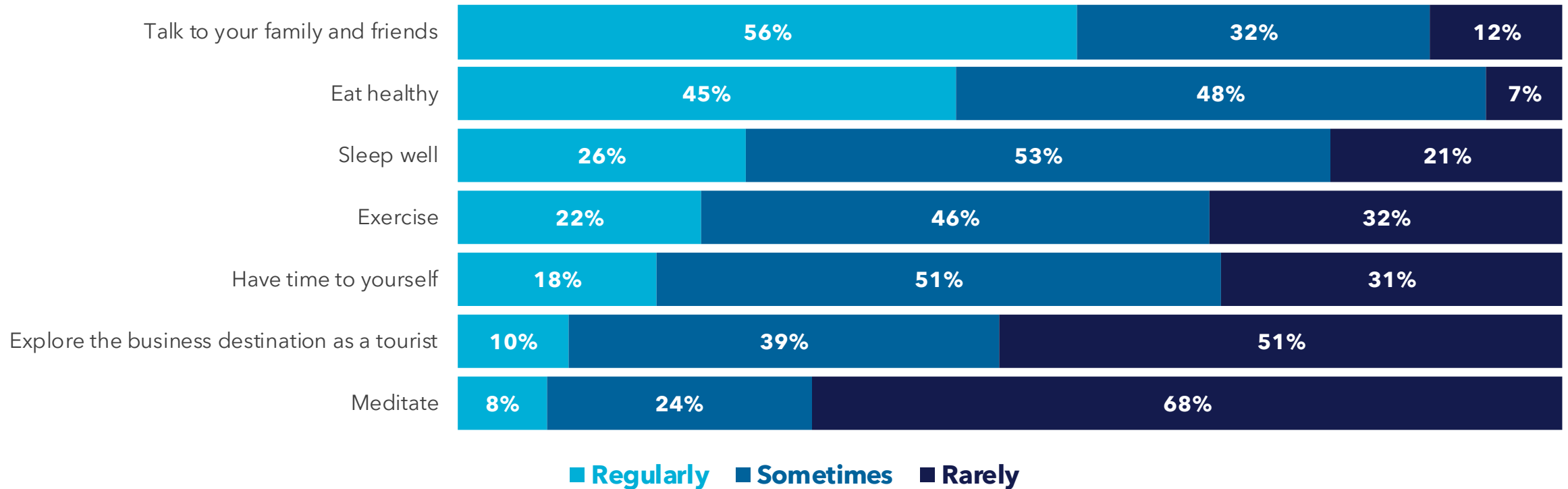
Factors influencing business trips

Besides the needs of work, employees' personal life influences their travel arrangements. Partners' needs are important to two thirds of business travelers.



Traveler wellbeing on the road

On a business trip, travelers attempt to maintain their wellbeing in different ways. Communicating with family members and maintaining healthy diet are the most popular.



Wellbeing support

[Travel policies for wellbeing](#)

[Wellbeing support for business travelers](#)

[Work-life balance support for business travelers](#)

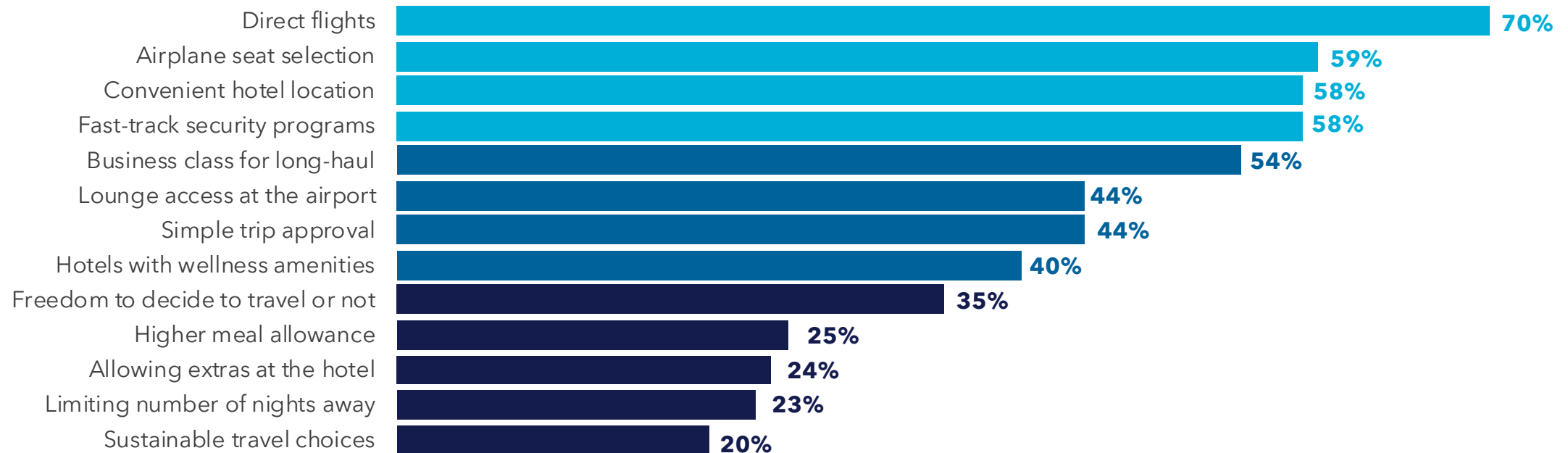
[Traveler wellbeing when flying](#)

[Traveler wellbeing at the hotel](#)



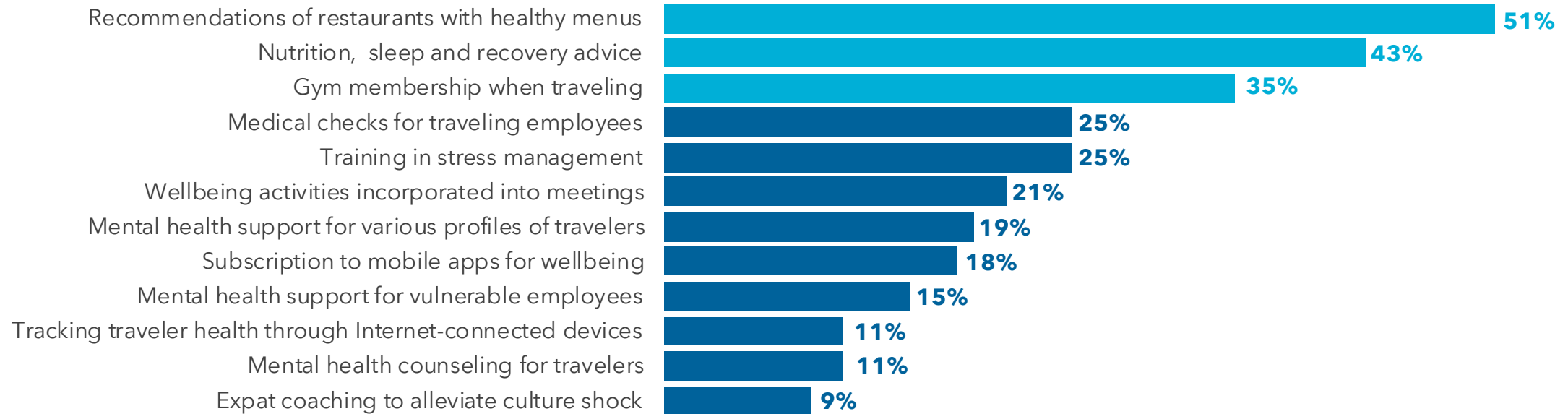
Travel policies for wellbeing

Among the top travel policy options contributing to wellbeing travelers mention direct flights, airplane seat selection, convenient hotel location and fast-track security programs.



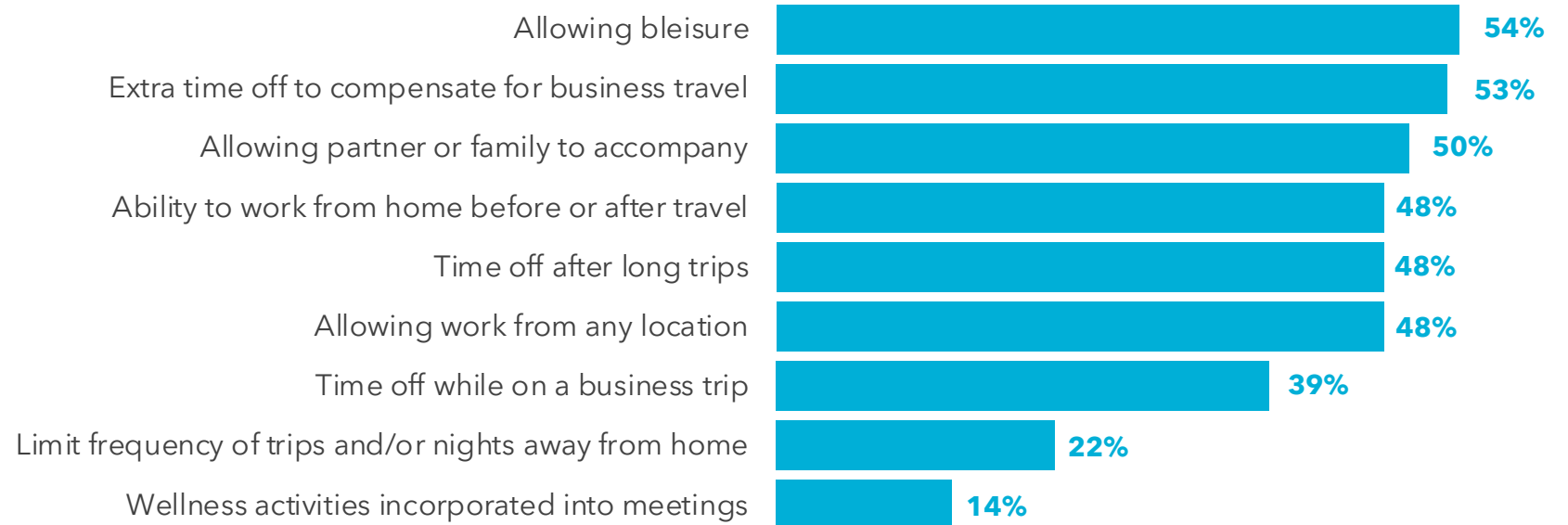
Wellbeing support for business travelers

Dedicated wellbeing support measures valued by travelers focus on physical wellbeing and include recommendation of healthy food options; nutrition, sleep and recovery advice and gym membership. Mental health support is less popular.



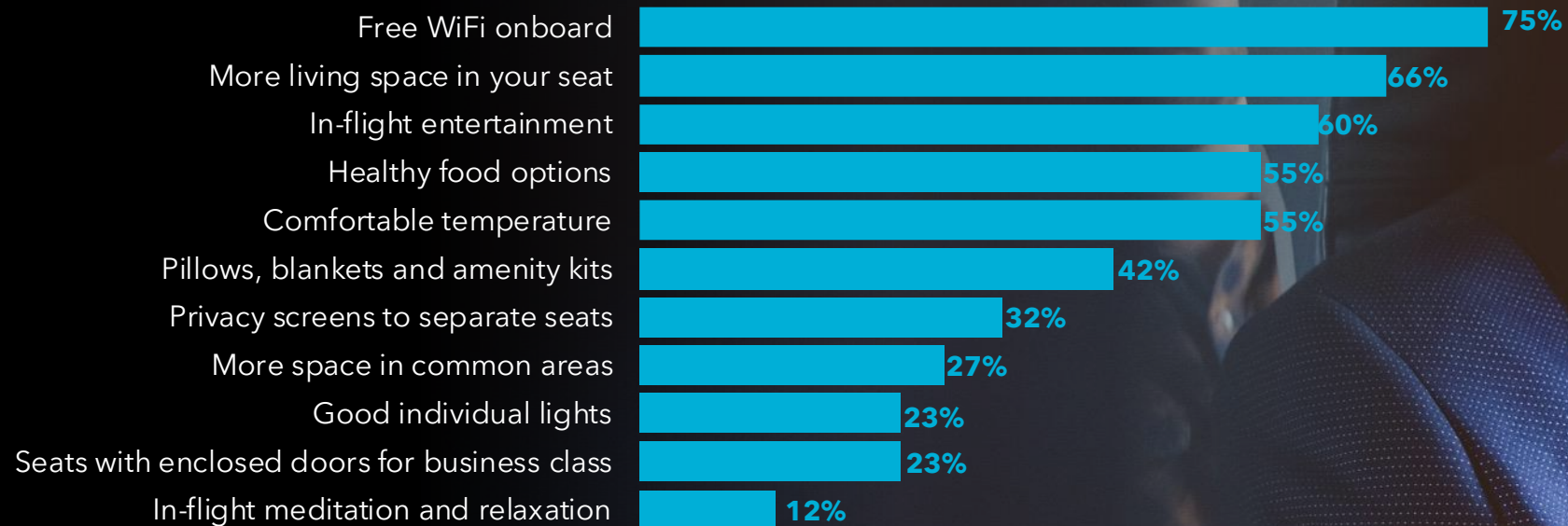
Work-life balance for business travelers

Work-life balance support measures focus on the possibility to combine business trips with leisure and additional time off.



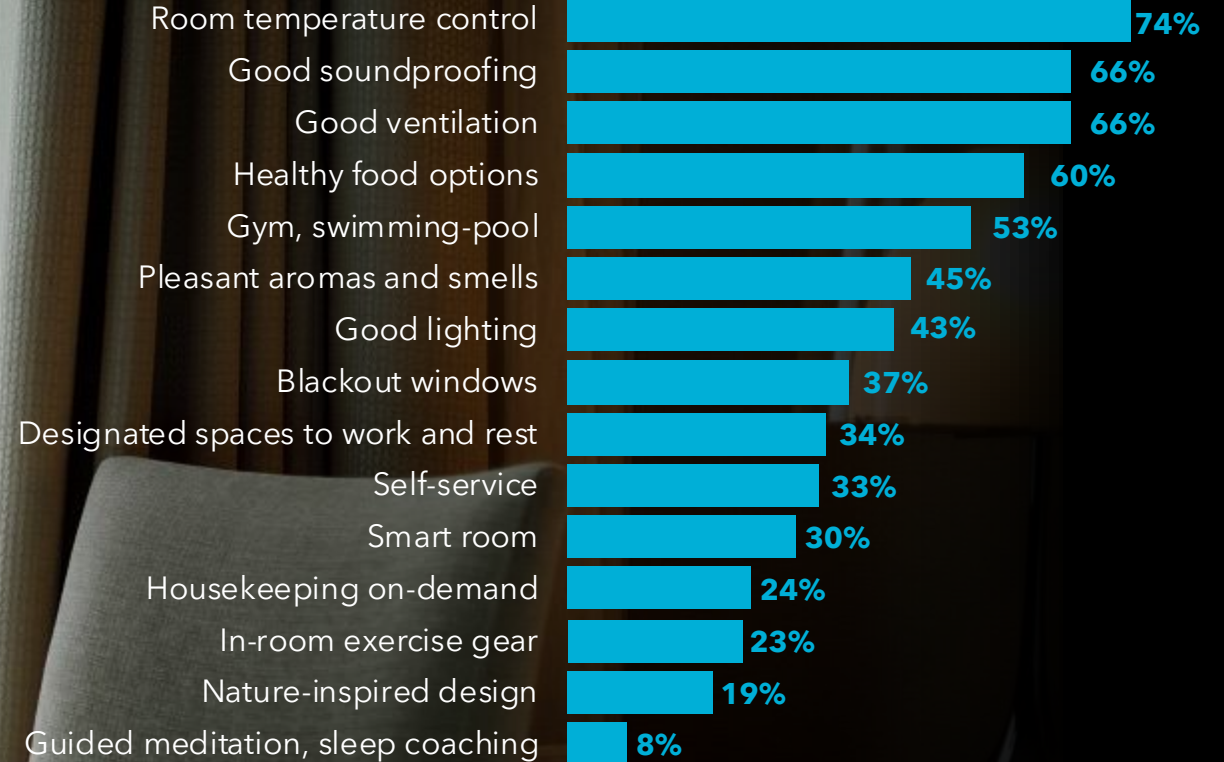
On-board amenities for wellbeing

When traveling by air, free WiFi, ample space and in-flight entertainment are among the top three amenities contributing to traveler wellbeing.



Hotel amenities for wellbeing

In a hotel room, temperature control, good soundproofing and ventilation are of primary importance to traveler wellbeing.



Tools

[Wellbeing support tools and services: use and criteria](#)

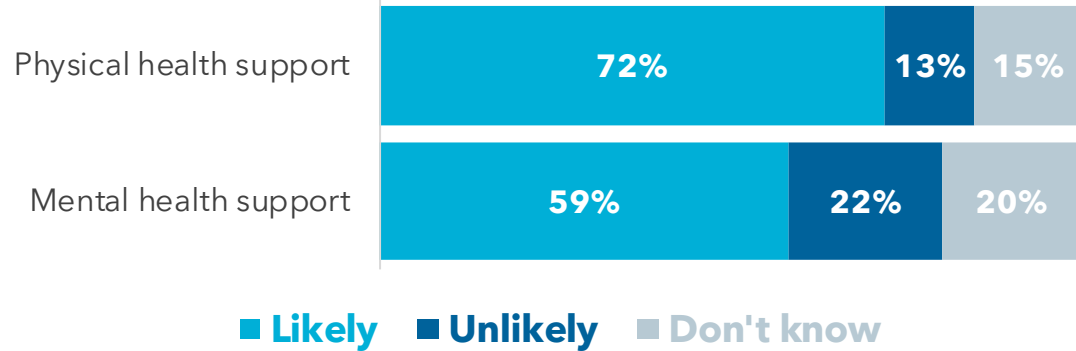
[Mobile apps for wellbeing](#)

[Most popular apps](#)

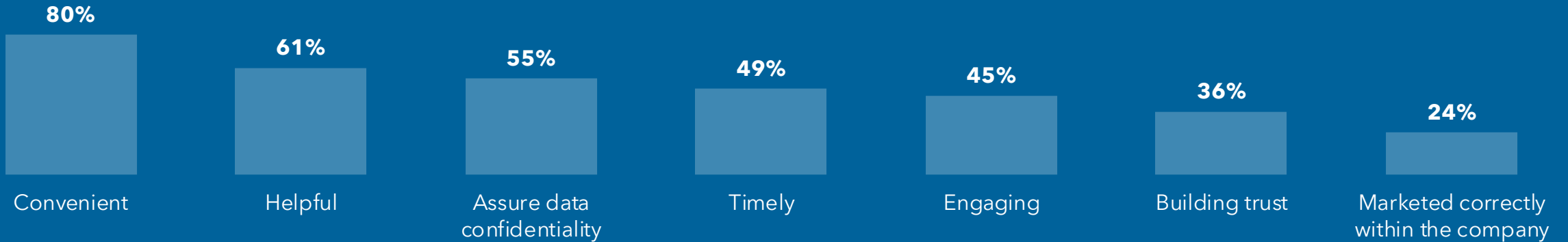


Wellbeing support tools and services

Likelihood of use of wellbeing support tools and services provided by employer



Selection criteria for wellbeing tools



Do you use mobile apps aiming to improve your wellbeing?

58%

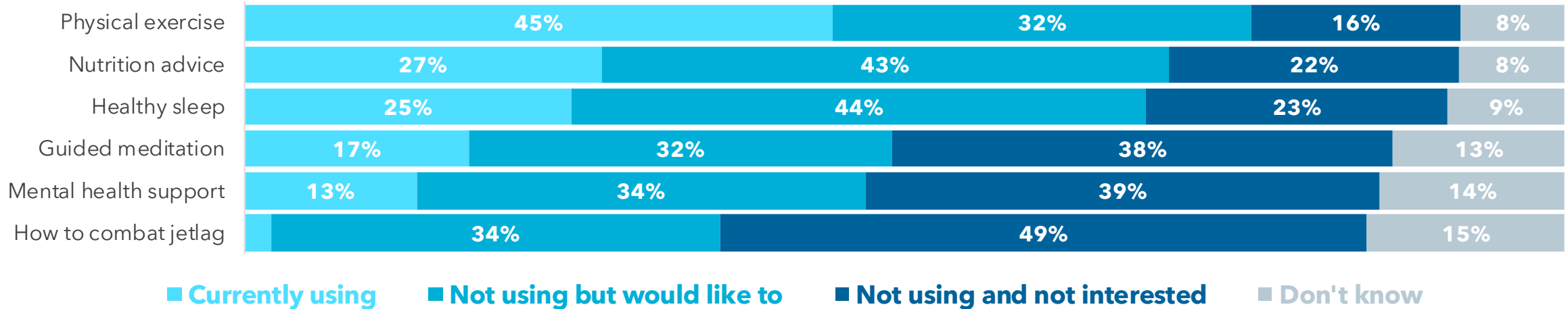
Yes

42%










No

Wellbeing apps

What wellbeing apps do you use or would like to start using?



Most popular apps for wellbeing

-  Apple health
-  Fitbit
-  Peloton
-  Strava
-  Garmin Connect
-  MyFitnessPal
-  Calm
-  Headspace
-  Sanvello

Workplace policies

[Current work setting](#)

[Workplace policies and wellbeing](#)

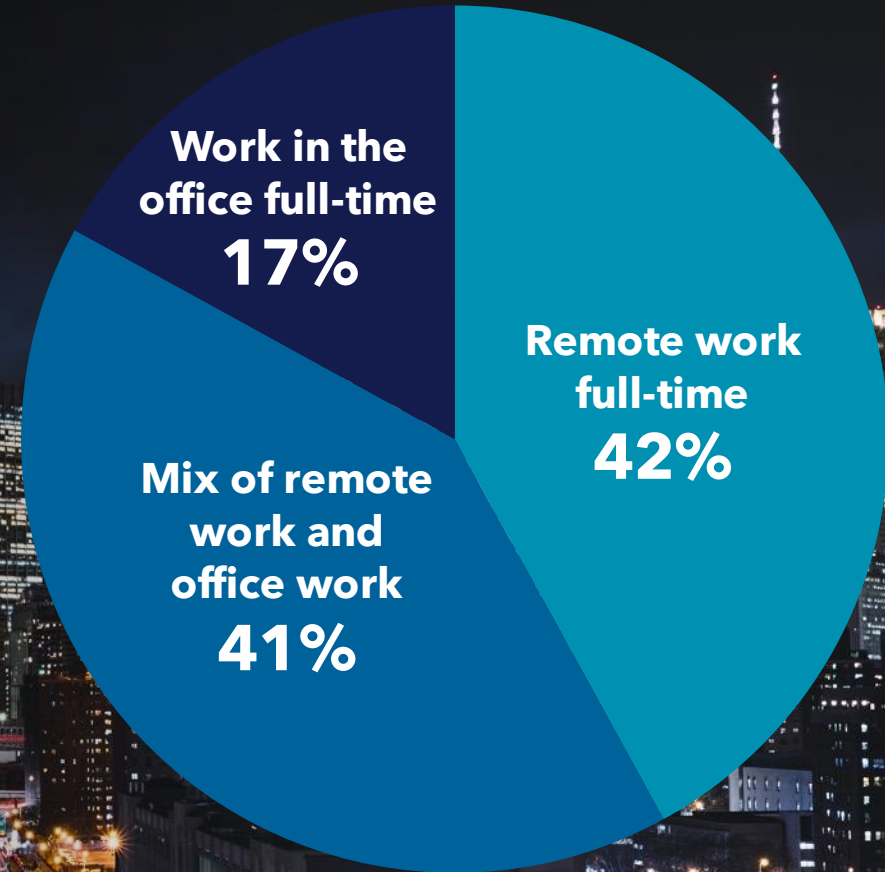
[Digital nomads](#)

[Bleisure](#)



Current work setting

4 in 10 business travelers work remotely and the same number of the survey respondents work in the office part-time.



Workplace policy and wellbeing

Of various workplace policies, a mix of remote and office work is the most wellbeing friendly option for a half of respondents. 4 in 10 say remote work full time contributes to their wellbeing the most.

1

**Mix of remote and
office work**

2

Remote work full time

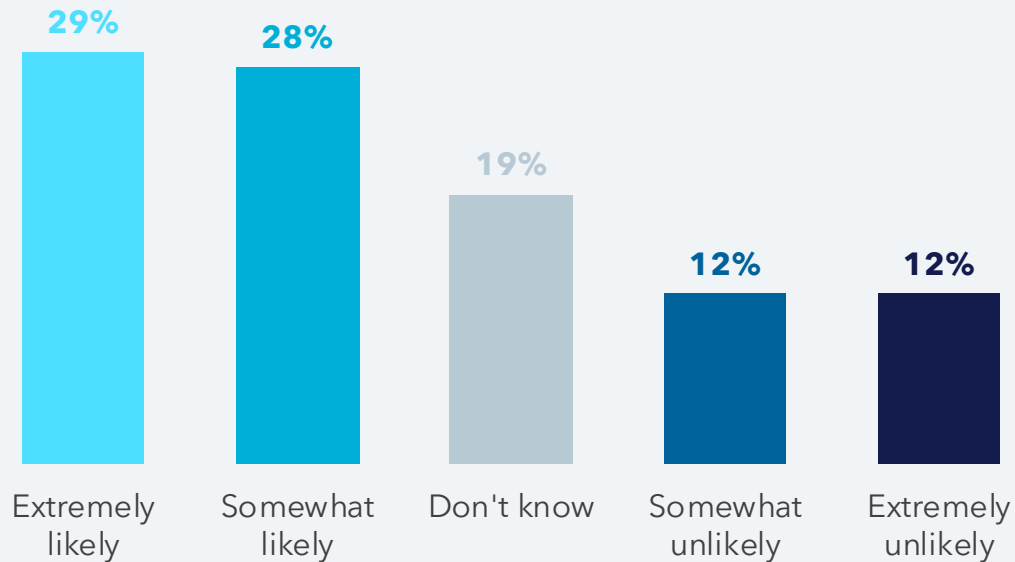
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Office work full time

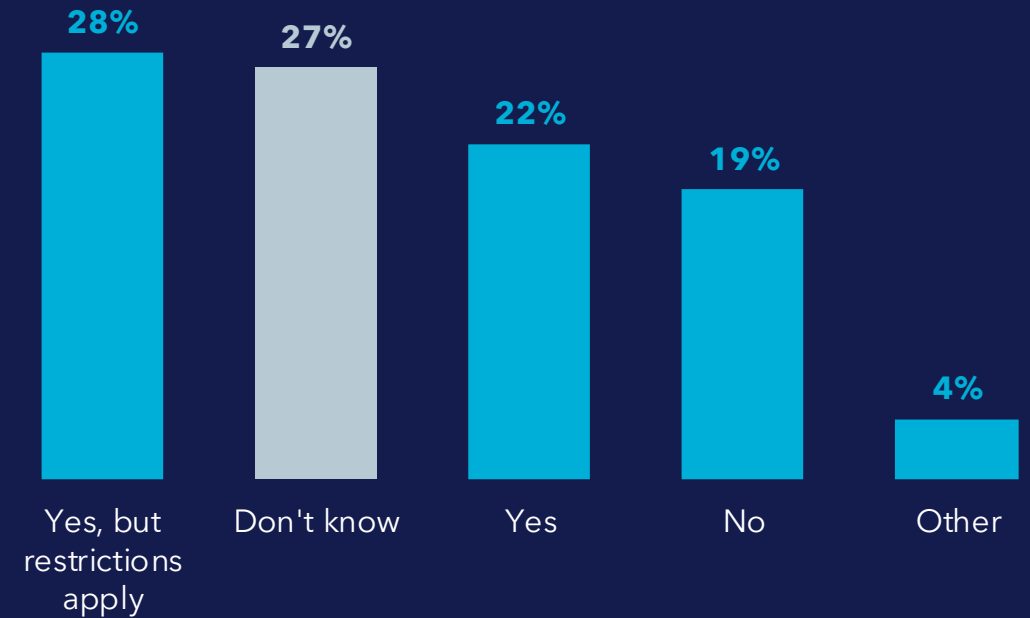
Digital nomads

More than a half of traveling employees are likely to become digital nomads if their employer allows. To travelers' knowledge, half of employers allow this, though most with restrictions.

Likelihood of becoming a digital nomad



Employer's policy - are you allowed to be a digital nomad?



Bleisure

In 2022, half of business travelers are likely to add leisure elements to their business trips, while a quarter are not yet sure.

15%

Extremely likely

35%

Somewhat likely

25%

Not sure

15%

Somewhat unlikely

10%

Extremely unlikely



Natalia Tretyakevich

Sr. Manager, Research and Intelligence
Mallorca, ES
natalia.tretyakevich@bcdtravel.eu



Miriam Moscovici

Sr. Director, Research and Innovation
Colorado, USA
miriam.moscovici@bcdtravel.com

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