

TRAVELER SURVEY: FUTURE OF WORK AND BUSINESS TRAVEL

BY BCD TRAVEL RESEARCH & INNOVATION

ABOUT THE SURVEY

Goal: With this survey we aimed to explore travelers' attitudes towards new ways of working and traveling for business in the currently changing environment influenced by the pandemic.

Methodology: The results are based on an online survey of 738 business travelers worldwide conducted from July 6 to July 20, 2021.

Respondent profile:



68% male and 32% female business travelers



50% represent Gen X, 37% Baby Boomers, and 13% Millennials



71% NORAM (U.S. and Canada); 18% EMEA (Netherlands, U.K., Belgium, etc.); 10% APAC (India, Singapore, Australia, etc.); 1% LATAM



19% Life Sciences, 19% Defense, 12% Manufacturing, 9% IT, 7% Financial services



56% client-facing and 44% non-client-facing positions

➤ [Introduction](#)

➤ [The future of work](#)

➤ [Business travel post-pandemic](#)

Introduction

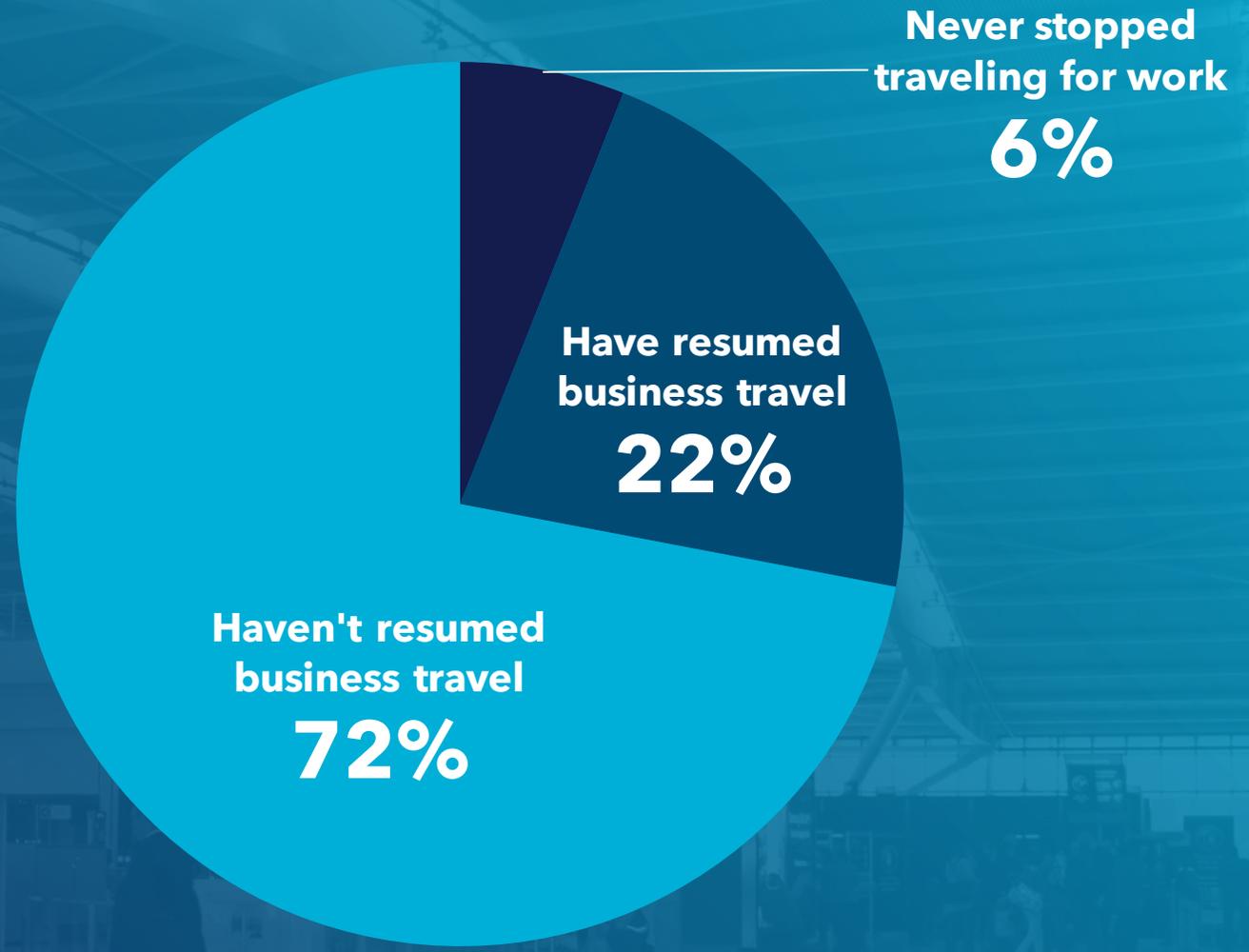
[Have you resumed business travel?](#)

[When do you expect to resume business travel?](#)



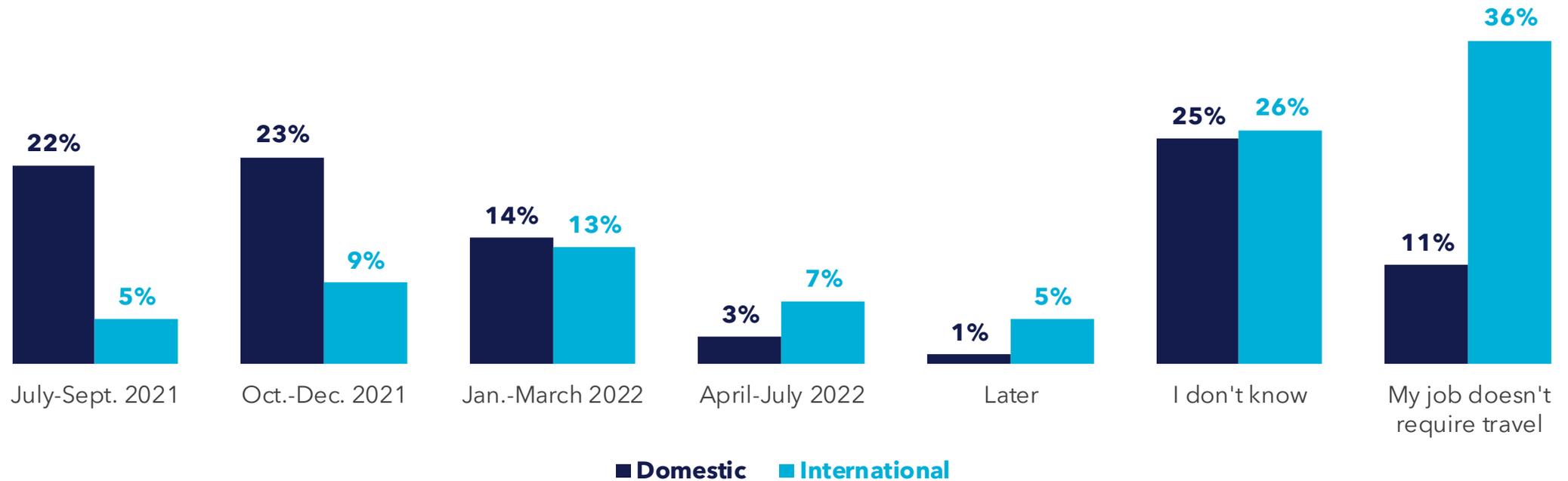
Have you resumed business travel?

28% of business travelers are back on the road, while three quarters haven't resumed travel yet. Domestic travel is picking up faster than international.



When do you expect to resume business travel?

By the end of 2021, 45% of traveling employees expect to resume domestic business travel compared to 14% for international travel. There's a lot of uncertainty about what the future holds: A quarter haven't made up their minds yet.





COVID-19's impact on business travel

[Impact of COVID-19 measures on willingness to travel](#)

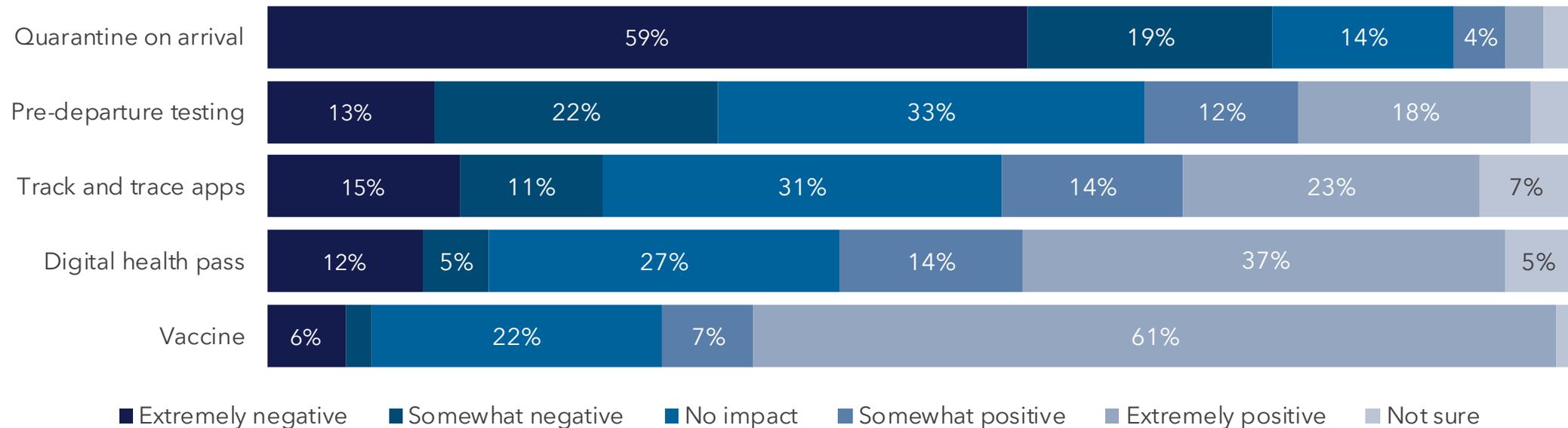
[Issues with travel suppliers](#)

[Post-pandemic travel concerns](#)

[Travel policy post-pandemic](#)

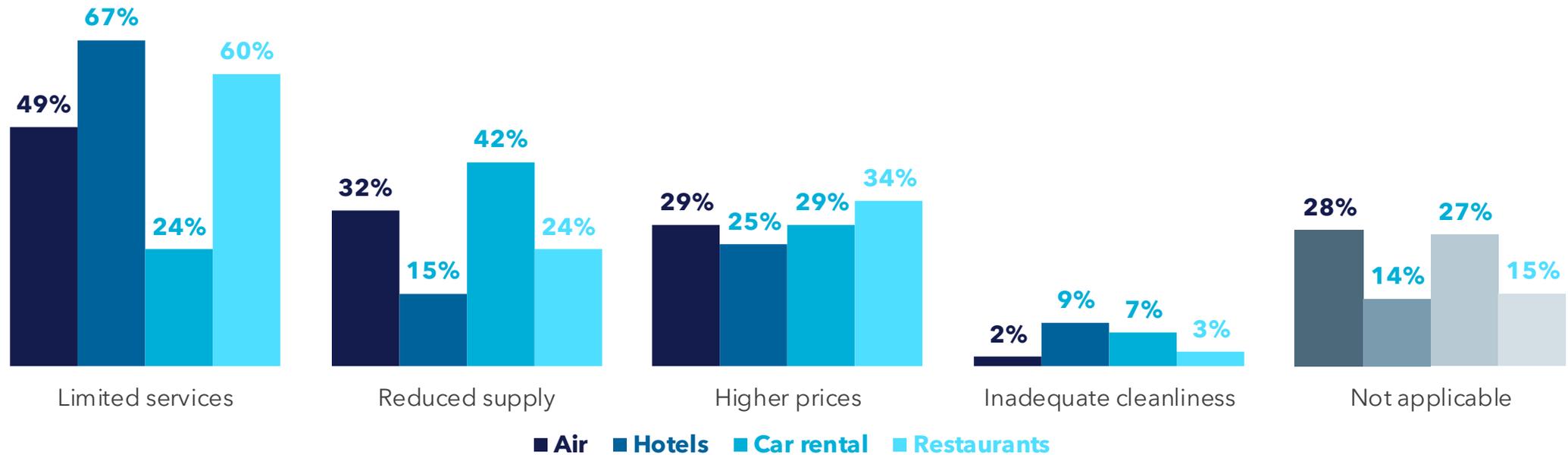
Effect of COVID-19 measures on willingness to travel

Around 7 in 10 business travelers consider vaccination as most important for travel, while 8 in 10 report quarantine negatively influencing their willingness to travel.



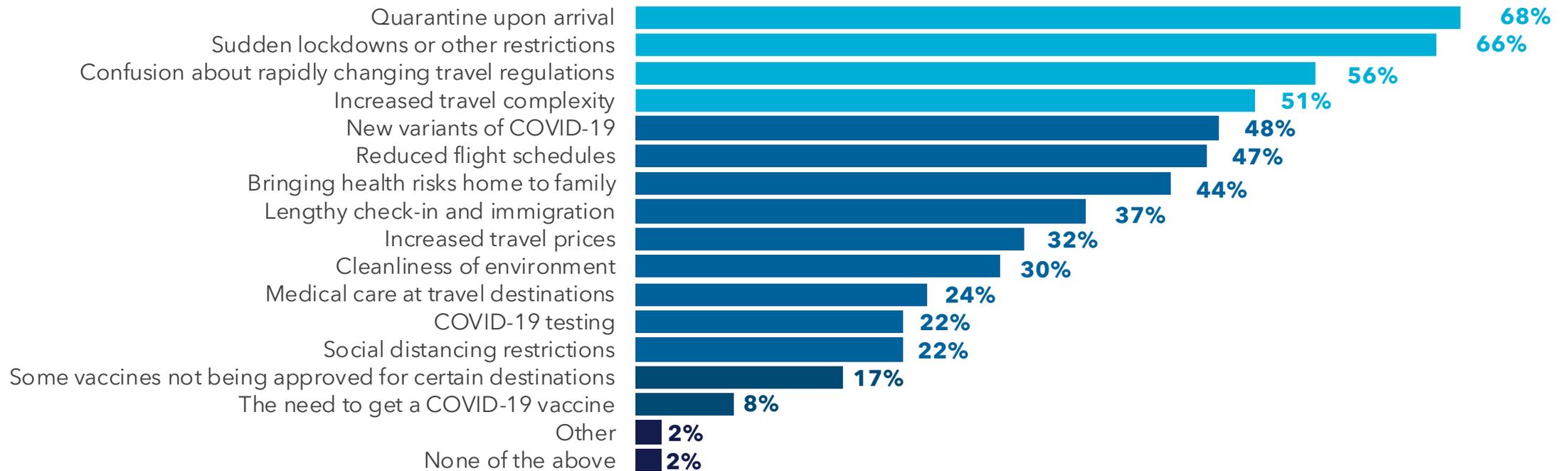
Issues with travel suppliers

Limited service, reduced supply and increased prices from travel suppliers are mentioned by business travelers hitting the road during the pandemic. Meanwhile, the survey respondents complained the least about inadequate cleanliness.



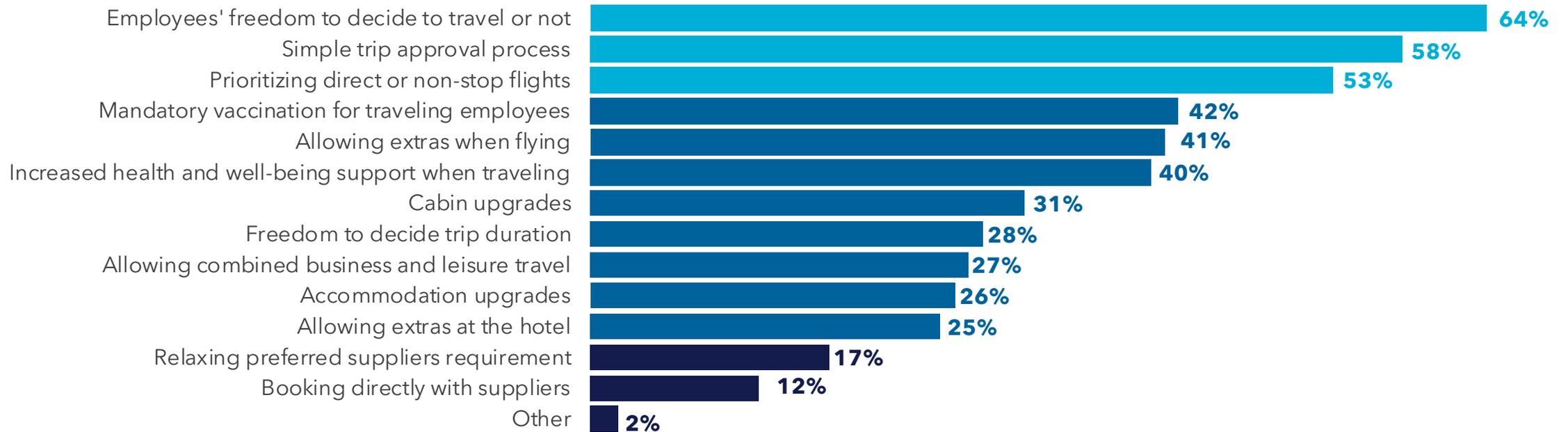
Post-pandemic travel concerns

Most of all, travelers are worried about quarantines, lockdowns and rapidly changing regulations leading to increased travel complexity. Vaccination is not a cause of concern for many.



Travel policy post-pandemic

The freedom of choice, simple approval and direct flights made it to the top three of the essential travel policy options: More than a half of respondents consider these important. 4 in 10 propose mandatory vaccination for business travelers.





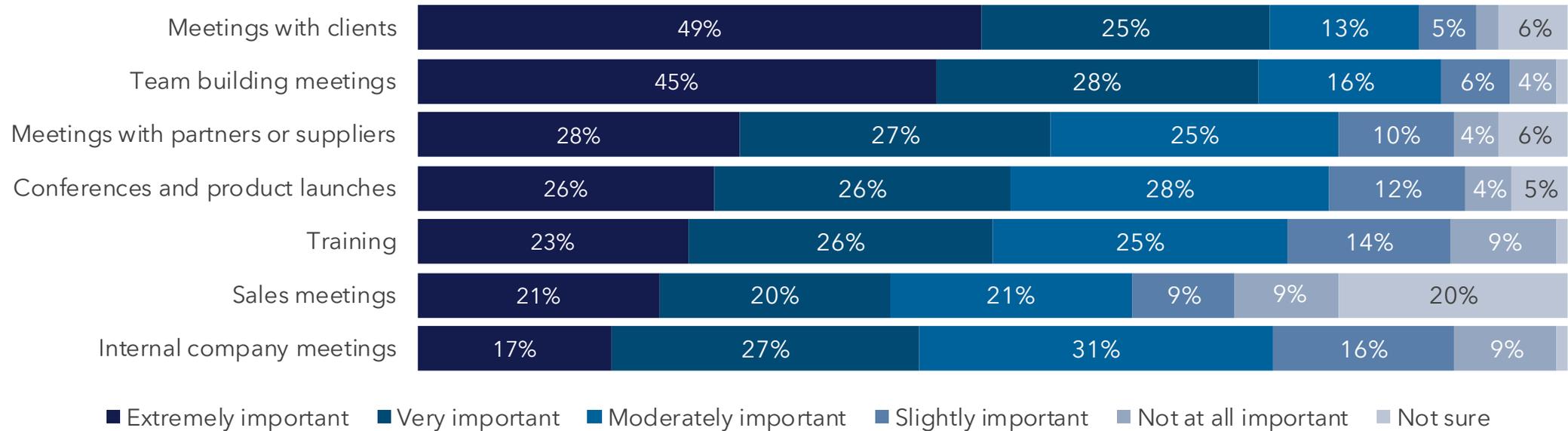
Remote vs. face-to face

[The importance of face-to-face meetings](#)

[Weaknesses of virtual meetings](#)

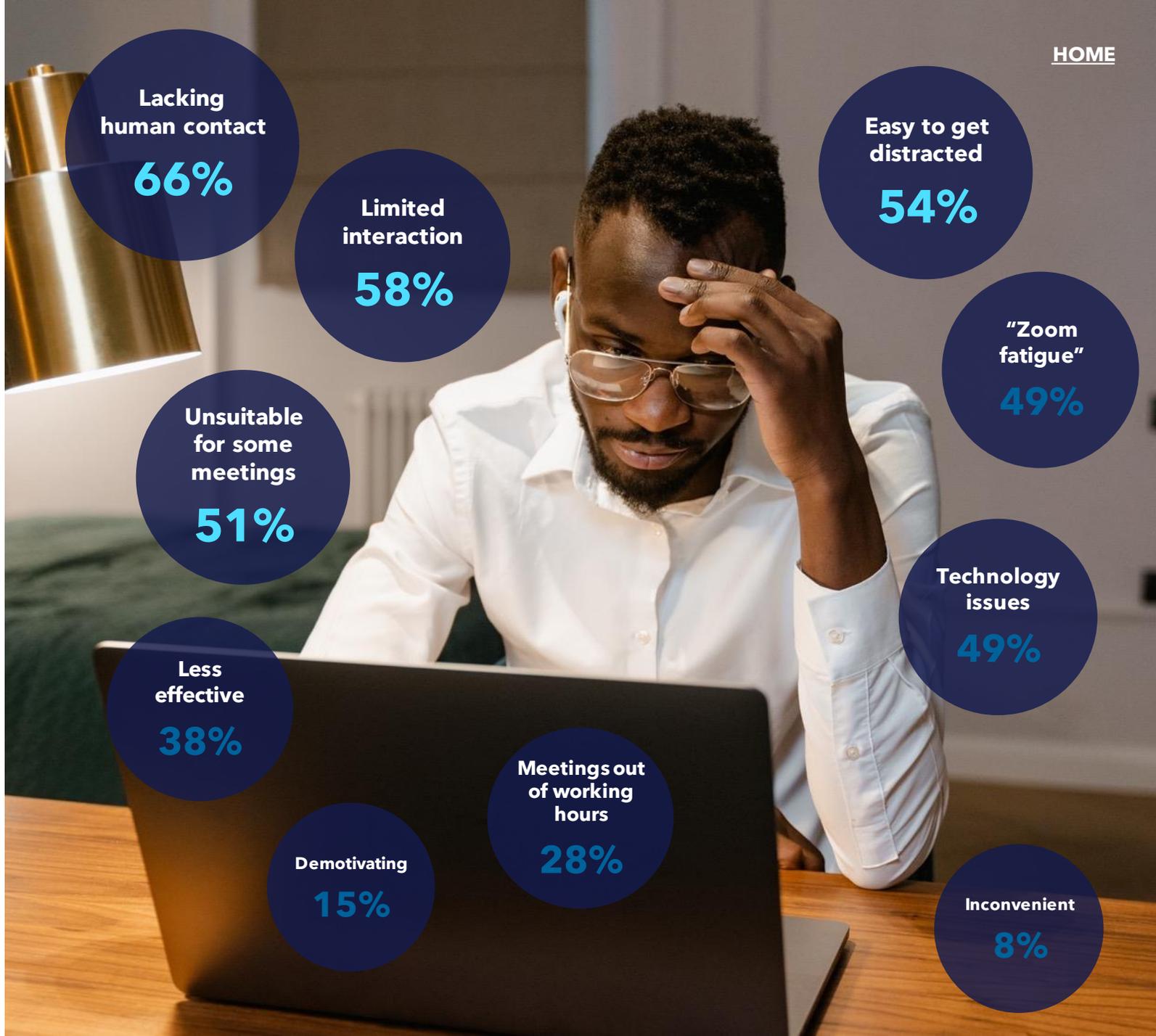
The importance of **face-to-face meetings**

Traveling employees consider client meetings and team-building events as the most important to be conducted face-to-face, while internal company meetings can be more easily substituted by virtual calls.



Weaknesses of virtual meetings

Virtual meetings lack human contact, provide limited interaction and it's easy to get distracted when attending such meetings. Besides, they are not suitable for certain types of meetings.





The **future** of work

[Have you returned to the office?](#)

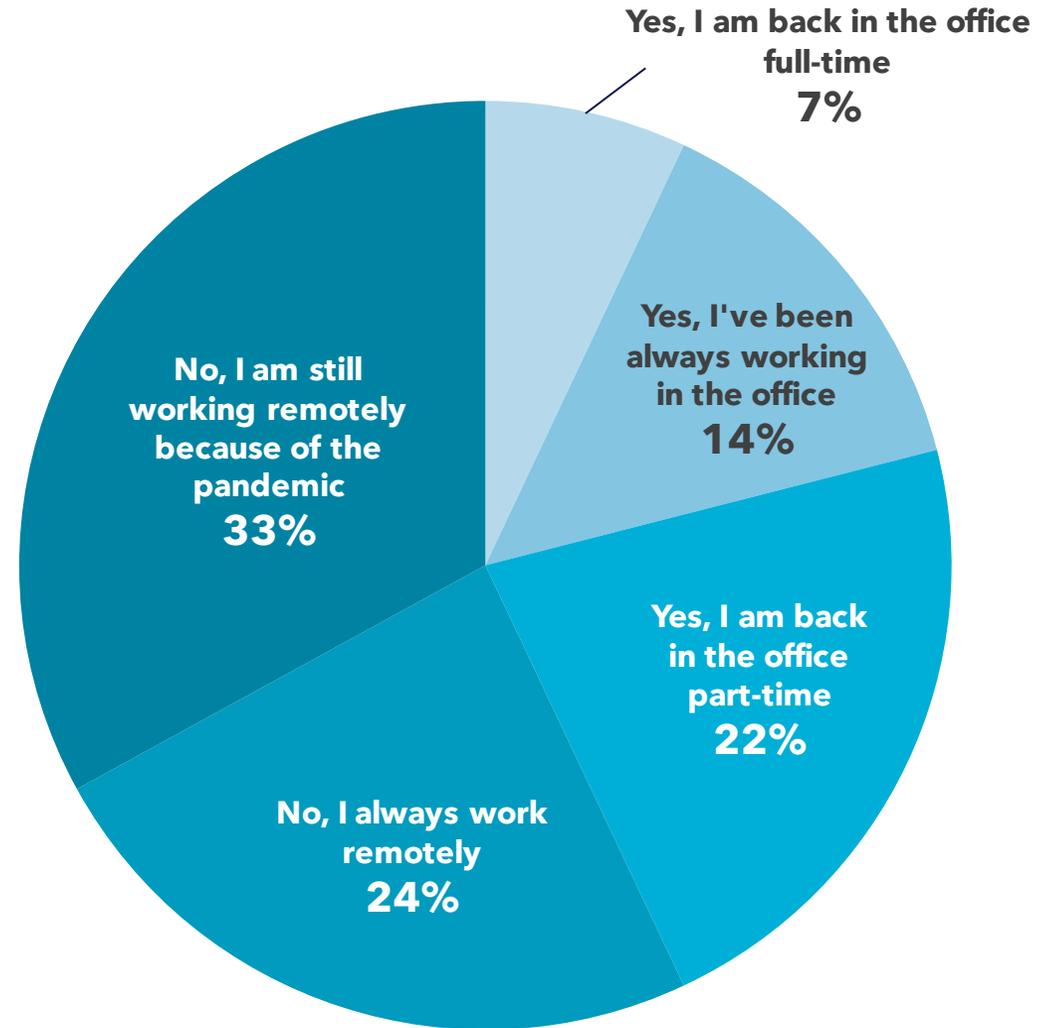
[Work in the office - part-time employees](#)

[Return to the office - virtual employees](#)

[Future of the workplace policy](#)

Have you returned to the office?

33% of the survey respondents are still working remotely due to the pandemic and 22% are back in the office part time.



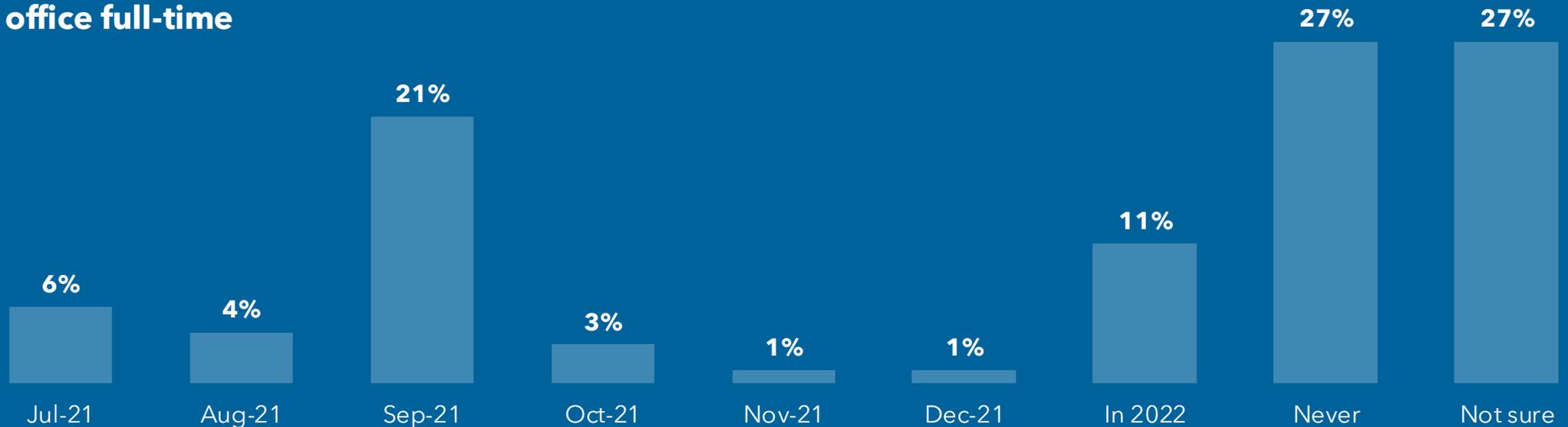
Working in the office part-time

The employees who are back to the office part-time are spending, on average, a third of their work time in the office. An increase in return-to-office numbers is expected in September, but there's a lot of uncertainty around what the future holds.

33%

**of time
spent in the office**

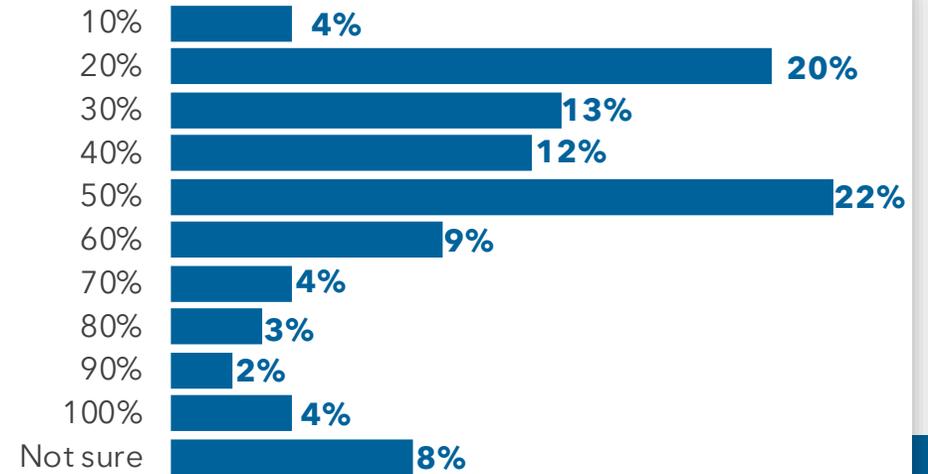
Likelihood to return to the office full-time



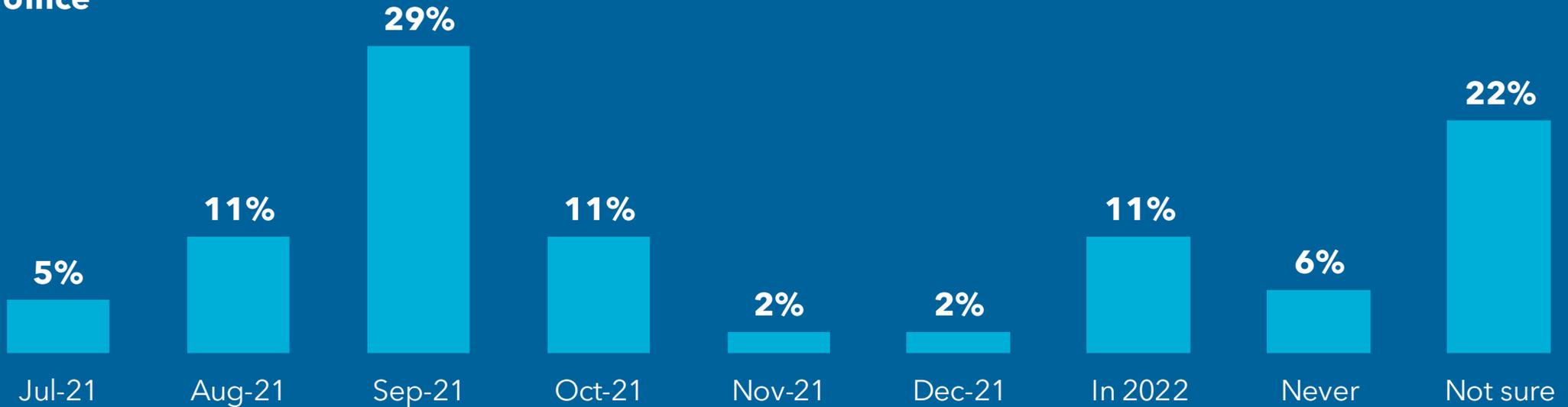
Return to the office

60% of the employees currently working from home expect to be back in the office by the end of the year, at least part time. Two thirds expect to work in the office not more than half of the worktime.

Share of time in the office upon return



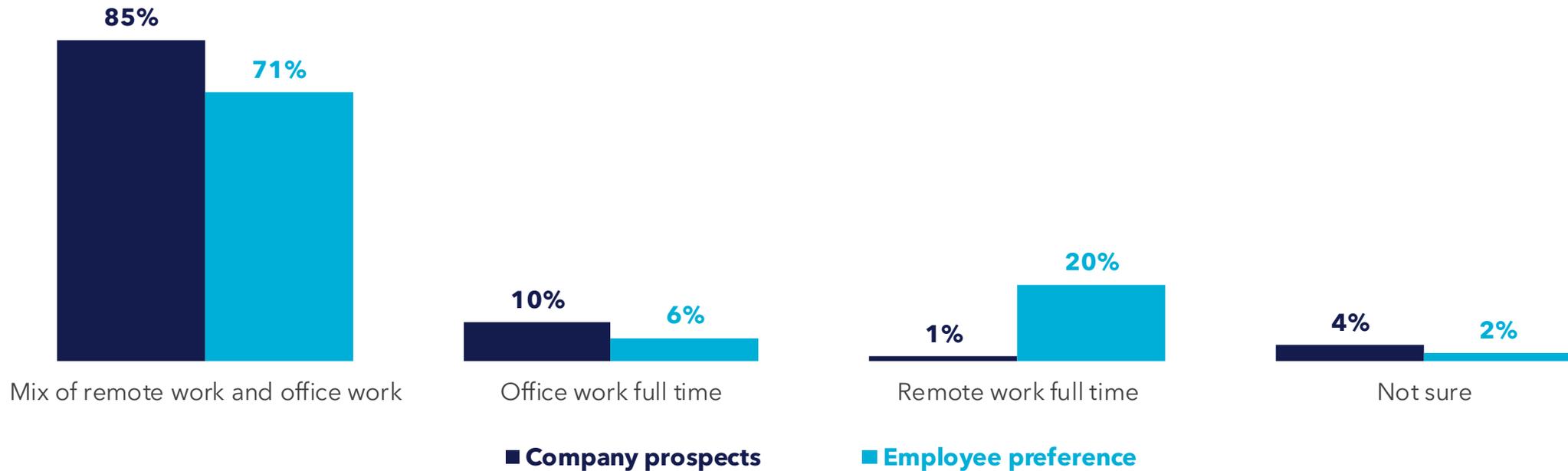
Likelihood to return to the office



Future of the companies' workplace policy

85% expect their company's workplace policy to foresee a mix of remote and office work, 10% plan to return to the office full-time and only 1% think they'll be working remotely full-time.

When it comes to the employees' preferences, 20% would like to work remotely full-time.



Business travel post-pandemic

[Post-pandemic business travel](#)

[What is business travel to you?](#)

[Bleisure likelihood](#)

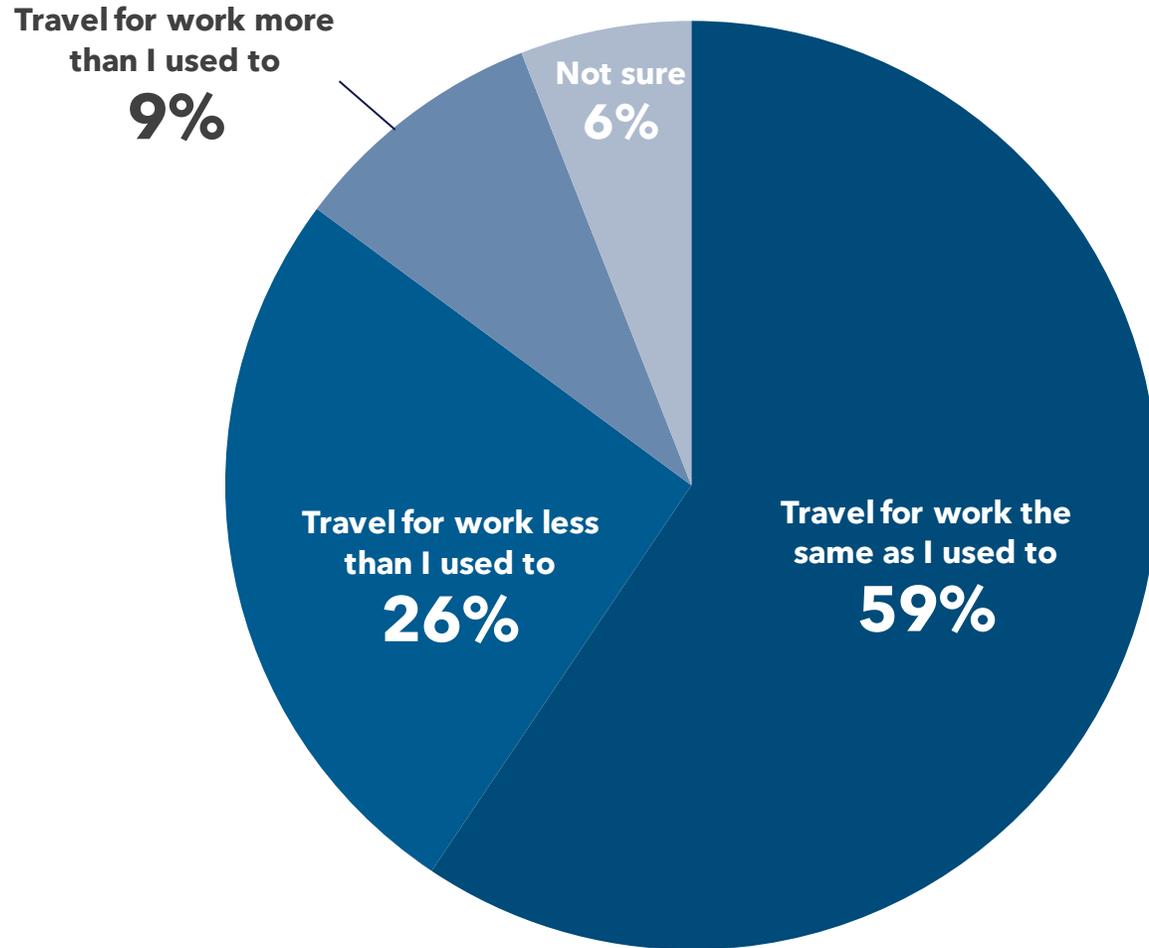
[Bleisure profile](#)

[Traveler profile](#)



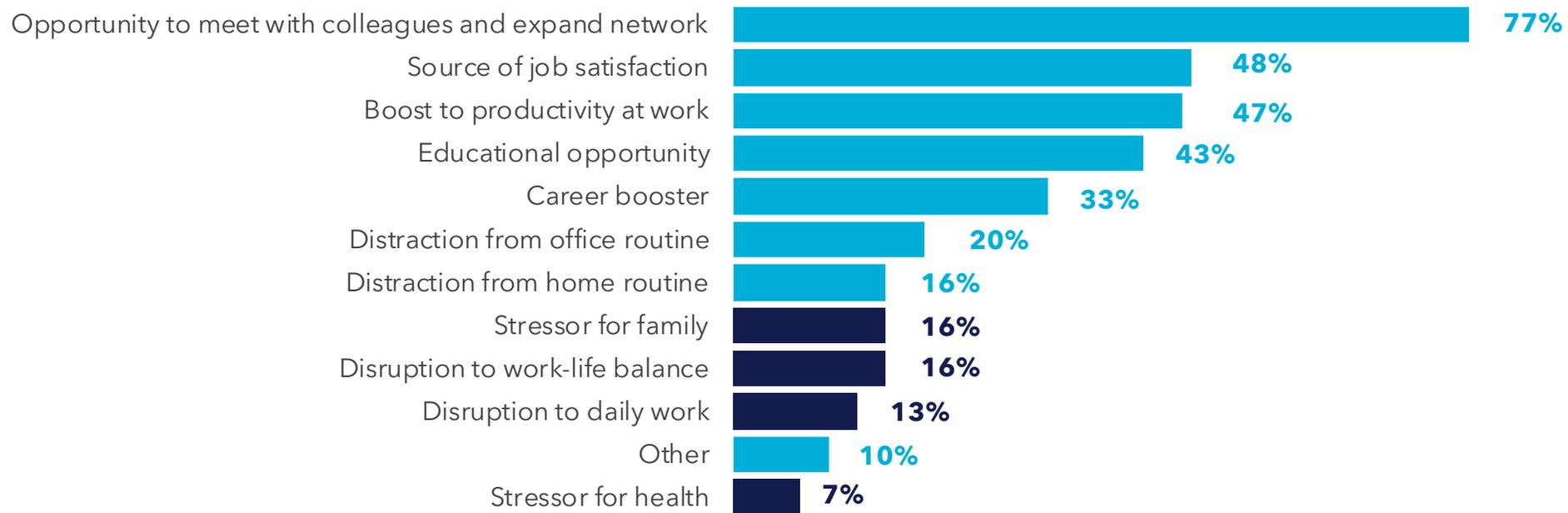
Post-pandemic business travel: Employees' preference

6 in 10 would like to travel for work as frequently as they used to before the pandemic.



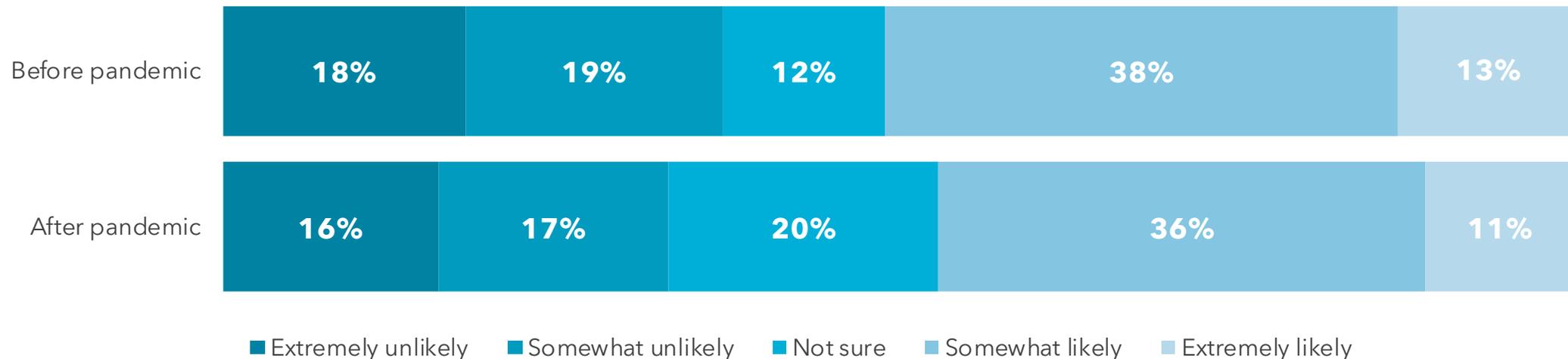
What is **business travel** to you?

Business travel provides an opportunity to meet colleagues, clients and partners; it's a source of job satisfaction, an educational opportunity, a boost to productivity and a career.



Bleisure likelihood

The propensity of business travelers to indulge in bleisure may stay the same as in the past when it comes to travel post-pandemic.



Bleisure profile



49% are likely to extend a business trip for a few leisure days

38% would travel for work accompanied by a partner or a friend

33% are likely to continue remote working at the business trip destination by extending their stay

32% would combine a business trip with a longer vacation stay

Traveler profile

76%

Business travel helps perform work efficiently

35%

Prefer fewer business trips of longer duration

31%

Would like to work remotely during long trips to the destinations of their choice

25%

Would like to move to another city or country and remotely work from there



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