

TRAVELLERS IN ASIA PACIFIC WANT UPGRADES ON MORE THAN JUST THEIR SEATS

Today's business travellers 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 survey from SAP Concur featuring 2,500 respondents across Asia Pacific highlights the challenges business travellers in the region face and the changes companies need to consider to better serve their travelling employees.

SAFETY IS A MAJOR ISSUE

TRAVELLERS FEEL UNSAFE



32%

Say safety is their top priority on the road



51%

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



53%

Want their company to provide more travel safety training



66%

Have shared their location while travelling for safety

CURRENT EVENTS ARE A BIG FACTOR



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

50%

Of Millennials

42%

Of Gen X

35%

Of Baby Boomers



Selected or changed a flight based on aircraft type:

47%

Of Millennials

40%

Of Gen X

39%

Of Baby Boomers

FEMALE TRAVELLERS FACE HARASSMENT



76%

Experienced some sort of harassment or mistreatment while travelling



47%

Are asked if they're travelling with their husband



42%

Ignored by service workers



30%

Catcalled on the job

THE STRESS OF BUSINESS TRAVEL

PRESSURE POINTS

Business travellers are most stressed:

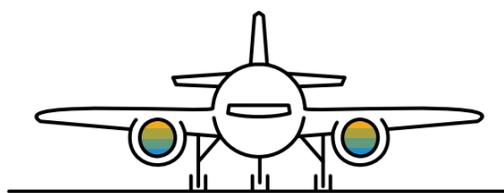
BEFORE

35%



DURING

31%



AFTER

33%



TECHNOLOGY LAG

Travellers want online booking tools that offer:



70%

Say their company lags in technologies that make travel easier



73%

Better information



69%

More convenience and better prices

REIMBURSEMENT PAIN



20%

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



50%

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



43%

Say they forfeited expenses



US\$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 travellers, 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 www.concur.com.sg/safe-travels