

GBTA Business Traveler Sentiment Index™ in Partnership with RoomIt by CWT: A quarterly survey of global business travelers

IF YOU HAD A CHOICE, WOULD YOU TRAVEL FOR WORK?



68% More often/Much more often



26% About the same amount



6% Less often/Much less often



Is road warrior
“burnout” a myth?

61% of frequent business
travelers actually say they
want to travel **more**.

BUSINESS TRAVELERS ARE OPTIMISTIC

Business traveler sentiment remains strong. Senior/executive management (**74%**) and director level staff (**77%**) agree the health of the economy is excellent.



HOTEL INTERNET

Business travelers spend a lot of time using hotel Internet...

On their last hotel stay for a work trip...



69%

of business travelers worldwide spent an average of **at least one hour per day** using in-room Internet **to do work**

66%

of business travelers estimate spending an average of **at least one hour per day** using in-room Internet **for leisure**

...But only some take extra precautions

On their last hotel stay for a work trip...



41%

of business travelers accessed Internet using **their own hotspot** or a hotspot provided by their company
This is especially common in Asia Pacific.

33%

of business travelers accessed Internet using **VPN**
This is especially common in Asia Pacific.

WHAT HOTEL TECHNOLOGIES DO BUSINESS TRAVELERS WANT?

% ranked in top 5 (out of 14)



39%

In-room **chargers** for laptops and/or phones



38%

Streaming services (e.g. Netflix, Hulu) on guest televisions



38%

“Smart” TVs with Internet access



37%

Online or **mobile** check-in/check-out



32%

Online or **mobile** service requests

Are hotels on the verge of TV streaming?

Video streaming explodes: In early 2019, the major streaming services claimed more than 500 million subscribers worldwide. Some hotel chains now offer TV streaming at a limited number of properties. As adoption grows, should travel managers ask about streaming when conducting hotel RFPs?



MANAGED TRAVEL APPS

Managed travel companies have focused heavily on mobile apps. Today, many apps provide on-the-go booking, real-time alerts and notifications, automatic calendar syncing, and the ability to communicate in an emergency. *The most desired features are:*

% ranked in top 5 (out of 14)



48%

Travel notifications

such as flight delays or gate changes



40%

Local restaurants and entertainment information

and entertainment information



37%

Safety and security updates for the city/region you are traveling for business

for the city/region you are traveling for business



37%

Local weather information



35%

Booking or Rebooking through the app

through the app

RISK MANAGEMENT APPS

Some companies have adopted apps that help them track or locate travelers. Are business travelers interested? *Yes, but it depends on how intrusive the apps are:*

% interested & very interested



An app that would provide me with safety and security information based on my location

71%



An app that allows me to “check-in” with my company to confirm my safety in an emergency

71%



Allowing my company to track my location via GPS through a mobile device

50%



Allowing my company to “predict” my location based on recent credit card transactions or places that I have visited in the past

50%

