



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?



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.*

% 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



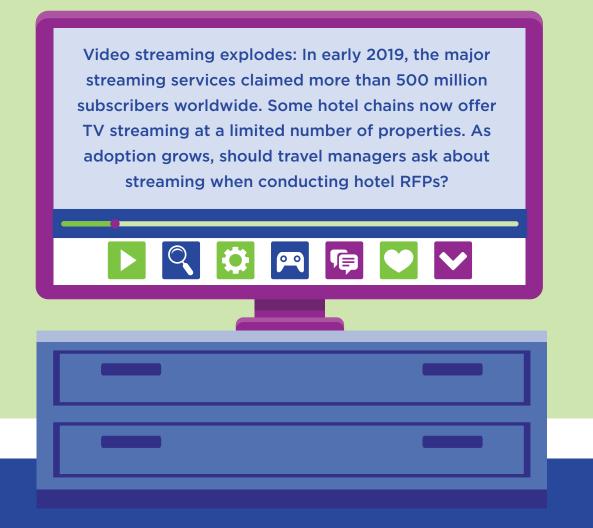
37% Online or

mobile check-in/ check-out



32% Online or mobile service requests

Are hotels on the verge of TV streaming?



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)

37%

for business





Travel notifications such as flight delays or gate changes

48%

40% Local restaurants and

information

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



37% Local weather information



35% Booking or Rebooking 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

