

# Getting Employees on the Road Again

How Travelers and Travel Managers Are Navigating the Restart of Business Travel

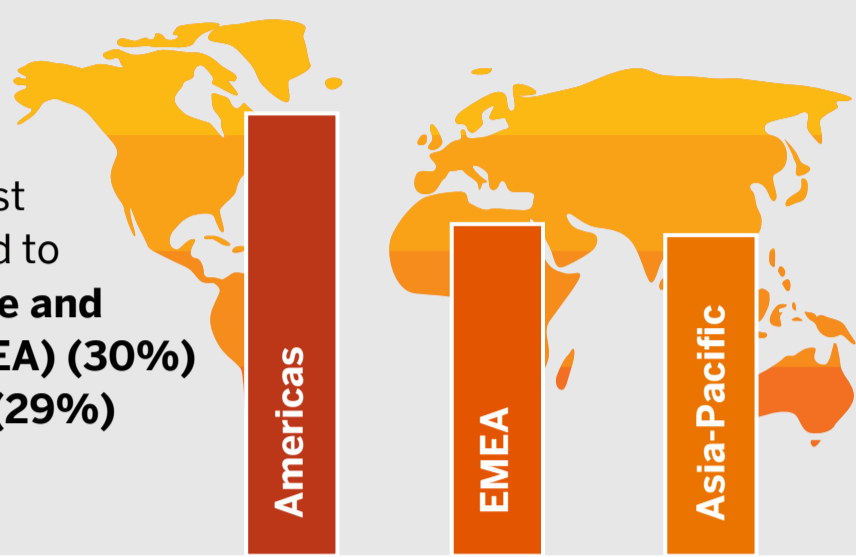


According to a global survey of business travelers by Wakefield Research, business travelers are worried about returning to travel, but “excited” was the second most common feeling associated with returning to travel. **How are they planning on navigating the new normal?** And what can travel managers do to support them? Results from the survey – which involved 4,850 business travelers in 23 markets – provides key insights.

A large constituent of business travelers are eager to get back to work:

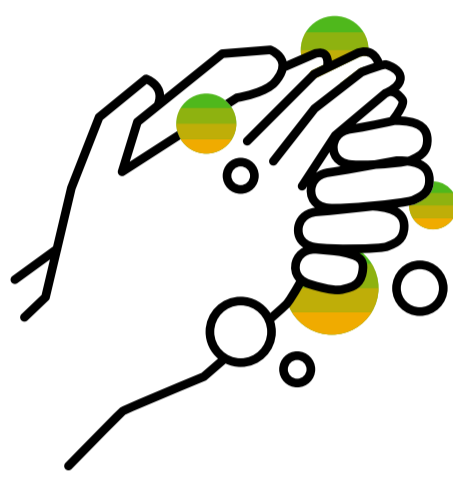
**40%**

Those from the **Americas** are most excited, compared to those from **Europe and Middle East (EMEA)** (30%) and **Asia-Pacific** (29%)



**33%**

Travelers who use their company's online booking tool are **more excited** than travelers who do not



Travelers expect big changes in the “**new normal**,” including:

Feeling more stressed about travel, with **45%** saying they experience the most stress during the trip, rather than **before (26%)** or **after the trip (29%)**

**54%**

Wearing facemasks and using hand sanitizer in shared spaces (52%)

**37%**

Limiting use of public transportation – and using their own vehicle more (29%)

**29%**

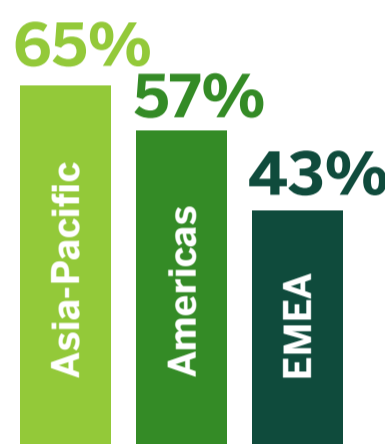
Prioritizing the **shortest, most direct flights** and **avoiding airports in major cities (21%)**

**65%**

Expecting to **not routinely** limit attendance at conferences or events when business travel resumes



Asia-Pacific travelers are more likely to wear masks for future trips compared to travelers from the Americas and Europe.



**96%** of business travelers expect their employers to proactively take steps to **improve safety and lower the stress of travel**, such as:

**39%**

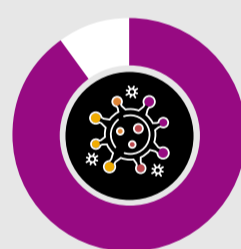
Making **personal health screenings** for traveling employees mandatory

**39%**

Limiting travel to **only the most critical trips**

**54%**

Offering trainings on **how to protect personal health and safety while traveling** and **maintain healthy habits while traveling (44%)**



**90%** of business travelers are concerned about resuming travel, especially about the possibility of **infecting family (55%)** or **getting sick themselves (53%)**.



Business travelers are concerned about the impact of **not meeting with their customers**.

**23%** of all business travelers also expect an increase in **pre-trip approvals**

**92%**

of business travelers **expect negative consequences** as a result of not being able to travel again

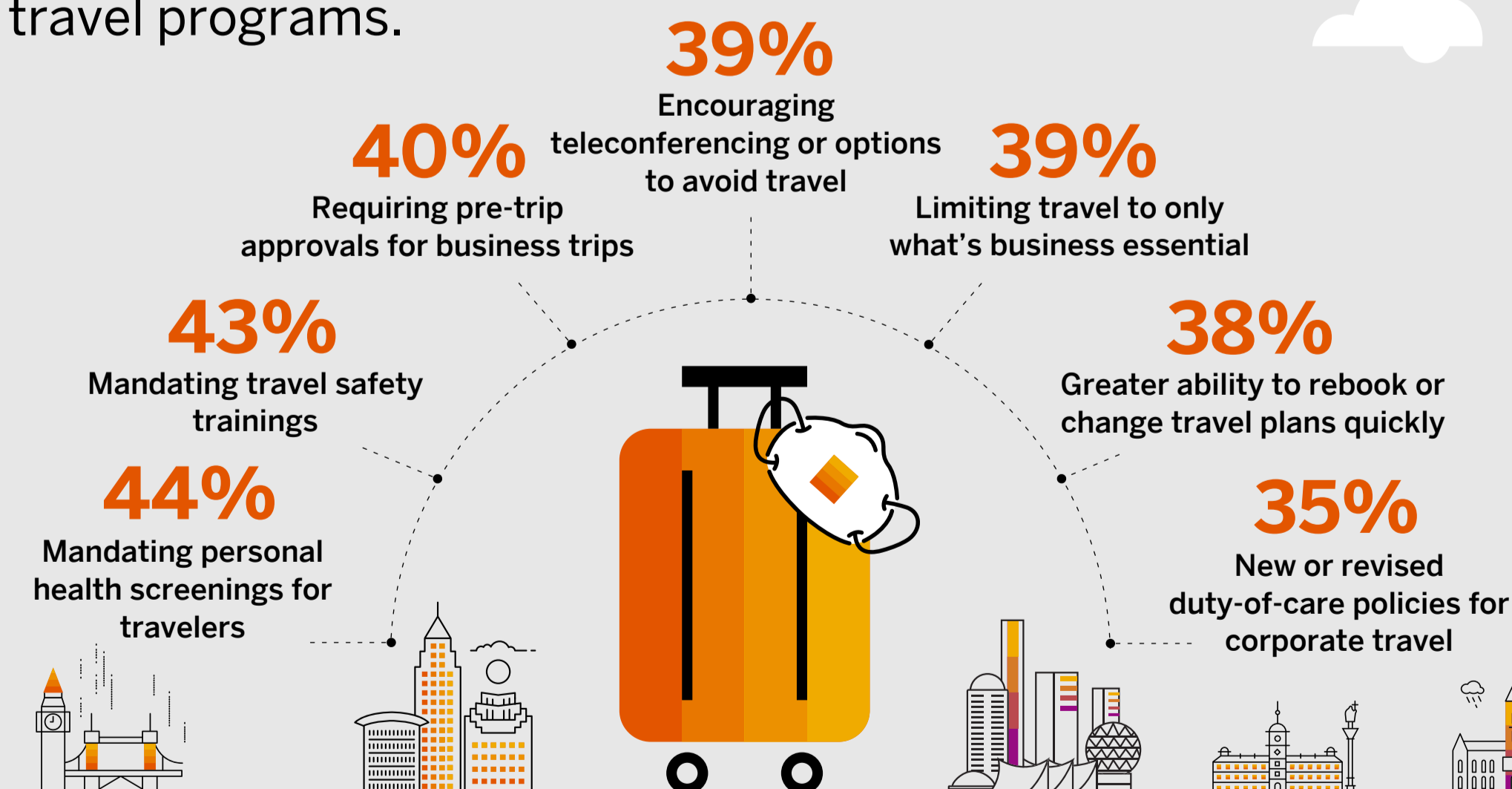
**52%**

expect a **reduced number of deals or contracts** that require in-person interactions

**46%**

expect a **decline in new business** due to **lack of in-person meetings**

Travel managers are **responding swiftly to employee concerns**, making near- and long-term changes to travel programs.



## Learn more

Want to learn more about Wakefield's research – and what it means for business travelers and travel managers? Read the two reports:

[Global Business Traveler Report 2020](#)

[Global Travel Manager Report 2020](#)