

## ABOUT THE SAP CONCUR WHITE PAPER

The market-specific data in this addendum is part of the SAP Concur survey of 3,850 business travellers. The survey includes travellers from 25 global markets: U.S., Canada, Brazil, Mexico, LAC (Colombia, Chile, Peru, and Argentina), UK, France, Germany, ANZ region (Australia and New Zealand), SEA region (Singapore and Malaysia), China, Hong Kong, Taiwan, Japan, India, Korea, Italy, Spain, Dubai, Benelux (Belgium, Netherlands and Luxembourg), South Africa, Sweden, Denmark, Norway and Finland.

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# SAP Concur White Paper Addendum for Indian Business Travellers

### **Indian business travellers cite tension between tightening budgets and employee needs.**

Even as the logistics of business travel become more subject to economic volatility, nearly all Indian travellers (95%) assert the future of their career depends on successful business travel in the coming year. **More than 4 in 5 (81%) are very willing to travel for business in the next 12 months (compared to 67% globally)**, an increase from 78% last year.

For more than half (52%) business travel is critical for visiting and showing a presence at industry events and conferences (compared to 34% globally, the highest of all markets surveyed), while nearly as many (51%) cite its importance for establishing relationships with new clients. Despite viewing travel as integral to their career, more than 3 in 5 (61%) haven't always had an equal opportunity for business travel compared to their co-workers.

**For 95% of Indian business travellers, the uncertain economy is affecting their company's travel (compared to 86% globally and highest of all markets surveyed).** Reducing overnight trips by requiring more same-day returns is the most common impact (58%, compared to 32% globally and the highest of all markets surveyed). For nearly half, the economy has led their company to require travellers to stay in lower quality accommodations and/or less safe areas (48%, compared to 31% globally, highest of all markets surveyed), while 34% now emphasize lower airfares even if it means layovers, indirect routes, or alternative airports.

### **For Indian business travellers, business travel that is safe and sustainable is a must.**

The vast majority of Indian business travellers (96%) are willing to decline an assigned trip for reasons like health and safety, social, environmental or work-life balance concerns. A majority (52%) would decline a business trip if they had safety or social concerns for travelling to certain parts of the world, and 49% would decline if they had health concerns with a destination.

Nearly 3 in 5 Indian business travellers (59%) cite health and safety concerns among the biggest threats to business travel (compared to 44% globally, the second highest of all markets). **Nearly 3 in 4 (71%) have changed their accommodations on a business trip in the past 12 months specifically because they felt unsafe (compared to 53% globally, the highest of all markets).** More than 4 in 5 Indian business travellers have experienced negative situations on a business trip (83%, compared to 74% globally), including 29% who felt they were in immediate danger.

In addition, 97%\* of Indian business travellers with a corporate travel policy expect their employer to allow them to make travel choices that are outside of company policy for reasons like safety and sustainability, including 41%\* who expect the flexibility to book more sustainable travel options. A market-leading 40% of Indian business travellers would decline a business trip out of concern over the environmental impact of the travel (compared to 23% globally), and 91% will take extra steps over the next 12 months to reduce the environmental impact of their business travel.

### **Indian business travellers want flexible options, despite lower corporate oversight.**

Even as companies attempt to manage tightening budgets, many of their travellers are reducing the company's visibility by going outside their purview to book their business travel. Nearly 2 in 5 Indian business travellers (38%) book their travel directly using an airline, hotel or car rental company's website or app, and many change or cancel flights using this direct approach as well: 41% typically use the airline's website or app and 11% call the airline directly.

\*Small base size; findings are directional.



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## METHODOLOGICAL NOTES

The SAP Concur Survey – Business Travellers was conducted by Wakefield Research ([www.wakefieldresearch.com](http://www.wakefieldresearch.com)) between April 7<sup>th</sup> and April 28<sup>th</sup>, 2023, among 3,850 Business Travellers in 25 Markets: US, Canada, Brazil, Mexico, LAC (Colombia, Chile, Peru, and Argentina), UK, France, Germany, ANZ region (Australia and New Zealand), SEA region (Singapore and Malaysia), China, Hong Kong, Taiwan, Japan, India, Korea, Italy, Spain, Dubai, Benelux (Belgium, Netherlands and Luxembourg), South Africa, Sweden, Denmark, Norway and Finland. The data has been weighted to ensure reliable representation of the business traveller population in each market.

Results of any sample are subject to sampling variation. The magnitude of the variation is measurable and is affected by the number of interviews and the level of the percentages expressing the results. For the interviews conducted in this particular study, the chances are 95 in 100 that a survey result does not vary, plus or minus, by more than 1.6 percentage points from the result that would be obtained if interviews had been conducted with all persons in the universe represented by the sample. Margins are slightly larger for subgroups. The margin of error for the 100 respondents from India in this study is +/- 9.8 at 95% confidence.