

## ABOUT THE SAP CONCUR WHITE PAPER

The market-specific data in this addendum is part of the SAP Concur survey of 4,850 business travellers—defined as those who travel for business 3+ times annually. The survey includes travellers from 23 global markets: U.S., Canada, Brazil, Mexico, 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), Sweden, Denmark, Norway, and Finland.

Wakefield Research is a leading, independent provider of quantitative, qualitative, and hybrid market research and market intelligence. Wakefield Research supports the world's most prominent brands and agencies, including 50 of the Fortune 100, in more than 90 countries. Our work is regularly featured in media.

To learn more, visit:  
[www.wakefieldresearch.com](http://www.wakefieldresearch.com).

# SAP Concur White Paper Addendum for India

**Indian business travellers are especially looking forward to getting back to business.** Half of Indian business travellers feel excited (50%, compared to 32% globally) about resuming travel once restrictions are lifted – the highest among all the markets surveyed, and much fewer (29%) feel worried. Over two-thirds (68%) have positive feelings about travelling again. This eagerness to travel is likely because over 3 in 5 Indian business travellers (61%) anticipate fewer contracts or deals, and 53% expect declines in new business due to lack of in-person meetings.

### **Indian business travellers predict a new normal for business travel post-COVID.**

Nearly all Indian business travellers (98%) expect a “new normal” with changing norms and practices. Almost half (47%) expect limiting the use of public transportation, **44% predict using their personal vehicle for travelling (compared to 29% globally)**, and 38% expect to prioritize taking the shortest route between locations, such as direct flights.

While travel may look different post-COVID, 56% of Indian business travellers do *not* expect to routinely limit attendance at events and conferences, suggesting changes are needed to meet their new expectations.

### **In a significant shift from last year, the trip itself is now the most stressful stage of travel.**

A plurality of Indian business travellers (38%) now say they experience the most stress during the trip. This is a slight change from last year, when 36% said the same. This year, 30% say they experience the most stress before the trip, while 32% say after the trip.

More than three times as many Indian business travellers (37%) say their health and safety is their top priority than those who mention business needs (12%). This is an increase from last year when just 28% said safety was their top priority.

### **All Indian business travellers consider some measures critical for returning to the road.**

The most critical are mandatory personal health screenings for travellers (48%), **mandatory travel safety trainings (44%, compared to 25% globally)**, and **real-time updates and alerts on potential travel risks (40%, compared to 30% globally)**. The anticipated implementation of these new measures might be why 29% also believe pre-trip approvals are critical to safely return to the road.

A powerful 99% of Indian business travellers say company trainings would be beneficial, **especially trainings on how to protect their health and safety during travel (67%, compared to 54% globally)** and how to maintain healthy habits while travelling (44%). Notably, 30% are interested in trainings on how to travel more sustainably.

### **Indian business travellers want tech that can keep up.**

The most important mobile app features for Indian business travellers include traveller safety information (46%) and the ability to view and manage their trip itinerary (31%). Nearly a quarter (24%) want automatic notifications for out-of-policy bookings or expenses, and 18% want the ability to track and offset their carbon footprint.

When travel resumes, Indian business travellers are most likely to use their company's online booking tool (25%) to check for hotels or flights, followed by their company's travel agency (20%), online travel agencies (20%), and direct booking with an airline or hotel (19%).



MARKET RESEARCH | PR POLLING | RESEARCH SUPPORT SERVICES

[WAKEFIELDRESEARCH.COM](http://WAKEFIELDRESEARCH.COM)



## METHODOLOGICAL NOTES

The SAP Concur Survey of Business travellers was conducted by Wakefield Research ([www.wakefieldresearch.com](http://www.wakefieldresearch.com)) between May 20<sup>th</sup> and June 9<sup>th</sup>, 2020. The survey was conducted among 4,850 Business travellers who travel for work requiring an overnight stay 3+ times per year. The survey was conducted in 23 markets: U.S., Canada, Brazil, Mexico, UK, France, Germany, ANZ region (Australia and New Zealand), SEA region (Singapore, Malaysia), China, Hong Kong, Taiwan, Japan, India, Korea, Italy, Spain, Dubai, Benelux (Belgium, Netherlands, and Luxembourg), Sweden, Denmark, Norway, and Finland.

Results of any sample are subject to variation. The overall margin of error for this survey of 4,850 respondents is +/- 1.4 at 95% confidence. Meaning, the chances are 95 in 100 that a survey result does not vary, plus or minus, by more than 1.4 percentage points from the result that would be obtained if interviews had been conducted among 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.