

WHAT STRESSES BUSINESS TRAVELERS THE MOST?



Half of business travelers are back. According to a BCD study, however, companies are overlooking the most important stress factors of their traveling employees.

The easing of the Corona situation is having an impact on companies. Employees are traveling more again. **Air transactions are currently over 50% compared to pre-pandemic levels and rising.**

Now, companies should know the key stressors for business travelers. They primarily stem from pandemic-related travel disruptions, travel restrictions and geopolitical events.

For the study, BCD Travel asked 875 business travelers worldwide about their stress factors on business trips. While 89% find that employee well-being is a priority at their company, only 51% think their company has traveler well-being in mind.

Here are some of the most interesting findings.

Top three stress factors for business travelers before a trip:

- Understand Corona regulations and prepare required documents (54%)
- Rebooking in case of changes in itinerary or cancellations (44%)
- Balancing travel and personal life (41%)

Booking flights (18%) and accommodation (16%) is rated as the least stressful.

Main causes of stress during travel:

- Flight delays and cancellations (64%)
- Short transfer times (53 %)
- Economy class on long-haul flights (40%)

Orientation or transportation at the destination causes the least stress (13%).

Biggest post-trip stressors:

- Catching up on office work (51%)
- Preparation of expense reports (45 %)
- Catching up on neglected home or family responsibilities (39%)

The least stressful are jet lag (22%) and the content-related follow-up to appointments while traveling (21%).

How companies can contribute to the well-being of business travelers

Companies can promote the well-being of travelers through requirements in their travel policy and

other measures. They can offer their employees direct flights, allow them to choose a seat on the plane, offer shortened check-in times at the airport, and allow business class booking on long-haul flights.

Business travelers also benefit from restaurant recommendations, advice on nutrition, sleep and rest, gym memberships while traveling, permission for bleisure travel (combining work and leisure) and additional leave to compensate for business travel outside regular working hours, for example on weekends.

In addition, companies can partner with health and wellness solution providers to give business travelers exclusive access to gyms, pools, spas and lounge facilities at airport hotels without having to book a room.

Hotel amenities

The choice of hotel is an important aspect of travelers' well-being. The survey shows that **hotels in poor locations with inferior service are the fourth most stressful factor for business travelers during a trip**. When it comes to hotel amenities, travelers place the greatest value on the controllability of room temperature, good soundproofing and ventilation, and healthy food.

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