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Business Travel Productivity Report

Business travel is often a source of burnout that companies either don't realize or struggle to address, however, not doing so runs the risk of alienating employees and undercutting productivity while on the road. Our goal with the Business Travel Productivity Report was to uncover not only the difficulties employees have with staying productive while traveling for work and its impact on a business, but what steps employers can take to understand the needs of business travelers better and begin mitigating the burnout symptoms that leads to a loss in productivity.

With **1 in 3** (**34%**) business travelers stating that they experience difficulty staying on top of their workload and nearly **30%** feeling that they have to be available constantly while traveling, it's imperative that employers understand that stressed out business travelers coupled with unclear or outdated travel policies/ processes is not a recipe for productivity – and making the much needed adjustments.

To increase employee productivity, flexibility and meeting employees' demands are the clear overarching solutions. More than **1 in 3** (**35%**) business travelers want more options to choose from when they are booking travel, such as opting to stay in an Airbnb, and just about **30%** wanted to be able to do simple things like change their flight if they would like to stay longer or leave earlier.

Ultimately, business travelers want the usual comforts any traveler wants and the best way for companies to deliver is giving back some of that control over the booking and travel process to the employee through implementing new technologies and adopting more flexible travel procedures. In fact, **1 in 6** (**16%**) said they'd be more productive if they had more say in when/how they traveled and over a quarter (**25%**) said they'd be more productive if they had free time while traveling.

Business Travel is the Ultimate Productivity Killer

AROUND 1 IN 3 BUSINESS TRAVELERS:

32% Say they experience difficulty staying on top of their workload when traveling

29% Said they feel like they have to be available constantly (checking email, available via phone, etc.) while traveling for work
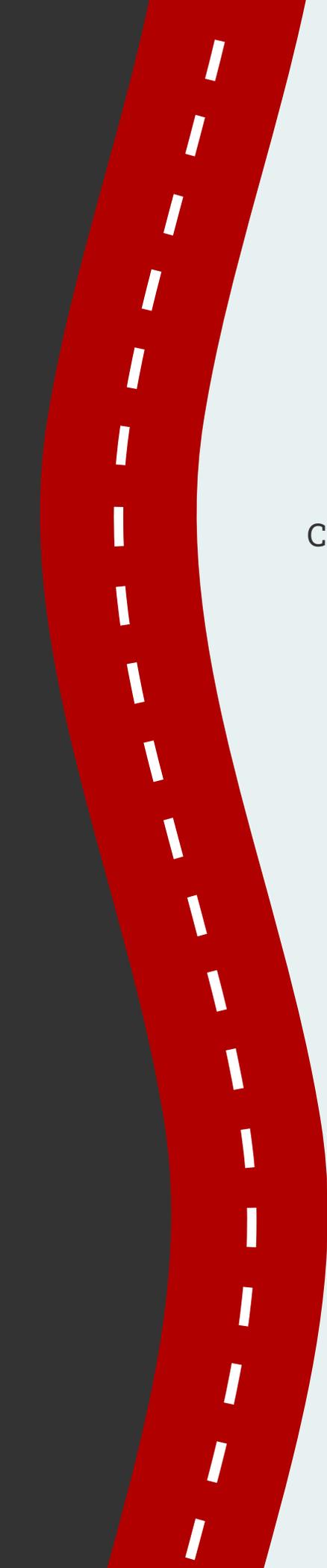
24% feel like they had to work more or work overtime to make up for lost time while traveling

14% Over **1 in 8** feel they performed worse in a meeting because of travel issues.

17% About **1 in 6** have almost missed a meeting because of travel issues.

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The Path to Killing Productivity

Outdated/Unclear Travel Policies:

1 in 6 (**17%**) think their company's travel policies are difficult to understand

1 in 6 (**18%**) say their company has an outdated approach to booking travel

1 in 8 (**14%**) are unsure who to reach out if they have questions when booking

Cognitive Dissonance Between Employer and Employee:

1 in 6 business travelers (**16%**) think companies don't understand what it's like to travel for work

1 in 8 (**12%**) don't feel supported by their company when traveling for work

Lack of Flexibility in Travel Process:

1 in 10 (**11%**) don't feel like they have any control over the booking process

1 in 6 (**16%**) would be more productive if they had more say in when/how they traveled

Lack of Additional Perks:

More than **1 in 3** (**36%**) want an upgrade on a flight, bus, rental car, etc. at no personal expense

More than **1 in 3** (**35%**) want more options to choose from when booking travel (e.g. opting to stay in an Airbnb)

More than **1 in 3** (**34%**) want an opportunity to take advantage of hotel amenities

Overall Stress of Business Travel:

32% of business travelers have faced difficulties staying on top of their workload while traveling for work

24% have had to work more or overtime to make up for lost time while traveling

How to Increase Productivity and Happiness

1 **Flexibility.** Companies should offer more flexibility and give employees the opportunity to control the booking process so that they can decide what works best for them when traveling for work. Something as simple as allowing employees to fly on the day they want or giving them the option to extend their trip for another day or two can be the best defense against burnout and a loss in productivity.

> About **1 in 5** (**22%**) business travelers said they'd be more productive if their company allowed bleisure travel and just over a quarter (**25%**) said they'd be more productive if they had free time while traveling

2 **Booking platforms.** Companies should look towards flexible and robust business travel booking platforms to give employees power over their own bookings and budgets and stay happy – and therefore more productive – while ensuring they stay within the clear travel guidelines a company may have in place.

> Nearly **1 in 8** (**13%**) wish their company trusted them more to book their own travel, with **1 in 5** (**22%**) saying it's difficult to stay in budget and be happy/ comfortable

3 **Technology.** Companies should be sure to implement newer technology so as to provide their employees with the usual comforts that they are used to and help maintain their productivity. For example, if you send your employees on the road without the proper technology, its inevitable stress is going to mount, and they'll spend more time fighting for a connection than prepping for a presentation.

> Over **1 in 5** (**22%**) business travelers have been behind on work while traveling because of poor Wi-Fi/connectivity

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Methodology

Research Methodology

NexTravel commissioned YouGov PLC — a third party, professional research and consulting organization — to poll the views of 2,651 adults (511 past 12 months business travelers). Fieldwork was undertaken between October 15-17, 2019. The survey was carried out online. The figures have been weighted and are representative of all US adults (aged 18+).

About NexTravel

NexTravel is a Y-combinator backed cohesive platform taking the pain out of booking business travel by providing a flexible and transparent experience for employees and businesses. The company uses technology to replace many of the processes corporate travel bookers typically use an agent for or spend too much time on due to complicated policies and budget constraints, giving back control to the companies and employees that travel for them.

Most booking sites or platforms lack an incredible amount of transparency during the booking process and NexTravel is streamlining the process so companies can ensure budgets and policies are followed, without sacrificing the needs and preferences of the traveler.

NexTravel is based in Los Angeles, CA. For more information visit: nextravel.com or follow them on Twitter, Facebook and LinkedIn.