

## YouGov Survey Results

Sample Size: 1024  
Fieldwork: 23rd - 25th July 2012

Total	Gender		Age					Social Grade		Region						
Base	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55+	ABC1	C2DE	North	Midlands	East	London	South	Wales	Scotland

Excluding your commute to and from work, do you currently travel regularly for business via air and/ or rail (within the UK and/ or internationally)? (Please tick all that apply)

Base: All GB Adults who travel for business via air or rail

	1024	670	354	17	229	210	256	312	909	115	195	131	108	210	263	31	86
Yes, via rail	88%	86%	92%	88%	89%	88%	85%	89%	88%	90%	93%	86%	86%	88%	86%	87%	86%
Yes, via air	41%	45%	33%	18%	38%	44%	40%	42%	43%	21%	35%	37%	45%	38%	42%	42%	56%
No, I don't	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

\*\*When answering the next set of questions, please think about travelling for business via air and/ or rail for your current job role, and NOT your commute to and from work.\*\*

Approximately how long has travelling for business been part of your job?

Base: All GB Adults who travel for business via air or rail

	1024	670	354	17	229	210	256	312	909	115	195	131	108	210	263	31	86
Less than 1 year	6%	4%	10%	41%	14%	4%	4%	3%	6%	10%	7%	6%	6%	8%	5%	-	6%
1 to 2 years	8%	6%	10%	24%	20%	4%	5%	2%	7%	11%	8%	6%	6%	11%	7%	6%	6%
More than 2 up to 3 years	8%	7%	9%	18%	16%	8%	5%	4%	8%	11%	8%	5%	9%	11%	7%	13%	8%
More than 3 up to 4 years	5%	4%	8%	-	8%	8%	3%	4%	5%	5%	8%	3%	4%	7%	4%	3%	7%
More than 4 up to 5 years	7%	5%	11%	6%	14%	7%	6%	4%	7%	11%	10%	5%	6%	6%	8%	3%	6%
More than 5 up to 10 years	19%	19%	20%	-	24%	29%	17%	13%	19%	19%	16%	24%	21%	20%	18%	13%	24%
More than 10 up to 14 years	11%	11%	11%	-	3%	19%	16%	8%	11%	11%	12%	9%	11%	9%	14%	6%	10%
More than 14 up to 19 years	8%	8%	6%	-	1%	14%	11%	5%	8%	5%	11%	8%	7%	5%	8%	16%	1%
More than 19 up to 24 years	7%	8%	6%	-	-	3%	13%	11%	8%	3%	7%	9%	9%	6%	6%	10%	6%
More than 24 years	19%	26%	7%	6%	-	3%	20%	45%	20%	11%	13%	24%	19%	16%	21%	29%	26%
Don't know	1%	1%	2%	6%	1%	1%	1%	1%	1%	2%	1%	1%	-	1%	2%	-	-

On average, approximately how often do you travel for business as part of your work?

Base: All GB Adults who travel for business via air or rail

	1024	670	354	17	229	210	256	312	909	115	195	131	108	210	263	31	86
Less than once a month	25%	22%	32%	35%	31%	31%	21%	20%	25%	24%	26%	17%	25%	30%	25%	29%	24%
1 to 2 times a month	34%	33%	37%	24%	35%	32%	32%	38%	35%	28%	37%	35%	33%	31%	33%	32%	41%
3 to 4 times a month	18%	20%	16%	18%	17%	19%	20%	18%	19%	15%	16%	25%	19%	19%	17%	13%	16%
5 to 6 times a month	9%	10%	7%	6%	8%	5%	11%	10%	9%	10%	7%	10%	11%	7%	11%	10%	8%
6 to 7 times a month	3%	3%	3%	6%	3%	2%	4%	3%	3%	3%	4%	4%	3%	4%	2%	3%	1%
8 to 9 times a month	3%	4%	1%	-	1%	5%	3%	3%	3%	6%	2%	2%	3%	2%	5%	3%	6%
10 or more times a month	7%	9%	4%	12%	5%	6%	9%	7%	6%	13%	9%	8%	6%	8%	7%	10%	3%

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Do you mainly travel for business internationally or domestically, or about the same for both?

Base: All GB Adults who travel for business via air or rail

	1024	670	354	17	229	210	256	312	909	115	195	131	108	210	263	31	86
Internationally	14%	15%	11%	18%	11%	14%	16%	14%	14%	10%	11%	11%	15%	15%	17%	16%	7%
Domestically	70%	66%	77%	71%	71%	70%	69%	70%	69%	77%	78%	73%	68%	64%	68%	77%	70%
Both about the same	16%	19%	12%	12%	17%	16%	15%	16%	17%	12%	11%	16%	18%	20%	15%	6%	23%

Which ONE, if any, of the following words BEST describes how business travel generally makes you feel?

Base: All GB Adults who travel for business via air or rail

	1024	670	354	17	229	210	256	312	909	115	195	131	108	210	263	31	86
Accomplished	13%	14%	11%	6%	17%	12%	9%	15%	13%	17%	12%	12%	12%	15%	13%	6%	16%
Irritated	12%	14%	8%	6%	9%	14%	16%	12%	12%	13%	15%	8%	16%	10%	13%	13%	14%
Happy	9%	11%	6%	12%	7%	9%	10%	12%	9%	10%	7%	14%	11%	8%	9%	16%	9%
Exhausted	26%	21%	36%	18%	29%	30%	29%	20%	27%	19%	31%	27%	21%	25%	26%	32%	22%
Powerful	2%	1%	3%	18%	4%	1%	1%	0%	2%	3%	-	1%	1%	3%	2%	3%	5%
Nervous	4%	3%	4%	6%	5%	3%	5%	2%	3%	7%	3%	4%	2%	6%	3%	-	5%
Excited	8%	8%	8%	18%	13%	10%	5%	6%	8%	7%	8%	3%	10%	11%	10%	-	3%
Other SEE OE_1	18%	19%	17%	-	8%	16%	20%	27%	18%	18%	14%	26%	19%	15%	17%	26%	21%
Don't know	7%	7%	7%	18%	8%	5%	7%	7%	7%	6%	10%	5%	8%	7%	6%	3%	5%

Which ONE, if any, of the following factors causes you the biggest "pain point" (i.e. the factors which cause you the most stress) when it comes to business travel?

Base: All GB Adults who travel for business via air or rail

	1024	670	354	17	229	210	256	312	909	115	195	131	108	210	263	31	86
The stack of receipts and expense reports that need to be completed upon my return	18%	17%	18%	6%	18%	22%	18%	15%	18%	17%	16%	21%	18%	19%	17%	13%	15%
The inability to book air or rail travel quickly and easily when there is a last minute cancellation/change to my itiner	11%	10%	12%	12%	14%	10%	9%	12%	11%	13%	12%	12%	8%	13%	9%	6%	15%
Finding a hotel easily especially during peak periods (i.e. around major industry events)	6%	5%	7%	6%	9%	5%	6%	4%	6%	9%	7%	6%	6%	2%	7%	10%	7%
Feeling unsafe and not secure within my surroundings whilst travelling	5%	4%	8%	6%	8%	4%	6%	4%	5%	7%	6%	5%	5%	7%	5%	3%	5%
Company restrictions on travel and accommodation	14%	14%	13%	29%	12%	22%	15%	7%	15%	7%	14%	13%	11%	15%	14%	13%	15%
The feeling of being lost and running around the airport, trying to find my flight	3%	3%	3%	12%	2%	4%	2%	3%	3%	3%	2%	2%	1%	5%	4%	-	3%
Finding the quickest route from the airport to the hotel	3%	3%	4%	-	5%	2%	3%	2%	3%	2%	2%	5%	2%	4%	2%	3%	3%
Other SEE OE_2	20%	20%	20%	12%	17%	17%	21%	23%	20%	17%	17%	17%	26%	16%	22%	29%	22%
Not applicable - I don't have any pain points around business travel	21%	23%	17%	18%	15%	15%	20%	30%	20%	26%	25%	19%	24%	20%	21%	23%	14%

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How often, if at all, would you say you are left unhappy with the experience of a business trip?

Base: All GB Adults who travel for business via air or rail

	1024	670	354	17	229	210	256	312	909	115	195	131	108	210	263	31	86
Always	2%	2%	2%	6%	2%	1%	4%	2%	2%	1%	3%	3%	3%	0%	3%	3%	2%
Often	12%	13%	8%	-	10%	13%	12%	12%	12%	10%	13%	11%	14%	10%	9%	16%	17%
Sometimes	46%	43%	50%	47%	45%	49%	50%	40%	46%	45%	45%	44%	48%	50%	44%	48%	42%
Rarely	38%	39%	37%	35%	39%	35%	33%	44%	38%	37%	39%	37%	32%	38%	42%	32%	36%
Never	2%	2%	2%	-	3%	1%	2%	2%	2%	4%	1%	4%	1%	1%	3%	-	2%
Don't know	0%	0%	1%	12%	1%	-	-	-	0%	3%	-	-	2%	1%	-	-	-

How often, if at all, are you left dissatisfied with the experience of a business trip?

Base: All GB Adults who travel for business via air or rail

	1024	670	354	17	229	210	256	312	909	115	195	131	108	210	263	31	86
Always	2%	2%	2%	6%	2%	2%	4%	1%	2%	1%	2%	2%	3%	2%	3%	3%	-
Often	11%	12%	10%	-	9%	13%	13%	12%	11%	13%	17%	7%	11%	8%	11%	10%	17%
Sometimes	44%	42%	48%	41%	41%	49%	47%	41%	45%	41%	42%	44%	49%	50%	42%	42%	37%
Rarely	38%	39%	36%	41%	41%	32%	33%	43%	39%	34%	36%	41%	31%	39%	40%	39%	40%
Never	3%	3%	3%	-	4%	2%	3%	4%	3%	7%	3%	5%	4%	1%	4%	3%	6%
Don't know	1%	1%	1%	12%	2%	1%	0%	-	1%	4%	1%	-	3%	1%	1%	3%	-

Thinking about when you are travelling for business in general, approximately what percentage of your time do you feel that you're being unproductive because you don't have the tools that you need to do your job effectively?

Base: All GB Adults who travel for business via air or rail

	1024	670	354	17	229	210	256	312	909	115	195	131	108	210	263	31	86
0 - None	20%	22%	15%	-	10%	14%	21%	30%	20%	19%	19%	20%	22%	20%	21%	19%	12%
Up to 25%	38%	38%	37%	24%	36%	37%	41%	38%	37%	46%	33%	45%	29%	40%	39%	35%	40%
26% to 50%	22%	21%	23%	35%	28%	27%	18%	16%	22%	18%	20%	18%	31%	22%	20%	13%	24%
51% to 75%	11%	10%	14%	18%	15%	12%	11%	8%	12%	9%	17%	7%	8%	9%	11%	10%	15%
76% to 100%	6%	5%	7%	6%	7%	6%	7%	4%	6%	3%	6%	8%	6%	4%	5%	16%	8%
Don't know	3%	3%	5%	18%	3%	3%	2%	4%	3%	5%	4%	2%	4%	5%	3%	6%	1%

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Base	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55+	ABC1	C2DE	North	Midlands	East	London	South	Wales	Scotland

To what extent do you agree or disagree with the following statement?

I feel as though my pain points (i.e. the factors which cause me the most stress) around business travel negatively impacts on my job satisfaction

Base: All GB Adults who travel for business via air or rail

	1024	670	354	17	229	210	256	312	909	115	195	131	108	210	263	31	86
Strongly agree	4%	4%	4%	12%	4%	5%	5%	3%	4%	4%	3%	3%	7%	2%	5%	3%	5%
Agree	22%	23%	21%	12%	19%	26%	26%	18%	23%	17%	23%	21%	27%	18%	21%	10%	31%
Neither agree or disagree	25%	26%	25%	12%	26%	29%	23%	26%	26%	24%	27%	30%	18%	26%	25%	29%	24%
Disagree	21%	18%	27%	41%	30%	20%	19%	15%	21%	18%	19%	19%	19%	25%	21%	23%	20%
Strongly disagree	6%	6%	6%	-	6%	4%	7%	7%	5%	9%	2%	8%	6%	7%	6%	10%	5%
Don't know	1%	0%	2%	6%	1%	1%	-	1%	1%	1%	1%	-	-	1%	1%	3%	1%
Not applicable - I don't have any pain points around business travel	21%	23%	17%	18%	15%	15%	20%	30%	20%	26%	25%	19%	24%	20%	21%	23%	14%

Thinking about your current job role, to what extent do you agree or disagree with the following statement?

I have considered resigning from my current job because of bad business travel experience's in the past

Base: All GB Adults who travel for business via air or rail

	1024	670	354	17	229	210	256	312	909	115	195	131	108	210	263	31	86
Strongly agree	2%	1%	2%	6%	3%	1%	1%	1%	1%	3%	2%	2%	4%	0%	2%	-	1%
Agree	5%	5%	4%	-	5%	5%	7%	3%	5%	4%	4%	7%	3%	5%	3%	3%	10%
Neither agree or disagree	6%	6%	7%	6%	6%	10%	5%	6%	7%	4%	7%	9%	3%	7%	5%	6%	8%
Disagree	22%	20%	25%	41%	17%	26%	23%	21%	21%	29%	29%	15%	27%	18%	23%	13%	19%
Strongly disagree	58%	61%	53%	29%	62%	53%	58%	61%	60%	46%	53%	58%	52%	62%	61%	71%	57%
Don't know	1%	1%	1%	-	1%	1%	-	1%	1%	1%	1%	2%	-	1%	-	3%	-
Not applicable - I have never had bad business travel experiences	6%	5%	9%	18%	5%	4%	7%	8%	6%	12%	4%	8%	12%	6%	7%	3%	5%

And to what extent do you agree or disagree with the following statement?

Previous negative business travel experience's would prompt me to turn down a new job which required me to regularly travel on business

Base: All GB Adults who travel for business via air or rail

	1024	670	354	17	229	210	256	312	909	115	195	131	108	210	263	31	86
Strong agree	4%	4%	5%	6%	4%	5%	7%	3%	5%	4%	4%	3%	8%	2%	5%	6%	7%
Agree	18%	19%	18%	-	17%	24%	20%	16%	18%	17%	19%	22%	17%	19%	16%	13%	21%
Neither agree or disagree	20%	20%	19%	24%	16%	23%	20%	20%	19%	23%	18%	19%	24%	21%	19%	6%	22%
Disagree	28%	26%	33%	47%	35%	26%	27%	25%	29%	23%	33%	25%	26%	28%	30%	29%	22%
Strongly disagree	26%	29%	20%	12%	24%	21%	25%	31%	26%	22%	19%	29%	19%	27%	29%	42%	24%
Don't know	4%	3%	5%	12%	5%	1%	2%	5%	3%	10%	7%	2%	6%	2%	2%	3%	3%