

Industry Poll: Biggest Change for Travel Managers

We polled more than 100 travel buyers on what they perceive to be the biggest change for the travel manager role pre-Covid to post-Covid. Here are the results.

ONE to TEN

Respondents ranked the following responsibilities 1 to 10 with 1 being the biggest change and 10 being the least change. This is the weighted average of responses.

- # 1 Risk/Duty of Care Initiatives
- # 2 Staying Current for Changing Travel Industry
- # 3 Communication: Specific to Health and Safety
- # 4 Management of Suppliers
- # 5 Management of Internal Stakeholders
- # 6 Communication: Other (Excludes Health and Safety)
- # 7 Working with Sustainability
- # 8 Amendment of Travel Policy
- # 9 Working with DE&I
- #10 Amendment of the Expense Policy

RESULTS EXPLAINED

by GoldSpring

Risk/Duty of Care Initiatives 1

Nothing was deemed more important than earning the traveler's trust.

Staying Current for Changing Travel Industry 2

Rapidly changing entry/stay/travel/meeting requirements translate to a new hyper learning environment.

Communication: Specific to Health and Safety 3

Communication strategies have long been valued, now they are critical.

Management of Suppliers 4

Reshaping agreements and relying on partnership, is required with work from home, new O&Ds and rapidly changing meeting locations.

Management of Internal Stakeholders 5

A continuation of both earning trust while steering the program to safe and effective travel.

Communication: Other (Excludes Health and Safety) 6

Linked with 3 above, wise buyers are utilizing the spotlight on their program to bolster other initiatives.

Working with Sustainability 7

Buyers are working between traveler and company level sustainability initiatives which is not firmly a 2022 priority.

Amendment of Travel Policy 8

Respondents noted the urgency of operationalizing these changes. Buyers indicated this will be formalized into written policies very soon now that some work from home and health and safety protocols are leveling out.

Working with DE&I 9

Considered a priority but pushed down the list with the urgency of others.

Amendment of the Expense Policy 10

Tied to 8, formalizing these changes is scheduled for a 2022 project.

RAW STATS

Risk/Duty of Care Initiatives	1	} 50.7% of all responses ranked these categories as 1, 2 and/or 3. This indicates how heavily aligned and in agreement participants are on the <i>top three</i> role changes for travel managers.
Staying Current for Changing Travel Industry	2	
Communication: Specific to Health and Safety	3	
Management of Suppliers	4	} 37.9% of all responses ranked our mid-tier categories as 1, 2 and/or 3. The <i>four options</i> here have substantially fewer highly ranked votes than the <i>three top-tier</i> categories above.
Management of Internal Stakeholders	5	
Communication: Other (Excludes Health and Safety)	6	
Working with Sustainability	7	
Amendment of Travel Policy	8	} 21% of all responses ranked our bottom-tier categories in the <i>top three</i> , meaning once again, great alignment on role changes for travel managers.
Working with DE&I	9	
Amendment of the Expense Policy	10	

THE SPREAD

1. Risk/Duty of Care Initiatives	0%
2. Staying Current for Changing Travel Industry	1%
3. Communication: Specific to Health and Safety	8%
4. Management of Suppliers	17%
5. Management of Internal Stakeholders	22%
6. Communication: Other (Excludes Health and Safety)	40%
7. Working with Sustainability	56%
8. Amendment of Travel Policy	69%
9. Working with DE&I	81%
10. Amendment of the Expense Policy	82%

This table shows percent of overall distance from the most highly ranked change in travel manager role category – **#1 Risk/Duty of Care**.

#2 Staying Current, closely tied with **#1 Risk/Duty of Care** – only a single point apart.

#3 Health and Safety Comms begins a broader spread from **#1**, and another significant jump at 18% occurs between **#5 Internal Stakeholders** and **#6 Communication: Other**.

The two lowest ranked change in roles, **#9 DEI** and **#10 Expense Policy**, are nearly equidistance from **#1** at 81% and 82% respectively.

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