HR Technology & Services

Enhancing the People Experience in a Hybrid Working Environment - Travel & Transport

Report Abstract

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13 pages

Contents of Full Report

Who is This Market Analysis For?

NelsonHall's "Enhancing the People Experience in a Hybrid Working Environment – Travel & Transport" report assists CHROs in the travel & transport sector in identifying the impact on the people experience of working in a hybrid environment.

Following COVID-19, there was a general shift among enterprises towards a hybrid working environment. This has placed lasting pressure on the nature of the people experience required within travel & transport enterprises, which frequently necessitates significantly redesigning the organization's overall HR operating model.

This report is an analysis of the results from a survey of CHROs in travel & transport enterprises carried out by NelsonHall.

The report is designed for:

- CHROs and COOs within the travel & transport sector looking to understand how to redesign their HR operating models to optimize the people experience in a hybrid working environment

- Vendor marketing, sales, and business managers wishing to understand the initiatives needed to improve the people experience in a hybrid working environment

- Financial analysts and investors specializing in the services sector who are looking to understand the impact of hybrid working on HR operating models in the travel & transport sector.

Key Findings & Highlights

NelsonHall's analysis of Enhancing the People Experience in a Hybrid Working Environment for Transport & Travel enterprises consists of 13 pages. The report identifies that:

- Travel & transport enterprises have adopted hybrid working environments to a lesser extent than the majority of services sectors

- Nonetheless, 74% of CHROs in travel & transport companies believe there is a big need to improve the people experience within their organization as a result of the introduction of hybrid working environments

- Three-quarters of travel & transport sector CHROs perceive a high need to reimagine their HR operating models for hybrid working environments.

This report is one of a series of detailed individual sector reports on enhancing the people experience in a hybrid working environment published by NelsonHall.

Scope of the Report

The report analyzes the worldwide impact of hybrid working environments on travel & transport enterprises and addresses the following questions:

- To what extent are enterprises in the sector adopting hybrid or remote working?

- Which people challenges are heightened by hybrid or remote working?

- To what extent is it necessary to improve the people experience due to hybrid or remote working?

- What steps are needed to improve the people experience in a hybrid working environment?

- What initiatives are planned to enhance the people experience due to increased hybrid or remote working?

- What is the extent of the CHRO and third-party involvement in reimaging HR operating models to address the needs of hybrid working?

The sectors covered in this series include:

- Banking

- Life & health insurance

- P&C insurance

- Healthcare Provider

- Energy

- Utilities

- High-tech

- Automotive

- CPG

- Pharmaceuticals

- Retail

- Logistics

- Travel & transport

- Telecoms

- Media.

The regions covered include:

- U.S.

- U.K.

- Continental Europe.

About The Author

John is CEO of NelsonHall, the leading business process services (BPS) and IT services (ITS) research and analysis firm, and is widely regarded as one of the world's leading authorities on achieving business transformation through the application of BPS. John can be contacted at:

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the relationship managers shown opposite.

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