

Travel + COVID-19: Travel Technology Survey Results

Over 1.400 travellers shared their opinions



BAGTAG

SMARTER. EASIER. FASTER.

InsideFlyer



BAGTAG has conducted this survey through the InsideFlyer network to get insights into traveller's point of view, expectations and needs during COVID-19 times.

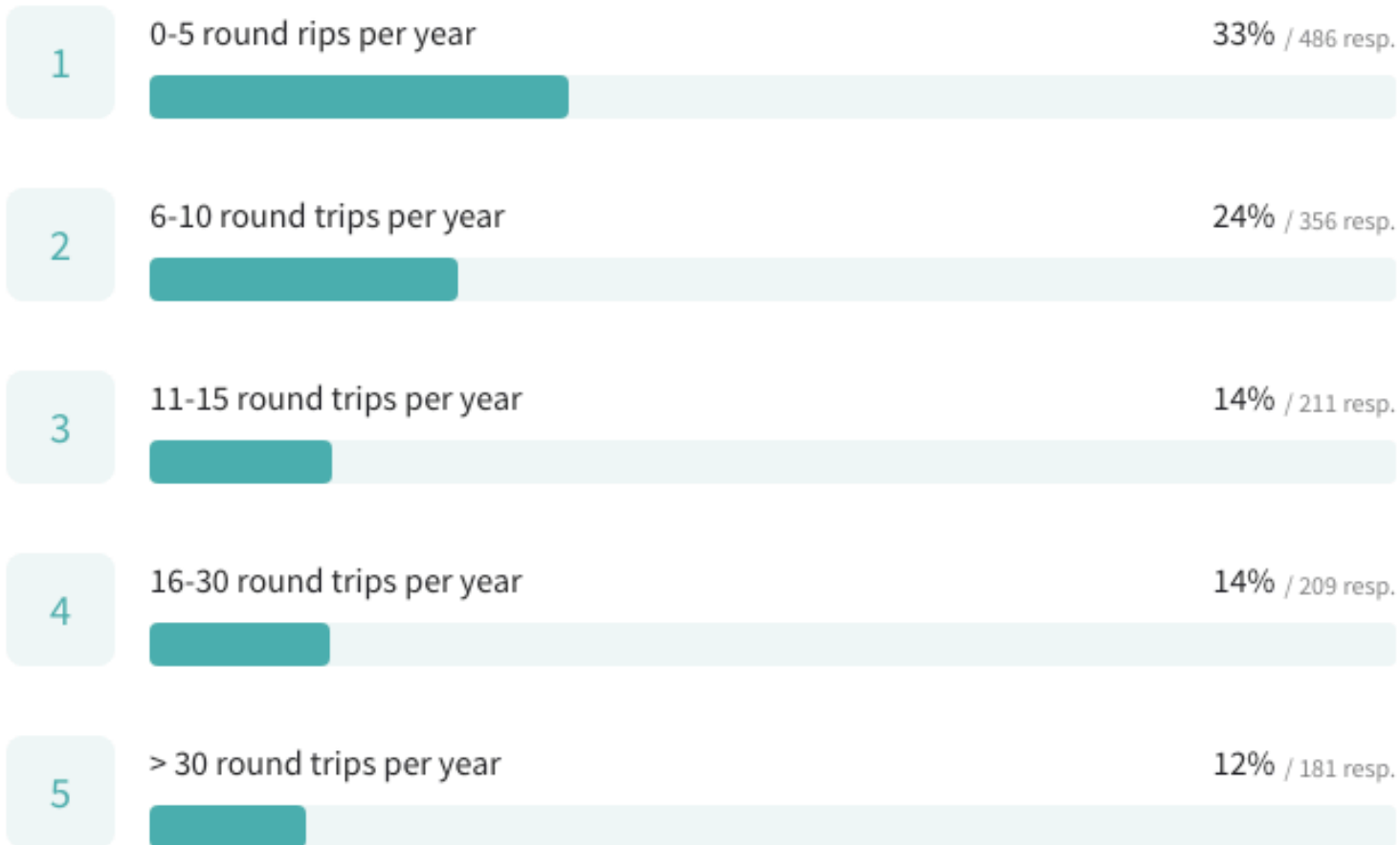
This survey particularly researches technology focused on luggage that might help decrease the number of contact points during travelling.

The survey was conducted between August 8 and August 30, 2020, on the InsideFlyer websites in Germany / Austria / Switzerland, U.K., Sweden, Norway, Denmark and North America.

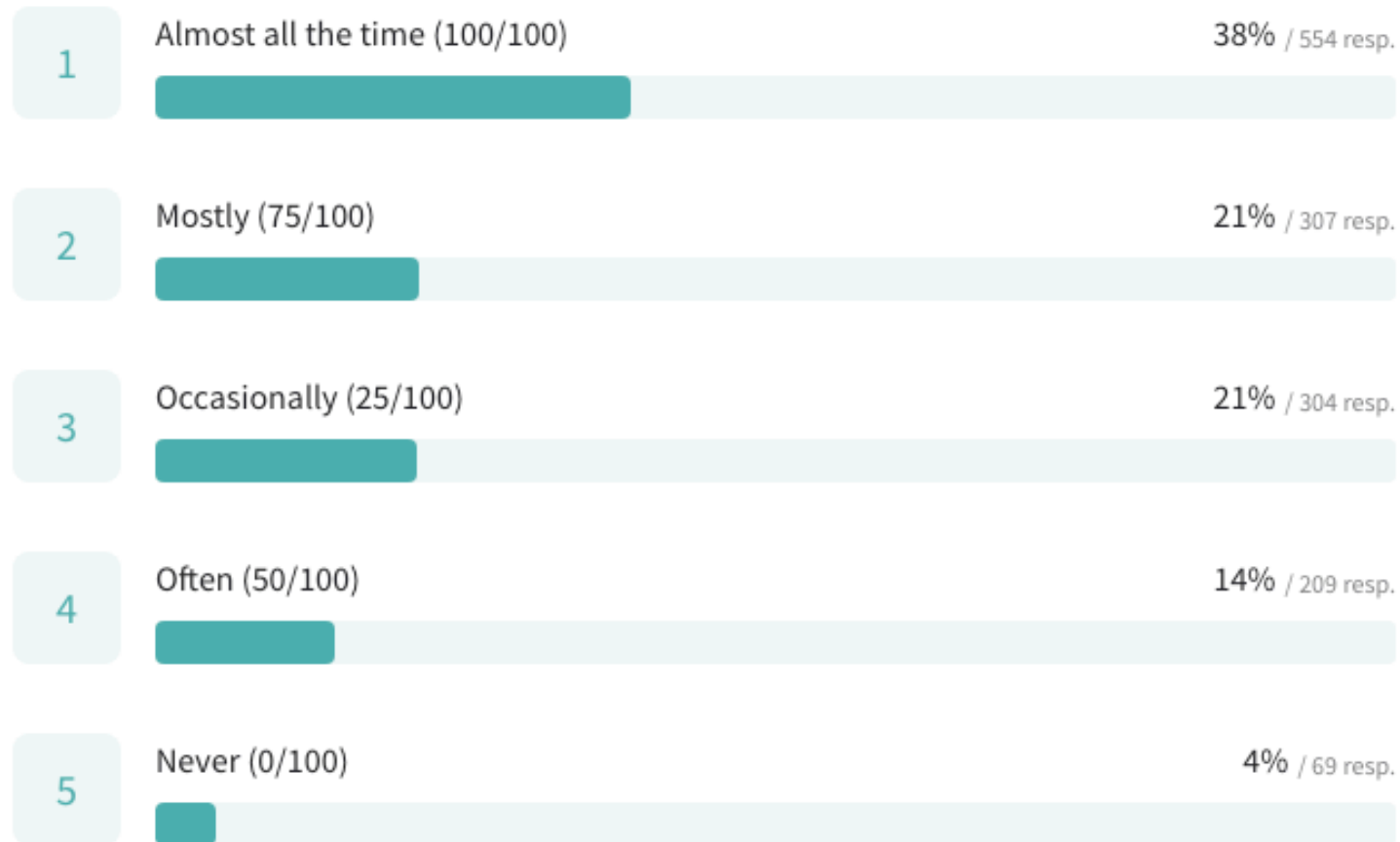
A total of 1455 people took part in the survey.

These are the complete survey results. Not data was left out.

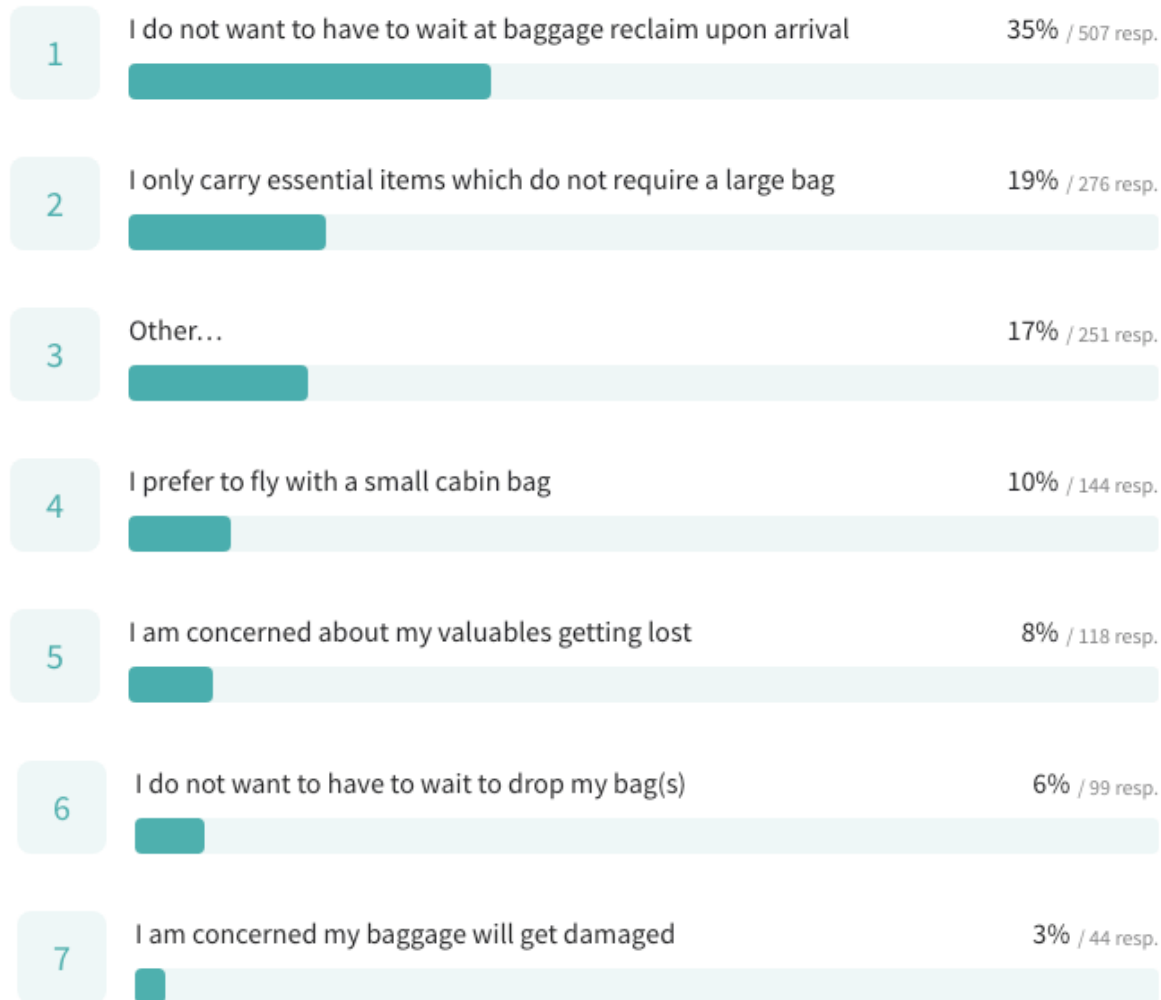
How often do you **normally** fly per year (return flights)?



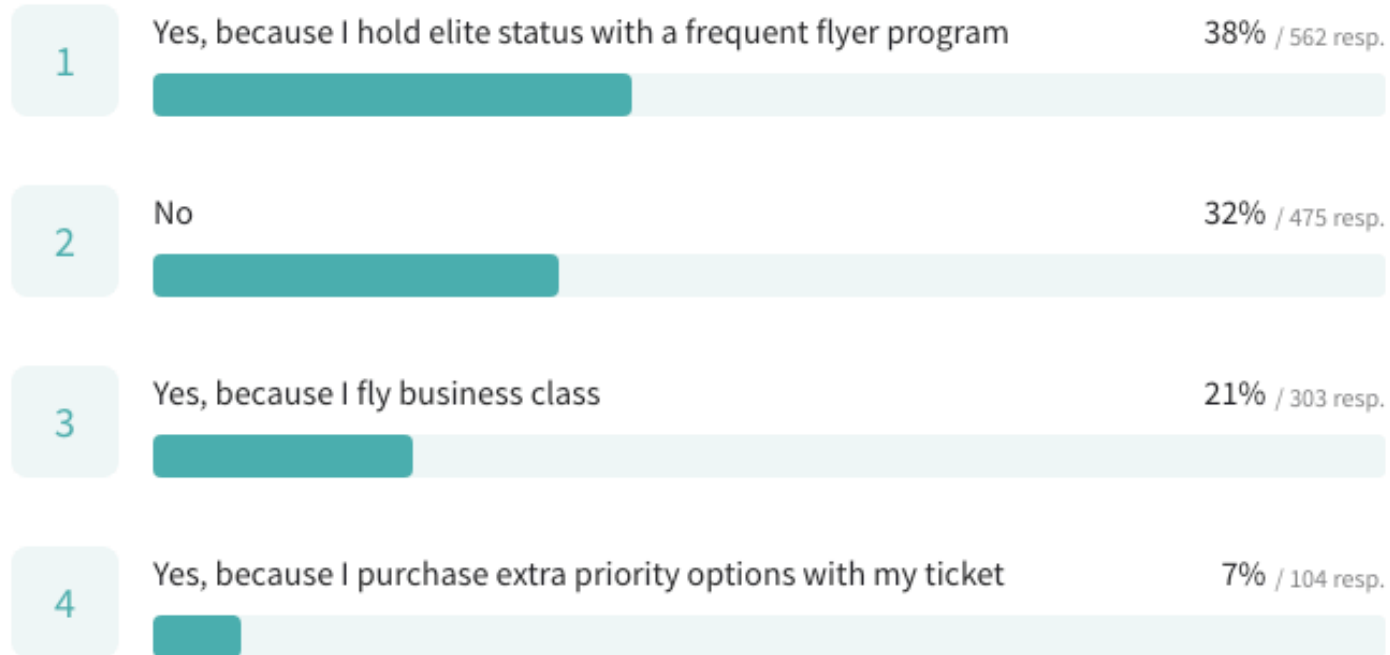
How often do you fly with check-in luggage?



What is the main reason for you not to check in baggage?



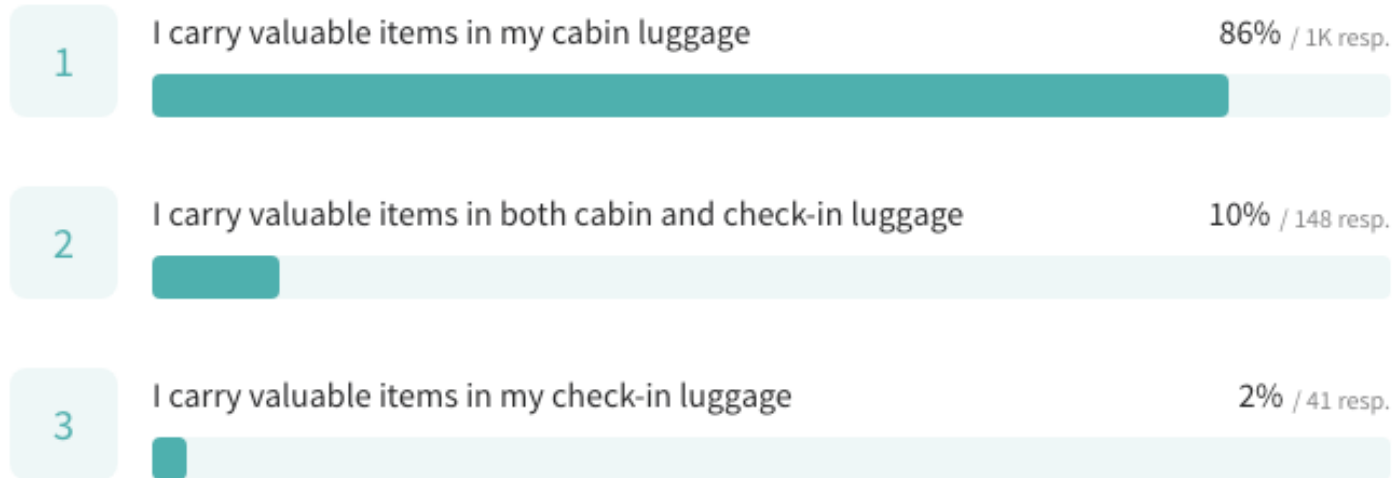
Do you make use of priority check-in/bag-drop facilities?



Do you use your mobile phone for travel-related activities (e.g. mobile check-in)?

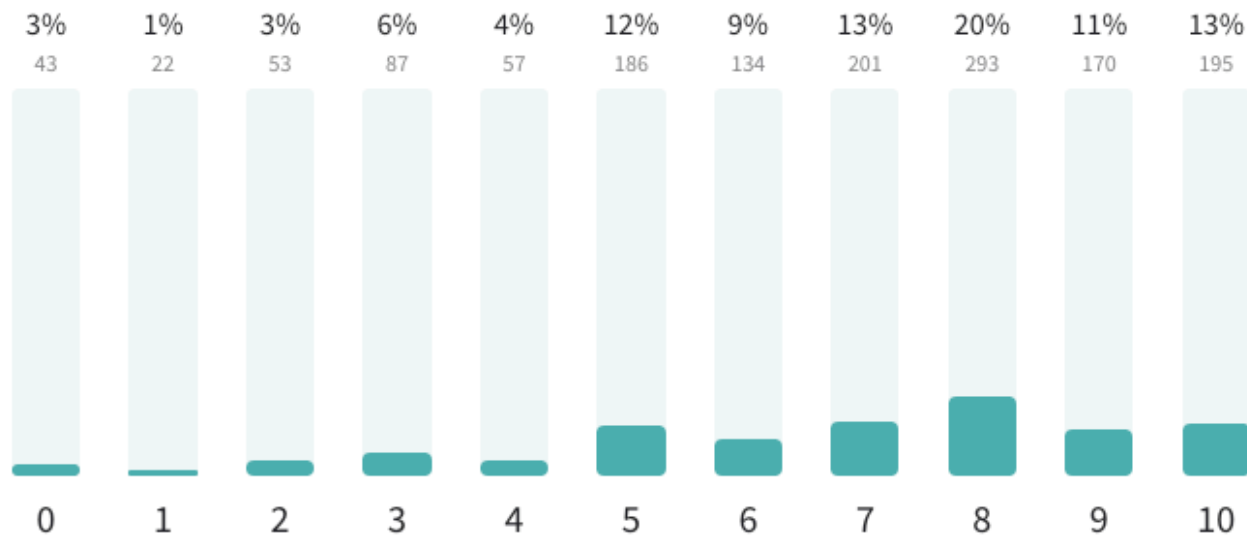


How do you carry valuable items?

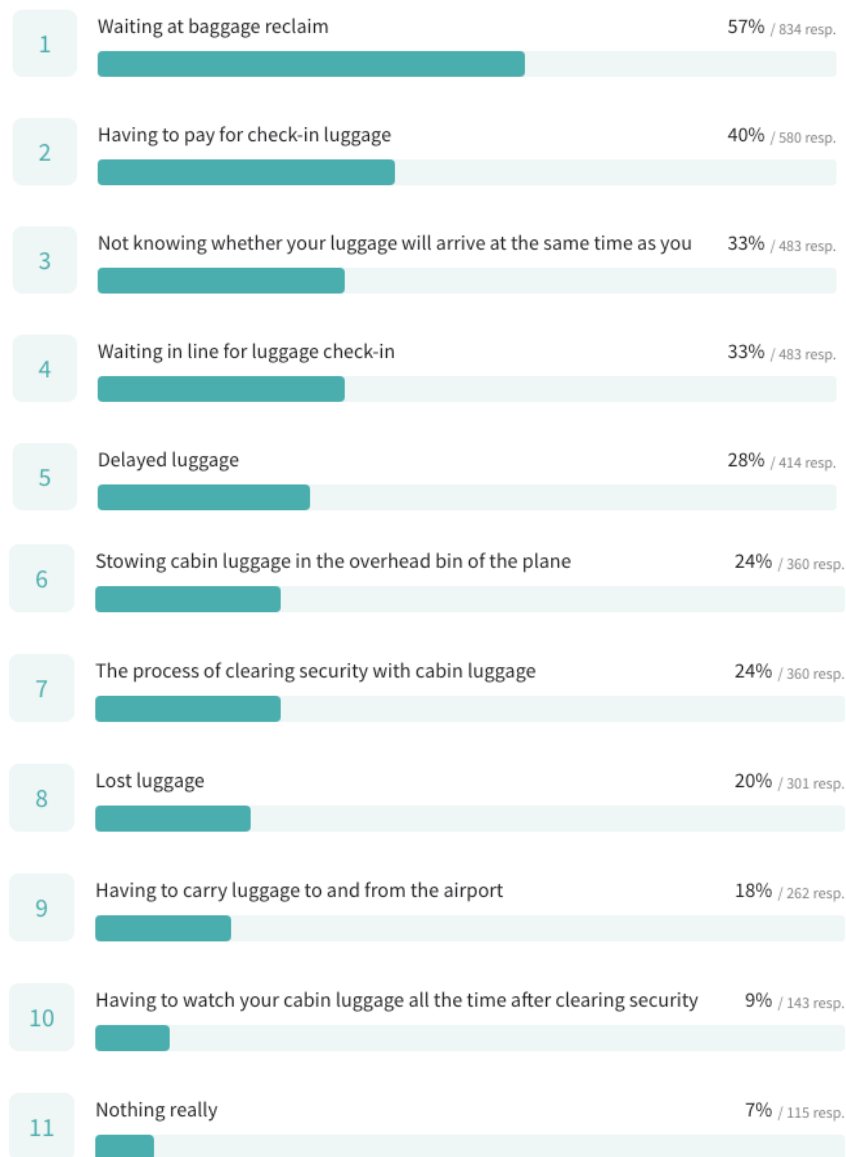


How do you experience travelling with check-in luggage? Rank your experience between 0-10. 0 meaning you don't like travelling with check-in luggage at all, 10 meaning you absolutely prefer travelling with check-in luggage.

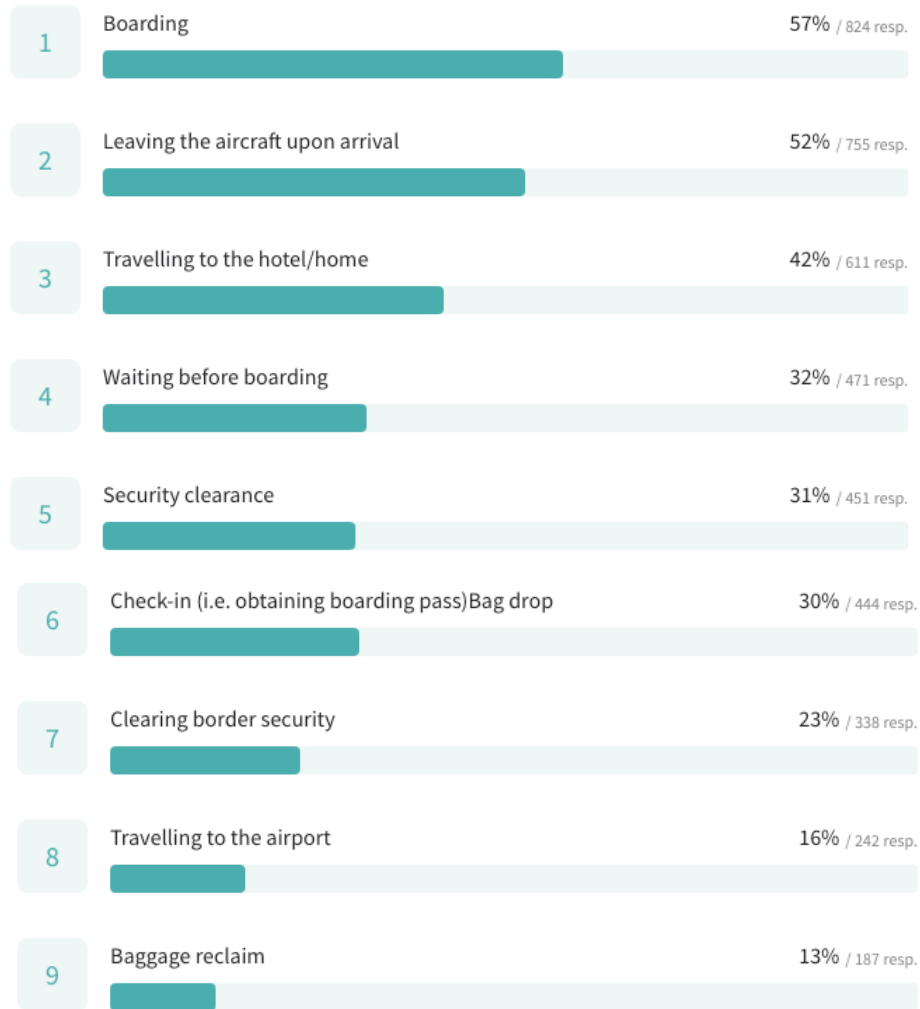
6.6 Average rating



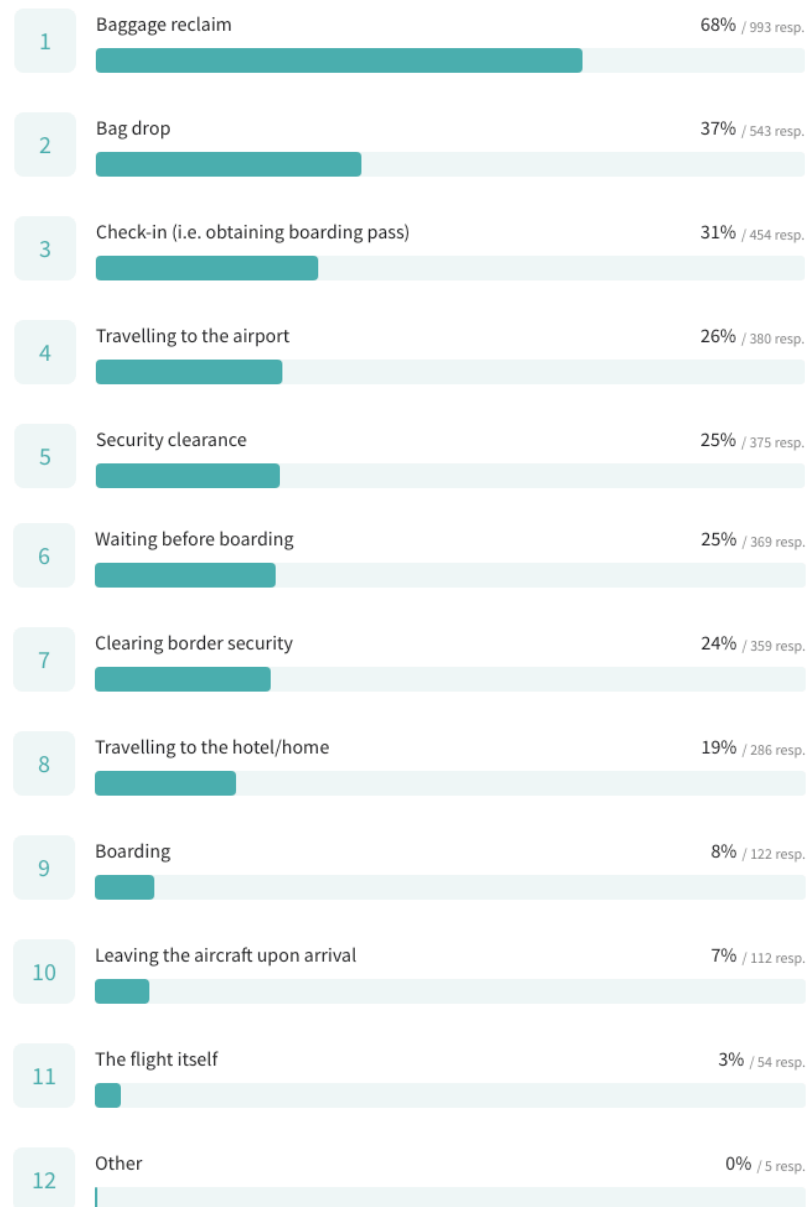
What is your biggest frustration regarding travelling with luggage (**both check-in and cabin luggage**)? Please select three options.



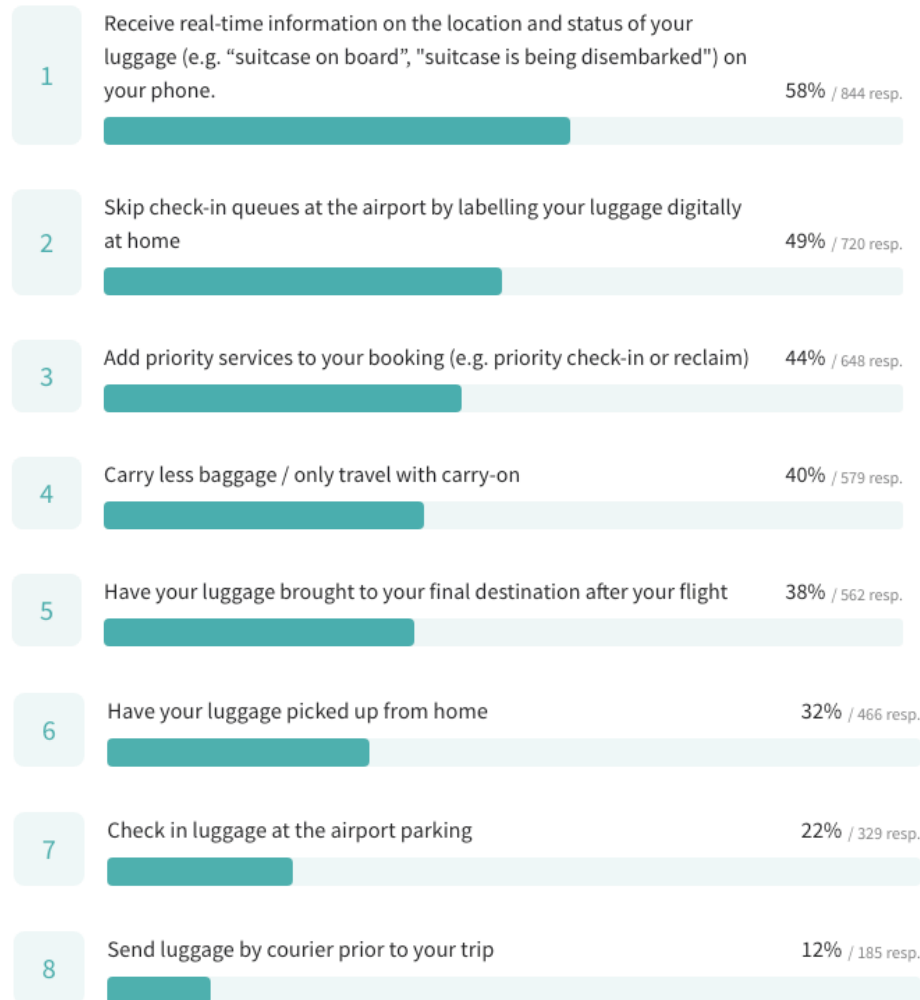
What phase of your trip is the **most pleasant** when you travel with check-in luggage? Please select your **top three most pleasant** phases.



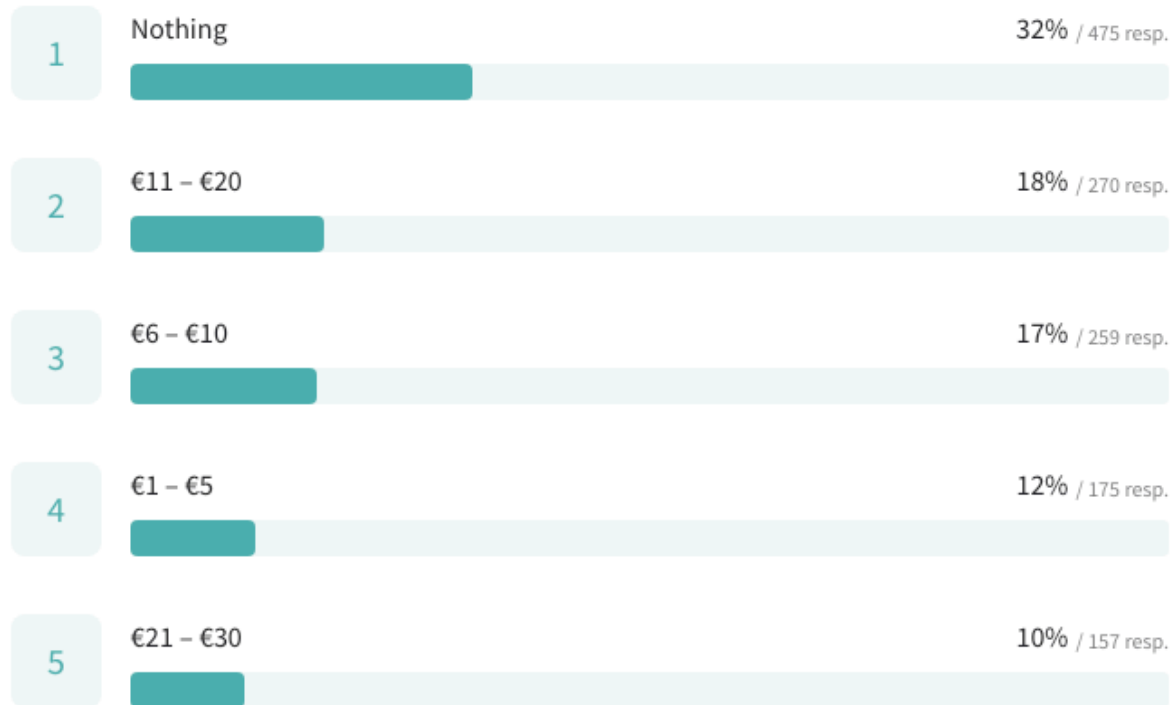
What phase of your trip is **the most unpleasant** when you travel with check-in luggage? Please select your **top three most unpleasant** phases.



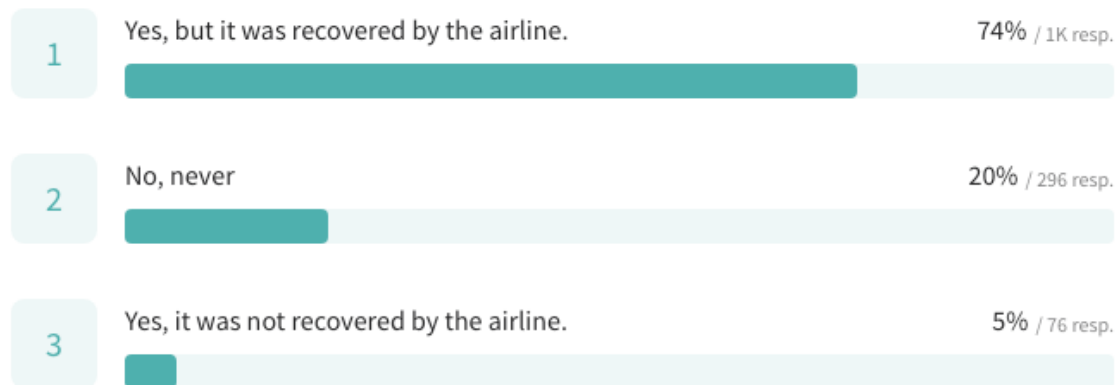
What would help you take away this frustration? Please select your **top three** solutions.



How much would you be willing to spend on this per flight?

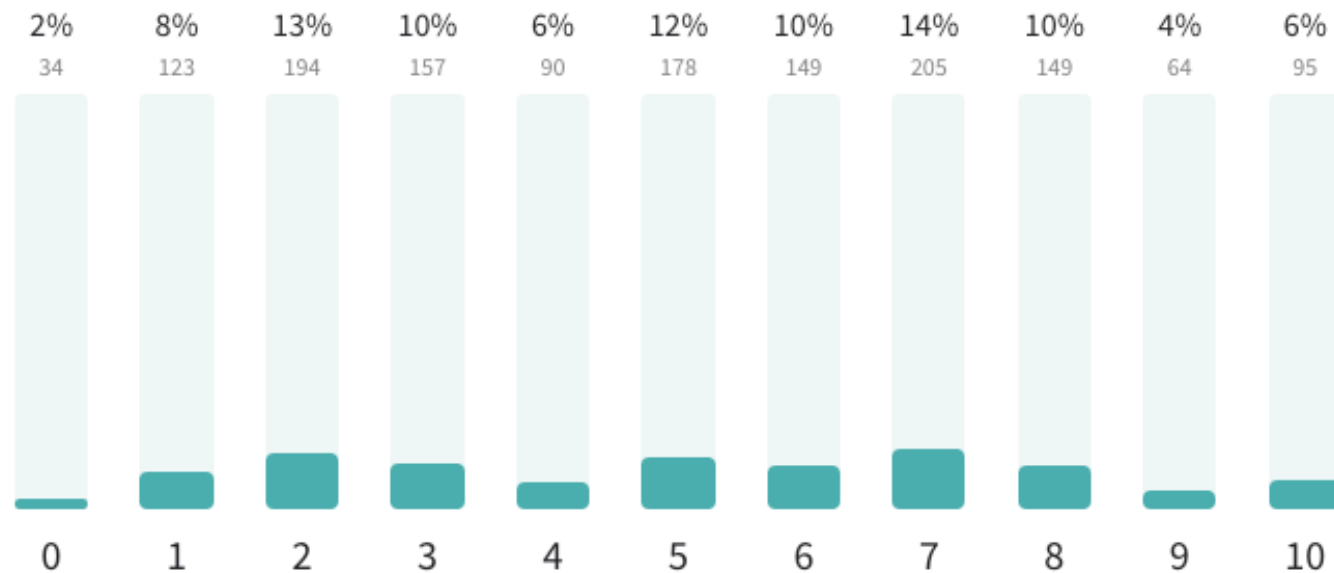


Have you experienced losing luggage?

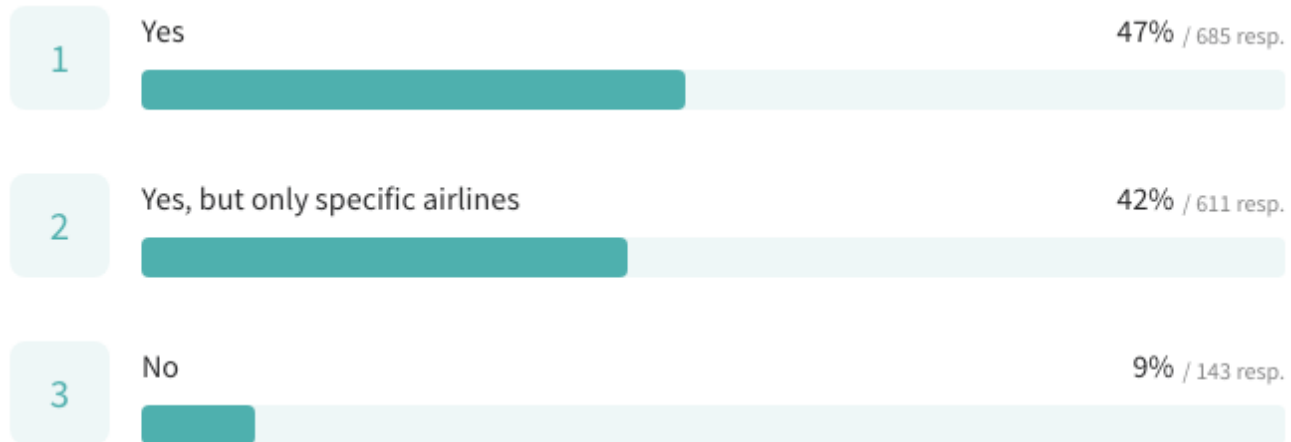


How worried are you about losing your check-in luggage? Rank between 1-10, 1 being not worried at all, 10 being extremely worried.

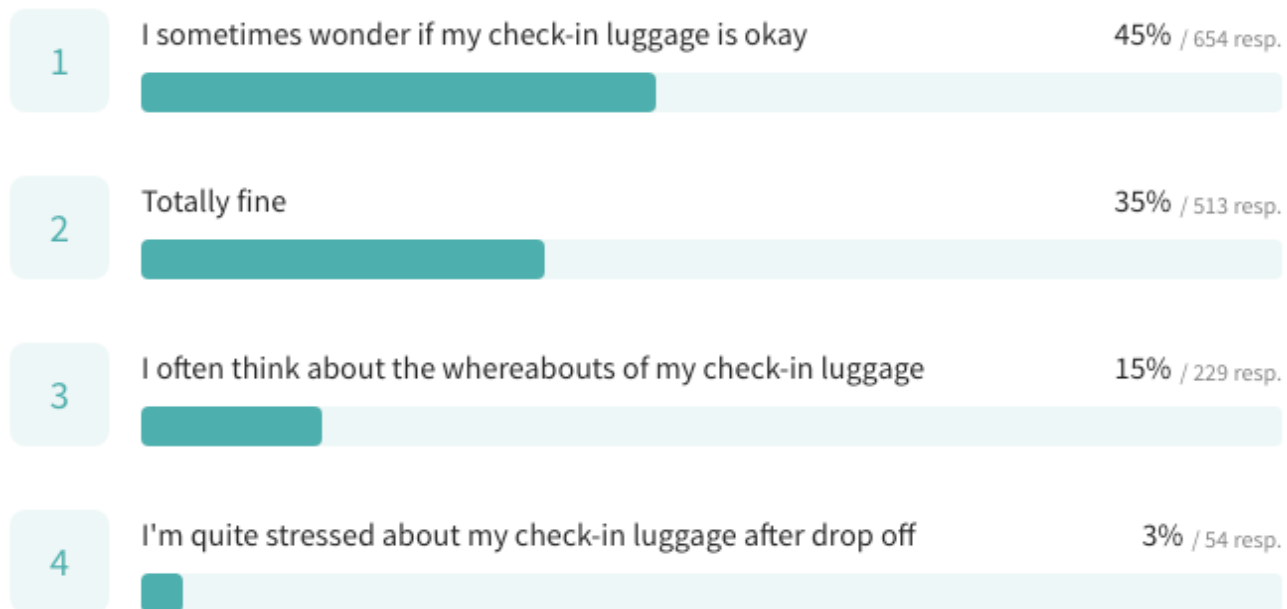
5.1 Average rating



Do you trust the airline with your check-in luggage?



How do you feel not knowing where your check-in luggage is after check-in?



What is most important to you as a traveller if you would lose any of your valuable luggage when travelling?

