



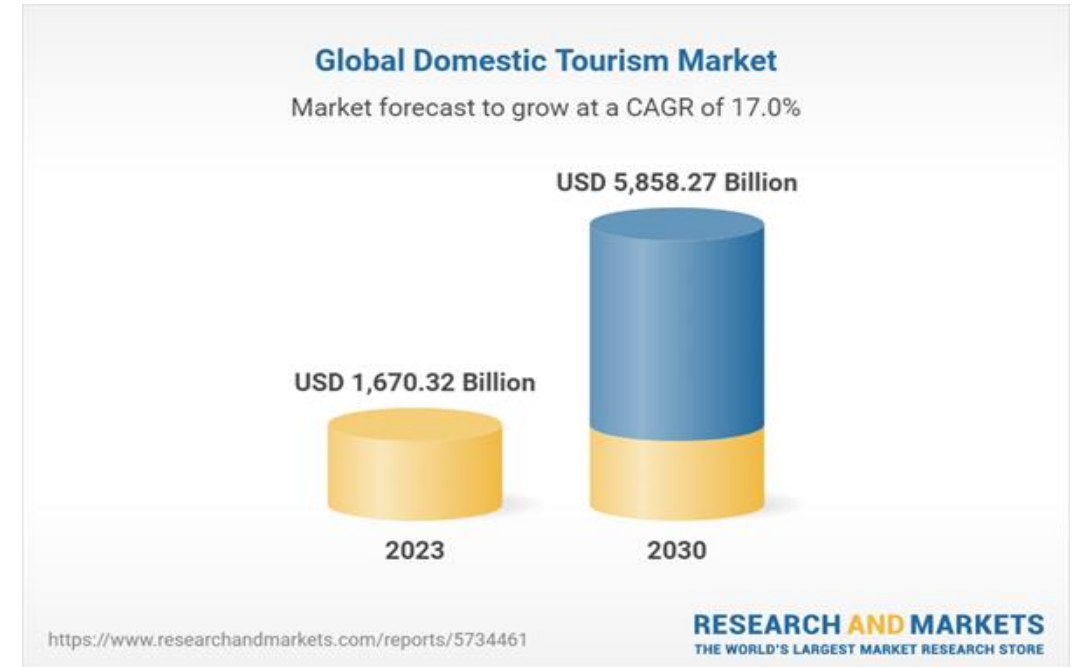
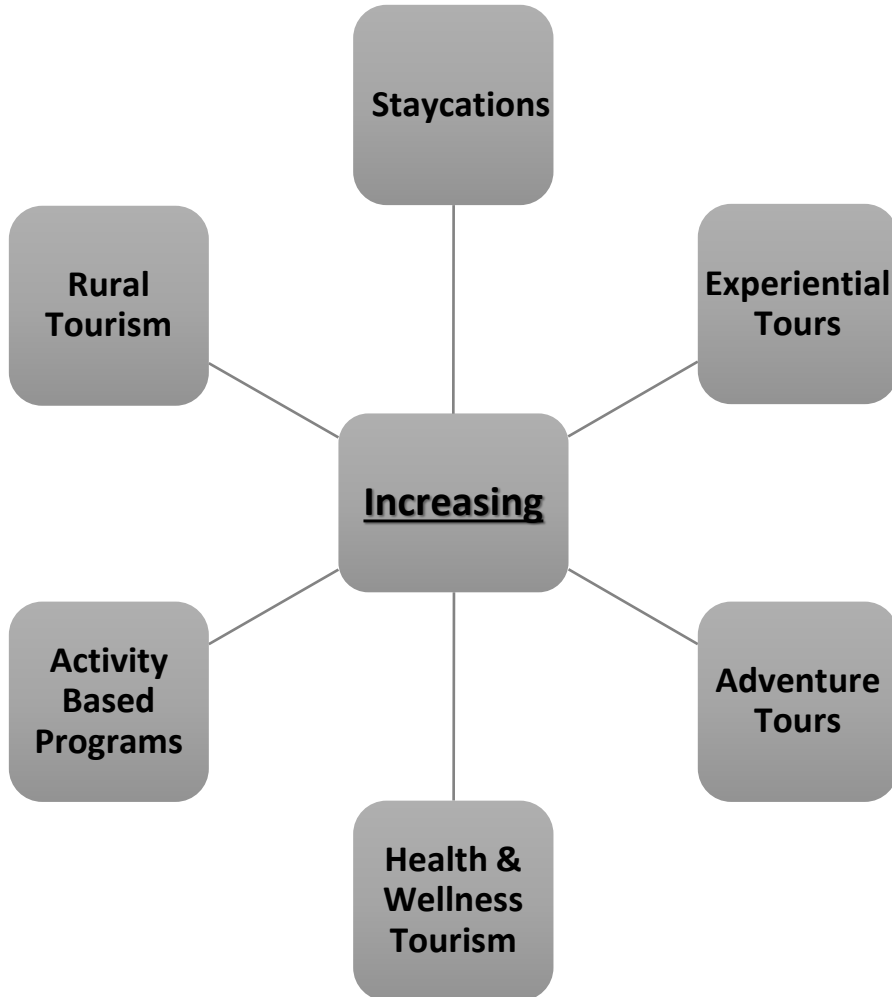
# 41<sup>st</sup> UN/CEFACT FORUM

2-5 OCTOBER 2023 | BANGKOK | THAILAND

## *Trend of World Travel and Tourism and Use of IT Technology*

**Sachin Mehta**  
**Co-ordinator**  
**Travel & Tourism Domain**

# Increasing Domestic Tourism Activities Post Covid-19:



➤ The Outcome of **Small-scaled lodging houses (SLHs) project** can be seen in increasing Domestic tourism.

# • International Tourism Post Covid-19:

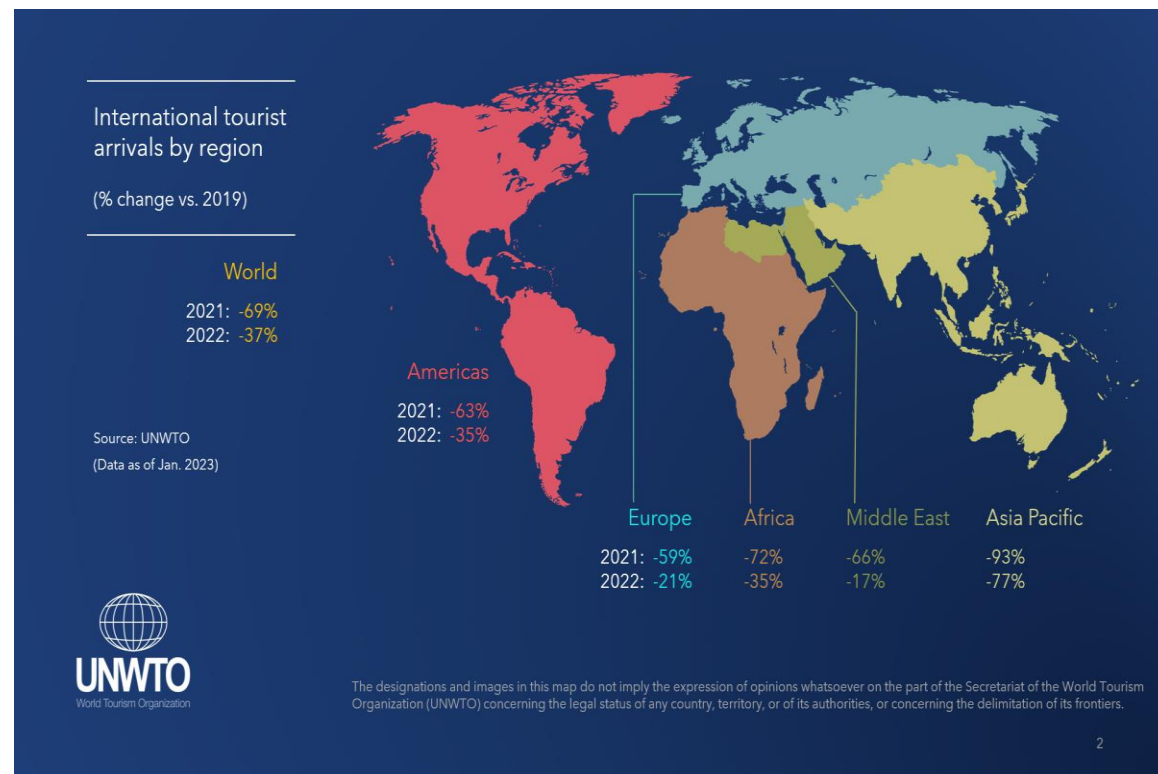
International tourism saw stronger than expected results in 2022, backed by large pent-up demand and the lifting or relaxation of travel restrictions in a large number of countries.



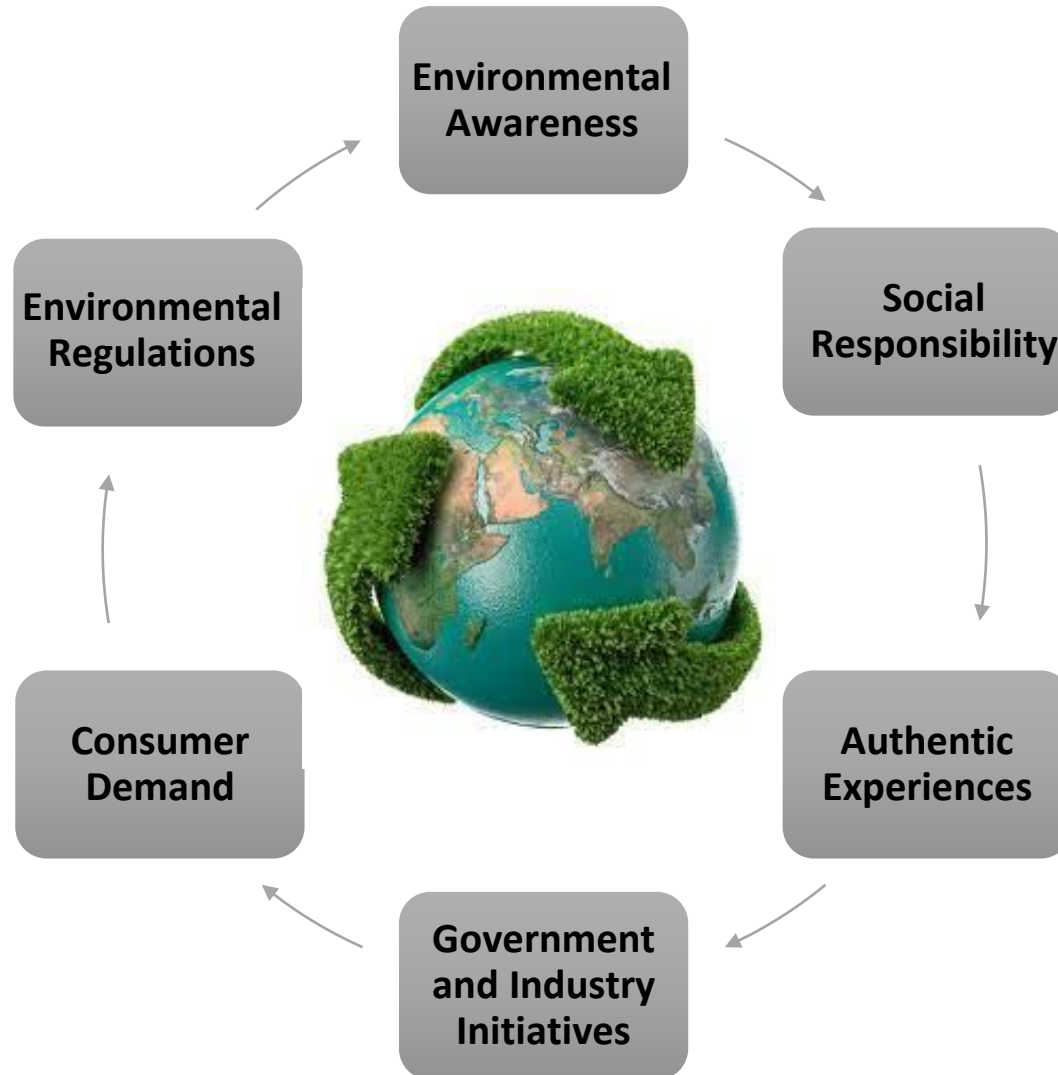
Based on UNWTO's scenarios for 2023, international tourist arrivals could reach 80% to 95% of pre-pandemic levels this year.



However, Tourists are expected to increasingly seek value for money and travel close to home in response to the challenging economic environment.



- Increase in Sustainable and Responsible Tourism:



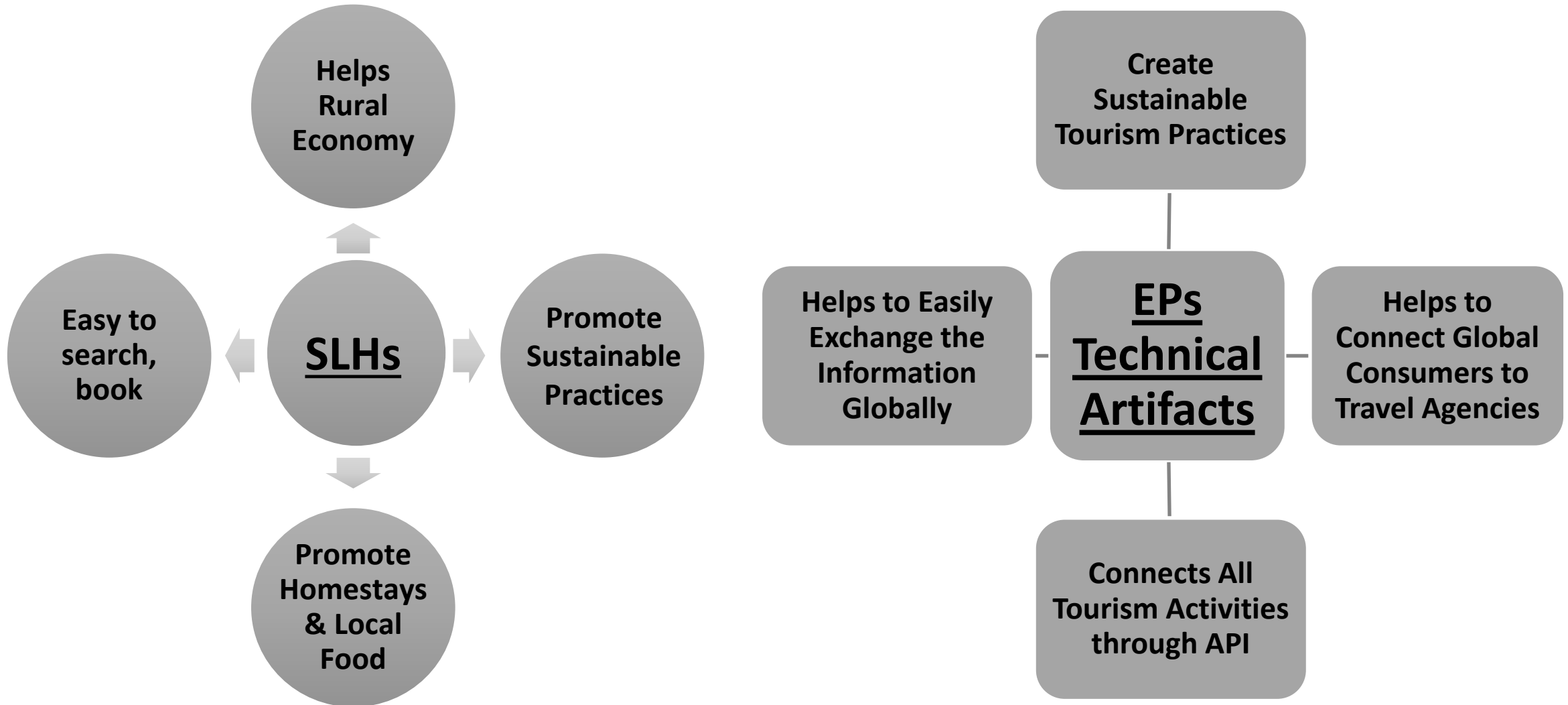
## • Increasing Use of Information Technology:

- **Contactless Travel Tech:** Contactless technology remains a dominant trend in the industry. This includes contactless check-in/check-out processes, mobile keyless entry to hotel rooms, and touchless payment options. These measures are not only convenient but also crucial for health and safety.
- **Health and Safety Tech:** Given the ongoing concerns about health and safety, the travel industry has continued to invest in technology to ensure the well-being of travelers. This includes health screening apps, touchless security screening, and enhanced cleaning protocols.
- **Augmented Reality (AR) and Virtual Reality (VR):** AR and VR technologies are increasingly used to enhance the travel experience. Travelers can take virtual tours of destinations, hotels, and attractions, helping them make informed decisions before booking.

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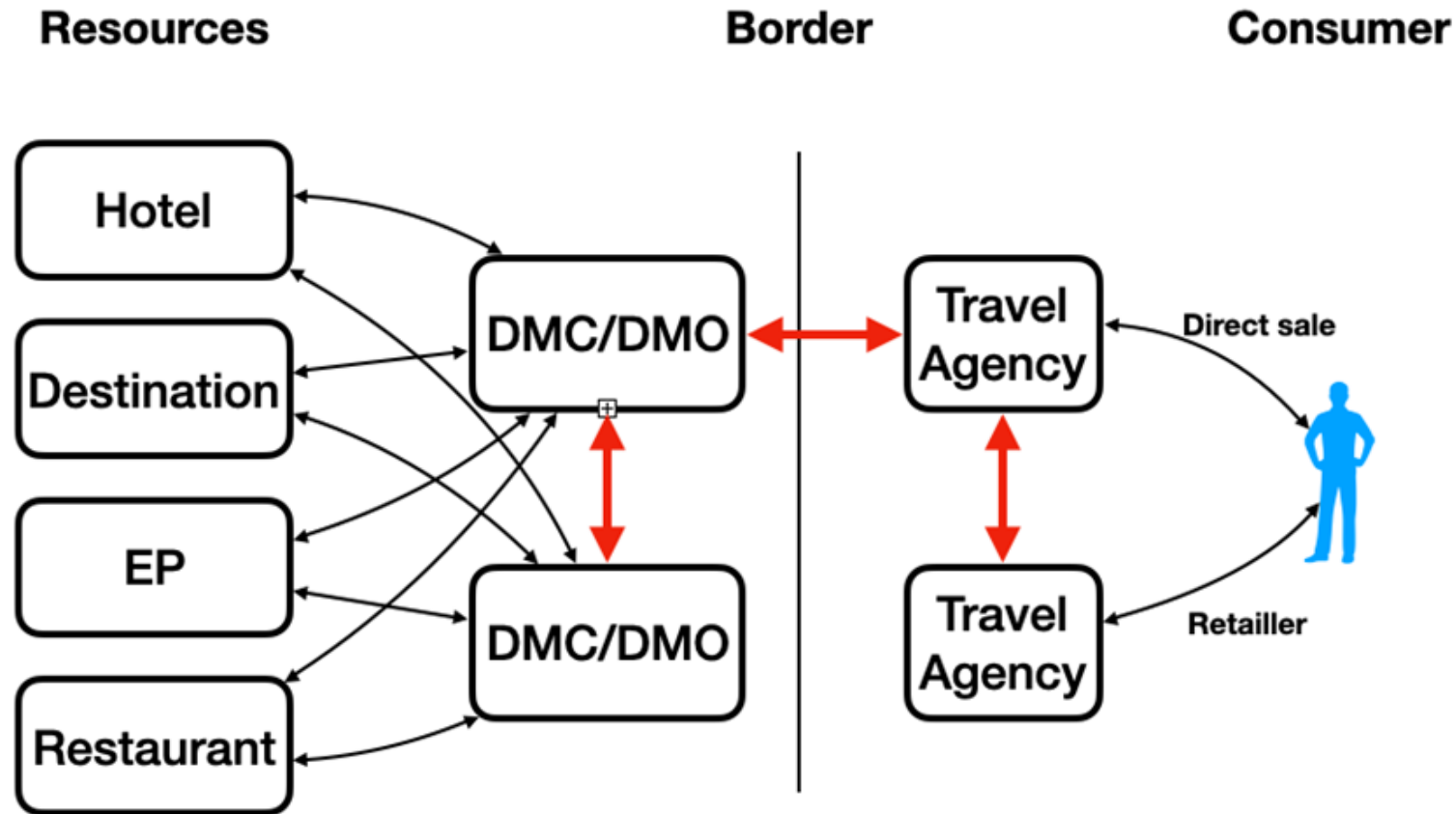
- **Voice Assistants and Chatbots:** Voice-activated assistants and chatbots have become more sophisticated, offering travelers a convenient way to get information and make bookings. They are employed in hotel rooms, airports, and websites.
- **Sustainable Travel Tech:** Sustainability remains a priority. Travel companies are using technology to reduce their environmental impact, from optimizing travel routes to offering eco-friendly accommodation options and promoting responsible tourism.
- **Robotic Assistance:** Robots are increasingly used for tasks such as baggage handling, cleaning, and customer service in airports, hotels, and tourist attractions. They can provide contactless services and help with efficiency.
- Travel & Tourism industry particularly Small-scaled Lodging House, tourism operators & travel agencies can benefit a lot from the **Experience Programs Technical Artefacts Project**.

• **Benefits of SLHs & EPs Technical Artefacts Project:**



• **Travel Agency and DMC & DMO Package Tour Project:**

• **Components**







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## Thank You!

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Date: \_\_ | \_\_ | 2023