

## Top Risks in the Hospitality & Airlines Industry:

# Labor and Economic Issues Dominate

The global travel and tourism market has been on a bumpy recovery after losing roughly 62 million jobs in 2020, as companies adjust to disruptive government policies, changing consumer behavior and an ever-shifting demand for core products and services. In a survey conducted during a recent [webinar](#), participants from the [hospitality and airline industry](#) shared their perspectives on their organizations' top risks. The insights, shared below, reconfirms the revealing results of [Protiviti's 2022 Top Risks Survey](#).

### WHAT DO YOU SEE AS YOUR ORGANIZATION'S TOP RISK IN 2022?

39%

Workforce challenges



25%

Economic conditions  
(including inflation)



### WHAT IS YOUR GREATEST TALENT-ACQUISITION CHALLENGE?

32%

Compensation expectations



28%

Desire for remote/  
hybrid work



Just when we are on the cusp of returning to some level of normalcy or stability, a new spike impacts our lives, disrupting and delaying recovery. The resulting uncertainty and instability are sources of risk.”

Scott Kamenick  
Managing Director, Global Hospitality Leader,  
Protiviti



A disruptive decade lies ahead. Our survey shows that in the next 10 years, executives expect challenges related to innovation, substitute products, sustaining customer loyalty and retention. The moral of the story is: it's time to buckle up, if you're not already.”

Nichole Minice  
Managing Director, Global Airlines Leader, Protiviti