

What is the role of the third place in the organization of work of its users?

AN INSIGHT INTO THE USERS OF THIRD PLACES AS A WORKING LOCATION, THEIR MOTIVATIONS, AND THE ORGANIZATION OF THEIR WORKWEEK



university of
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faculty of spatial sciences

“It’s all about quality of life and finding a happy balance between work and friends and family”

- Philip Green

COLOPHON

Title: The third place as the new working location?

Sub-title: An insight into the users of third places as a working location, their motivations, and the organization of their workweek.

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ABSTRACT

In addition to the traditional dichotomy of the office and the home as working locations, a third way of working is emerging. Traditionally, the third place is the place where people spend time besides their work and their home. These places are often places where people have a good time, ideas are exchanged, and relationships are built (Oldenburg, 1989). The third place is nowadays becoming increasingly popular as a working location amongst creative young people, starters, and mostly self-employed workers in the services sector. The freedom of choice to work from possible locations to perform work is increasing and people are using this increased freedom. Furthermore, it has become possible to work in places that have not been intentionally designed for working purposes. The third place is jumping into this development (Kojo and Nenonen, 2017). This research explored the type of workers in these places, why these workers are working there, which work-related task they perform in these places, and how this structures their workweek and space-time geography.

The type of job is strongly related with the potential use of third places as a working location. Most workers have some flexibility and/or control over their working hours and the place where the work, this is reflected in the labour sectors of the users, and the share of self-employed workers. Furthermore, the users of third places are mostly young, highly educated people, who are often starters- or medium experienced workers. This study showed that for most users the third place is not a substitution of the traditional office or working from home, rather it is an additional working place to the on growing potential working places of workers. However, this research showed that there is a difference in the use of third places between non-profit based third places (Coffeeshops and libraries) and profit-based places (Co-working spaces). The non-profit based places are mostly used for a few hours a day, and they are also used occasionally or accidentally. The profit-based places are used for more hours a day and the users are there on a more regular basis or even at fixed times, the place is not used for accidental or occasional visits. Thus, the profit-based place shows similarities with the usage of the traditional office as a working location. Workers in third place live relatively close to their working location, which makes it possible for them to have short travel time and to go to their working location by bicycle or foot. This leads to more blurring boundaries between places for private life, work, and leisure (Koroma et al., 2014). The third place is not solely a working location, it is also a place for meetings with friends or private activities. In line with this observation, is the development that cities are transforming from functionalistic cities to post-functional cities.

Furthermore, this research gained insight into the type of work-related tasks performed in third places. Most of the workers in non-profit places use the third place for specific administrative tasks or meetings. This is also done with the purpose to structure their workweek. For the profit place, the tasks between the working places are less differing as the place is also mostly seen as their main working place. Four types of motivations have been found: Ambiance, facilities, location and avoiding the home/or office. For the non-profit places the ambiance and location are the most important factors to choose for a certain third place as a working location. Whereas the ambiance and avoiding home are the most important motivations for workers in profit-based places. However, it is mostly a combination of motivations that lead to the decision to work in a third place.

ACKNOWLEDGEMENTS

Dear reader,

Hereby I present you my master thesis on the use of the third places as a working location. By finishing this master thesis, I finish my masters in Economic Geography at the University of Groningen. Therefore, this master thesis symbolizes the end of a very interesting and enjoyable period of almost 6 years of studying at the Faculty of Spatial Sciences. Before you start reading this thesis, I would like to express that completing this thesis has been a challenge for me. I started my second master's in Environment and Infrastructure planning simultaneously with writing this thesis. Therefore, my focus and concentration for this thesis experienced some ups and downs. However, I am very happy that I had the opportunity to finish two different masters, as it gave me the opportunity to widen and deepen my knowledge in Geography and Planning.

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Enjoy reading my thesis!

Kim Poelsema

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1. INTRODUCTION

1.1 BACKGROUND AND RELEVANCE

While traditionally the office has been the common workplace for most workers, innovations in telecommunications at the end of the 1980s made it possible to work from home (Shamir and Salomon, 1985). The internet and the related evolving computer-based technologies do not only change work and home life, they also alter the relation between them (Wellman and Haythornthwaite, 2002). In the time of rapid technological innovations, many researchers believed that a large part of the office jobs could be done at home because they expected that telecommunications technology could substitute the needed physical travel to a central work location (Olsen and Primps, 1984). However, it turned out that this relationship was not as straightforward as expected. For example, whether the level of productivity rises or falls when someone works at home is still heavily discussed. Some research shows that productivity will raise when more employees work from home as workers are working more hours a day due to the absence of travelling times and a quieter environment to perform their work opposed to working at an office (Bloom et al., 2014). On the other hand, there are many beliefs that distractions presented at home and the diminishing bond with the company and colleagues actually leads to dropping levels of productivity over time (Cable and Elsbach, 2012). Furthermore, there is a growing acknowledgement that telecommunications are not directly replacing physical meetings, as it is generally recognized that face-to-face contact is highly important in economic interactions and innovations (Bathelt and Turi, 2011). To conclude, telecommunications did not directly substitute the needed physical travel distance, and physical interactions are still considered to be of importance in economic activities and innovations. Therefore, it is generally acknowledged that working at home cannot completely substitute the need for office places.

However, at the same time, another important transition in working places has been evolving around and in-between these two categories of working places. In a wide part of the literature on workplaces, the distribution of workplaces was until recently regarded as a dichotomy, whereas recently the attention there was an emerging development towards a third category of working places, being more informal places. Where research has formerly been mostly focused on the so-called first and second workplaces, where the office is determined to be the first, working from home is defined as a second workplace. It turns out that there is another "third" category that needs to be incorporated in the research about working places.

This new type of workplaces has been emerging due to the growing flexibility in work arrangements and the use and improvement of information and communication technologies (Di Marino and Lapintie, 2017). Nowadays, it is becoming more common to use a library, a coffee shop or another related place as a working place. A global business survey of Regus in 2011 indicated that 48 % of the people with a job have or have made use of such a place for their work (ZZA Responsive User Environments, 2011). Furthermore, figure 1 shows the results of a worldwide research on remote workers. This research showed that 52 % of the business people from over the world are working remotely (this means outside the main office) for 2.5 days a week or more. In the Netherlands, this development is also visible, as the percentage is around 49. This signals an important shift from a workforce that is predominantly office-based, to one that is at least partially mobile (Regus, 2017).

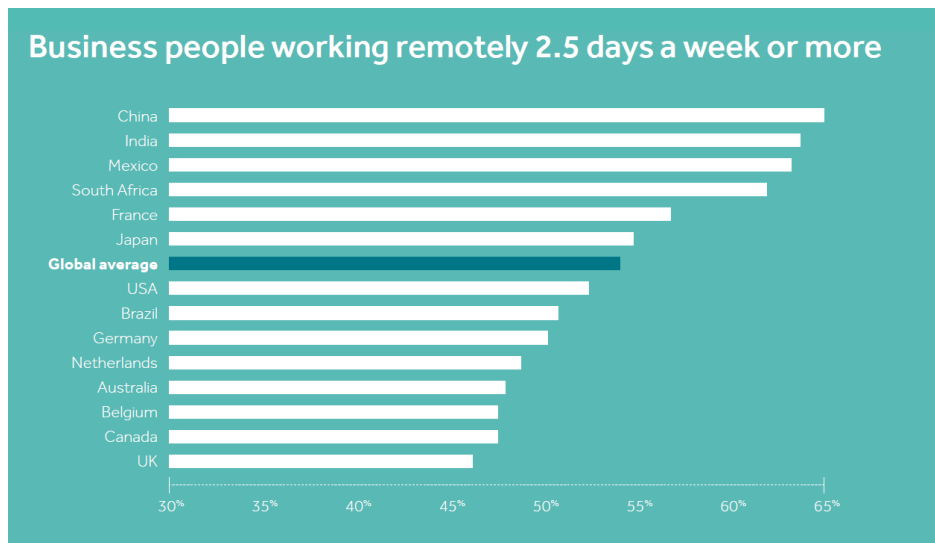


Figure 1. Working remotely (Regus, 2017, p.18).

Currently, scholars have been focusing more on the so-called third workplace, these workplaces are often characterized as semi-public spaces. Examples of these places are coffee shops, libraries and co-working places (Sanusi and Palen, 2008). These places are also becoming more prevalent in nowadays society. Cities are also showing signs of post-functionality due to the growing flexible working developments. Cities, and especially cities in the Netherlands, were formerly mainly constructed in a functionalistic division of urban spaces into mutually exclusive basic functions of work, housing and leisure areas (Di Marino and Lapintie, 2017; Faludi and van der Valk, 2013). These strict spatial divisions have been strongly prevalent in Dutch urban planning, as planning in the Netherlands has a long- and strong history with blueprint planning, which brings along a strong rule- and order character. However, this type of top-down, comprehensive planning with command and control, which was prevalent in the 1950s and 1960s was considered to be too technical and planning shifted to a more adaptive approach from the 1970s onwards (Van Karnebeek and Janssen-Janssen, 2017; De Roo, 2003). This transition can also be seen in the concept of a post-functionalistic city, as Di Marino and Lapintie (2017) state that boundaries between urban functions have become blurred and functions are actually co-existing in the same space.

In line with these developments, places are no longer solely used for one purpose, as work or leisure, rather people are using one place for a mix of purposes. Moreover, when a place is used for working purposes it is not automatically excluded for leisure purposes. In this way, coffee places and restaurants can be used for leisure, as well as, for working practices (Sanusi and Palen, 2008). Furthermore, Di Marion and Lapintie (2017) state that unprecedented functions are able to emerge through allocations by citizens. This development can also be seen in the emerging of the third workplace, where coffee shops were formerly considered to be merely informal public gathering places estimated for leisure practices, they are nowadays increasingly designed for working activities. Therefore, these places are used for a variety of purposes which is in line with the strong belief that cities have to contain mix-used sites in order to preserve their attractiveness, which was already stated in 1961 by urban activist Jane Jacobs.

This growing intertwining element between different urban functions, can also be seen in relation to the ongoing blurring boundaries between people's public and private lives in the new working practices (Van Dinteren, 2010). According to Rainie and Wellman (2012) working practices in themselves have changed. At the one hand, the manufacturing sector has been declining for years in developed countries and it has been making place for an ongoing growing service sector. At the same time, the people working in the service sector are heavily relying on their mobile- services and devices. This growing importance of mobile services allows them to perform their work-related tasks at multiple locations and at all times a day. Furthermore, as the tasks in the

service sector are considered to be mainly non-standardized tasks, they mostly don't require a specific- and fixed location (Chattopadhyay, 2015). Work processes are standardized if the content of the work is specified or programmed beforehand, whereas non-standardized tasks require more specific knowledge and skills. Standardized work tasks often need a specific location, for example because certain materials are needed, which is the case in fabrics. Non-standardized tasks do not need a fixed location, because in general most of the tasks can be done with the availability of a computer and the internet (Chattopadhyay, 2015).

In addition, Moriset (2013) argues that co-working spaces are essential in the emergence of the knowledge economy, as they make it possible to exchange tacit knowledge by providing opportunities for face-to-face meetings. Non-standardized tasks often rely more on tacit knowledge than standardized tasks (Collins, 2010). Thus, these tasks influence and increase the possible places where work-related tasks can be performed. In line with this observation, the use of the third place is becoming more visible in cities nowadays. To illustrate, initiatives for co-working places experienced a massive growth from 2005 onwards (Statista, 2019). This is shown in in Figure 2.

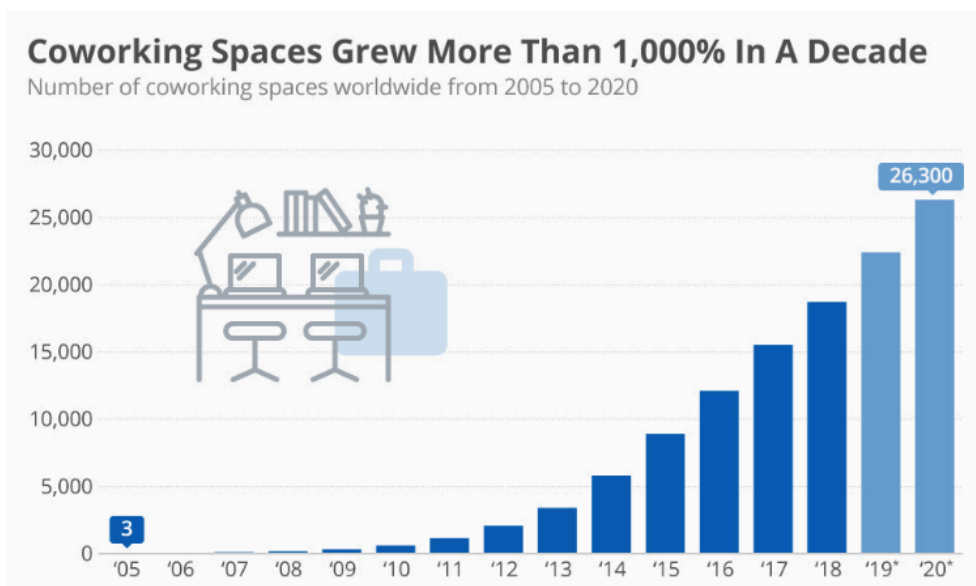


Figure 2 Growing number of co-working spaces worldwide (Statista, 2019)

In addition to this, there is a growing flow of people moving from the rural areas to urban areas, as from 2014 on more than half of the world's population are living in cities and this percentage is expected to increase heavily until 2050 (United Nations, 2019). This transition is accompanied by a growing demand and a diminishing supply, due to withdrawals from the market, of offices spaces in (inner) cities. Consequently, (inner) cities are under increasing pressure, this is illustrated by rising rents for homes and office spaces in many urban inner cities in the Netherlands (Dynamis, 2019). For the context of the Netherlands, where this study is performed, it is important to acknowledge that the Netherlands has experienced a rapidly growing share of self-employed people in the share of the total employment in the last decade (OECD, 2018). This rising share of self-employed people can be attached to increased entrepreneurial activities, innovation and a more flexible labour market (OECD, 2018). This rise of self-employed people can also be seen in the light of the growing presence of the third place as a working location, as research shows that the main user of co-working spaces, are self-employed persons or freelancers (Bounken and Reuschl, 2016). Therefore, In the Netherlands, both the demand and supply side developments fuel the increased influence of third places as a working location.

New working practices, focused on independence, freedom and flexibility, together with a change in the way urban planning is performed, and the increasing amount of people living in cities are considered to be developments that enhance the use of third workplaces (Van Dinteren, 2010; United Nations, 2018; Faludi and van der Valk, 2013). Third places provide flexibility with a convenient location, together with good facilities, whereas the worker does not have to afford the rental price for an office place (ZZA Responsive User Environments, 2011; Di Marino and Lapintie, 2017). In this light, the third place seems to be the ultimate flexible working location, however, as the third place is a relatively new concept as a working location, not much is known about the actual role of the third place as a working location. Thus, although this section explained the underlying developments leading to the emergence of third places as a working location, little is known about how these places are actually used as a working location. Therefore, this research aims to contribute to this knowledge gap by exploring the who, when, why and which tasks questions in order to get more insight into the role of the third place in the organization of the work.

1.2 RESEARCH GOAL

This study has an explorative nature as little research is done regarding the use of third places as a working location until now. This research will contribute to further insights into the position of the third place in the organization of work of its users. This research examines who, when and why workers are using third places as a working location, as well as, which tasks they perform in these places. Furthermore, this research aims to contribute to the knowledge about third places as a working location by investigating whether typologies of users can be found by analysing how and why workers use these places in the organization of their workweek. This can lead to a better understanding of the configurations and developments of contemporary and relatively new workplaces.

In addition, aspects of how users of third places move around in the city are provided (e.g type of transport and the average distance between the home and the work place). In this way, this study can contribute to better adapted policies and incentives for the development and stimulation of different types of working locations in urban planning. Furthermore, this study may indicate which types of places are preferred working locations and why these places are used as a working location, this can lead to better adjusted policies and understanding. Lastly, it is important for planners and (economic) geographers to grasp where economic activities are taking place and how this is developing to understand how the location of work is changing.

1.3 RESEARCH QUESTIONS

The above described developments and knowledge gaps in understanding the third places as a working location are leading to the following main research question:

What is the role of the ‘third place’ as a working location in the organization of work of its users?

The main research question is divided in three sub-questions in order to provide an answer on the main research question, the three sub-questions are given below:

Sub-question 1: What are the characteristics of the users of the ‘third place’ as a working location?

Sub-question 2: Which patterns can be found in the space-time geography of workers using third places?

Sub-question 3: Which work-related task do workers perform in third places and why there?

Sub-question 4: Why are workers using third places as a working location?

1.4 RESEARCH APPROACH

This research is performed in the city of Groningen, the context and characteristics of the city itself have to be considered when generalizing or transferring the results of this study to other places. The context of the city of Groningen will be elaborated in the methodology section (3.1). In this research primary data is gathered by conducting a case study with interviews with workers present in third places. In order to gain insights into possible differences between different types of third places, non-profit based places and a profit-based place have been investigated. This typology is based on the business model objectives of the places. Non-profit based places are mostly publicly accessible, and only the use of facilities requires the purchasing of services, whereas the profit-based models are offering a space to work for a certain price over a determined period. A further explanation on the methodology used in this research can be found in chapter 3.

1.5 GUIDE FOR THE READER

Chapter 1 focused on the background, relevance and research questions of this research. After this, the theoretical framework will be explained, in this framework the most relevant theories and concepts will be provided through a diligent literature review. Chapter 3 elaborates on the methodology used to provide an answer to the research questions. Additionally, chapter 3 provides the ethical implications considered in this research. After the methodology, the results are presented in chapter 4. Chapter 5 provides the conclusion. Lastly, a critical discussion is provided in chapter 6.

2. THEORETICAL FRAMEWORK

The shift towards the use of third places as a working location can be seen in the light of different developments. This chapter explains the two underlying transitions towards the use of the third place as a working location. Furthermore, the transformation of cities from functional to post-functional cities is explained as a reinforcing factor in the transition to the third place as a working location. Consequently, new ways of working enabling the emergence of third places a working location. Lastly, the (spatial) characteristics of the third places themselves are explained together with an overview of the typologies of places and the corresponding users and motivations.

2.1 TRANSITIONS IN WORKING PLACES

FIRST TRANSITION: FROM OFFICE TO HOME

Our modern society has experienced a transition from agriculture- and industrial manufacturing sectors towards a more service- and knowledge driven society. Knowledge and services are perceived to be the key drivers for productivity and economic growth, this more knowledge-based work is underset by a revolution in ICT- and communication networks (Vink et al., 2012). Around the 1980's the most influential innovations in telecommunications were present. These technologies made it possible to work from another place than the office, which was until then the ultimate place to work in the upcoming service- and knowledge driven sectors (Shamir and Salomon, 1985). Bailyn (1987) states that having to work in a particular location as an office over a particular time period, mostly 8 hours a day is a key feature of the way work has been organized. This mode of working is considered to have advantages for individuals: it structures time, it gives social contact, and it gives a sense of achievement and identity. On the other hand, advantages for the organization are visible: permitting control and coordination, it makes employees visible (they can be guided, evaluated and developed), and it mandates the interaction necessary to secure consensus on organizational goals. In this way it represents a traditional and stable structure (Bailyn, 1987).

However, Bailyn (1987) argues that the traditional way of work is no longer doing the job. As "an office day in one part of the world is private time elsewhere, but the communication between them can now be instantaneous. p2)". This statement indicates the changing role and meaning of time and distance in an era of rapid innovations in telecommunication. The role of time is also of importance in researchers in the field of time geography. The founder of the time-space geography is considered to be Hägerstrand, a Swedish geographer who constructed the idea of a space-time path to illustrate how spatial activity of individuals is governed by limitations in their spatial- and temporal environment. According to Hägerstrand (1973) space-time constraints can be categorized in three main categories given in the table below.

Type of constraint	Definition
Capability constraint	Instrumental, physiological and cognitive limitations.
Coupling constraints	The requirements for people to associate themselves with others and material artefacts at specific places and times for a certain duration in order to realize production, consumption and transactions.
Authority constraints	Laws, rules, and norms regulating the access to space-times.

Table 1. Constraints in space-time geography (based on Hägerstrand, 1973)

The constraints of the time-space geography by Hägerstrand (1973) can be adjusted to some kind of relaxation due to the emergence of new working practices related to modern use of ICT (Schwanen and Kwan, 2008). Firstly, the capability constraints imposed by physical constraints are to an extent relaxed due to the modern use of ICT. To illustrate, wireless technologies are making it easier to act at a distance as they enable a distributed and networked person consisting of a human body and a varied set of artefacts in other space-times. The presence through voice messages, emails and related communications, therefore, allows for a variety of absent presences.

Secondly, the coupling constraints are relaxed by for example the increasing use of the mobile phone, by allowing for novel, interaction-based modes of managing spatially and temporally activities. Therefore, a shift from place-based connectivity to individual person-to-person connectivity has taken place. Lastly, the authority constraints are relaxed, because ICT partly allows people to circumvent the restrictions imposed by opening hours of services and facilities. In this way, the flexibility for individuals is increase and more windows of opportunity are arising (Schwanen and Kwan, 2008). In the section about new ways of working, the space-time constraints described by Hägerstrand (1973) will be further elaborated in relation to the nature of tasks and activities of working practices nowadays.

Melbin (1978) is building further on the conceptualization of limitations of time and space by arguing that the night is the only new frontier for individual workers, as there is a premise that time and space can be occupied, and these concepts are also treated in this way by humans. Furthermore, many researchers stated that location would become rapidly irrelevant. At the same time, location was becoming a problem, because of the rising expense of central offices and the disadvantages for commuting for both people and the environment. These developments are leading to the hypothesis and the belief among many researchers that rapidly changing technological opportunities, would lead to the disappearance of offices as the ultimate- and only location to perform work-related tasks. According to Shamir and Salomon (1985) it was widely believed that all upcoming technological innovations in telecommunications would be able to shift millions of jobs out of the offices right back into their homes. Moreover, in those times there was a high belief that the innovations in telecommunications could completely substitute the need to physical travel to a central work place (Olsen and Primps, 1984). This shift would logically have enormous implications on the whole society and transportation, energy, educational, and other related and inter-related systems (Harkness et al., 1977). An example, of an enormous implication for society is the way accessibility is perceived. According to Castells (2011) there is a need to see virtual connections as a fundamental part of our society and urban spaces. Di Marino and Lapintie (2017) are building further on this finding by categorizing three types of accessibility:

1. The physical space: consisting of the current place in use (and possessing certain characteristics which determine the activities that can reasonably be performed in that place, as well as the people who can be met in those places).
2. The places that can be reached on foot, or by public or private transport (in the time-frame available to the user)
3. Virtual places and the people that can be reached through computer networks.

It seems that the third place as a working location, being for example co-working spaces, libraries and coffeeshops are influenced by all three types of accessibility and places described by Di Marino and Lapintie (2017). First, the physical space determines which activities can be reasonably performed in a certain place, where formerly coffeeshops and libraries were not directly used for working-related tasks, they are nowadays more and more seen as 'hybrid workplaces', which are places in-between homes, organizations and virtual spaces (Vartianen and Hyrkkänen, 2010). Second, research shows that accessibility within the time-frame available to the users is one of the key motivations to choose to work at such a hybrid workplace, for example people can save time by working in a location nearby their homes, as they don't require a specific place to work because of the nature of their non-standardized tasks (Chattopadhyay, 2015). Third, research shows that the

users of third places are mostly digital bohemians, who only require a WiFi-connection to perform their work-related tasks (Hartmann, 2009)

SECOND TRANSITION: FROM HOME TO ALL POSSIBLE PLACES THAT PROVIDE WI-FI?

From the 1990's onwards, it seemed that another communication revolution was rapidly taking over the world. An enormous boost in wireless communication was present by the increasing capacity of connectivity in the many successive generation of mobile phones. In developed countries, the penetration of wireless subscriptions is indispensable, as in some countries there are more mobile phone subscriptions than people (Castells, 2008). According to Castells (2008) wireless communication has become the ultimately form of communication almost everywhere, an especially in developed countries.

Although the technological innovations around the 1980's and 1990's were very promising to facilitate this first transitions completely. It turned out that there is a growing acknowledgement that telecommunications cannot directly replace the need to be physically present. Firstly, there is an ongoing debate about the increase or decrease of productivity levels of employees and workers. There are many beliefs that distractions at home while performing work tasks are leading to dropping levels of productivity over time (Cable and Elsbach, 2012). However, there is also research that shows that productivity will rise when more employees work from home as workers can have more productivity time due to the absence of travelling times and a quieter environment opposed to working at an office. Secondly, it is generally recognized that face-to-face contact is highly important in economic interactions and innovations (Bathelt and Turi, 2011). Furthermore, Castells (2008) states we are currently living in a network society where key innovations and decision-making processes are still taking place in face-to-face contacts, and this still requires shared space of places. He explains this apparent paradox by describing the differences between the macro-network, where a network society is visible globally at all possible times throughout the world, as nodes are interacting globally. While at the other hand, the network of decision-making and the emergence of innovations and ideas is taking place in a micro-network operated by face-to-face communication concentrated in certain places.

An important feature which is enabling and increasing the presence of this second transition is the increased share of self-employed people in the economy and society. As the amount of self-employed people in the Netherlands has more than doubled in the last 20 years. In 2018, The Netherlands had almost 1.1 million self-employed people without employees, and according to forecasts this amount is likely to grow further (CBS, 2019). According to Vreeke (2017) autonomy, freedom and flexibility are the key reasons for self-employed workers to work for themselves. For example, most self-employed people are positive towards the ability of organizing their days in a flexible way, in this way they are not tied to scheduled holidays, which is mostly the case in paid employment. Where many people saw the development and innovations in telecommunication and the modern use of ICT as an opportunity to work at home. It became evident that working at home brings along many drawbacks, being a lack of natural collaboration and encounters, isolation and a reduced sharing of tacit knowledge (Leclercq-Vandelannoitte and Isaac, 2016).

As it became clear that a new model of the working location was needed, co-working spaces emerged. According to Mitev et al., (2017) the concept of co-working was first founded in 2005 by Brad Neuberg in the USA. These spaces were primarily designed for lonely entrepreneurs who suffered from the drawback of working alone at home. Moriset (2014) are arguing that the concept of co-workers stems from two interrelated economic trend: the emergence of the knowledge economy and the substitution of cognitive or tacit for physical capital. The rise of the knowledge economy led to a shift in which work was becoming more committed to tasks that required discernment, creativity, insight and initiative. Waber et al., (2014) state that more than two-third of the knowledge work is done outside of the classic office space. Leclercq-Vandelannoitte and Isaac (2016) are arguing that co-working spaces can optimize productivity and creativity for knowledge workers. Therefore, better than any other model of work organization, co-working places are addressing five

conditions that characterize knowledge work: access to information, access to knowledge, access to symbolic resources and access to social capital.

Furthermore, Deijl et al., (2011) state that around 87 % of the Dutch co-working community is self-employed. The majority of the self-employed people in the Netherlands is still working from home, however, a large growing amount of self-employed people is working from an external location. Furthermore, De Vries et al., (2012) are arguing that 1 out of 8 self-employed workers in the Netherlands needs an external location. The need for this external location is particularly high in the ICT sector and in the (very) strong urban areas (De Vries et al., 2012). According to Deijl et al., (2011), 1 out of 8 self-employed workers who works from home feels the need to work at an external location. Figure 3 indicates the changing preferences in working locations for self-employed workers in the Netherlands as shown by the research of Deijl et al., (2011). Although this research is only performed for the years 2009 till 2011, it shows the tendency for the need for external working locations in the self-employed sector in the Netherlands. Unfortunately, the figure is only available in Dutch, but this explanation should be sufficient to understand the aim of the figure: figure 3 shows that the preference for a traditional office location is decreasing (3 left bars), whereas the preference to work in multiple- and different locations is growing (3 right bars).

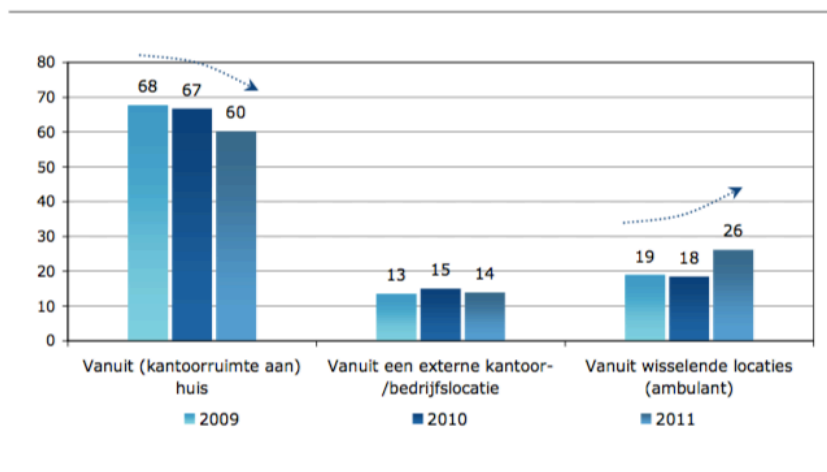


Figure 3. Changing working locations for self-employed workers in the period 2009 – 2011 in the Netherlands (left column: working from an office inside a house, middle column: working from an extern office, right column: working from changing locations).

It is evident that the possible locations to perform work-related tasks are differentiating and growing. According to Di Marino and Lapintie (2017) working practices are changing and they are becoming more flexible. There is a growing access to Wi-Fi in almost all urban places and public spaces are providing new services and facilities, which make working outside the office easier and more appropriate. Moreover, Walrave and de Bie (2005) are arguing that the amount of 'mobile workers' is growing, as the options to work during commuting, and to work in public places with a Wi-Fi connection is increasing. Next to this, a majority of the employees who are working in these ways are experiencing advantages on the aspects of productivity, a relief of stress, and they experience more motivation for their work and an autonomy when they are carrying out their tasks. In the light of these developments, coffee shops and libraries are increasingly emerging as an option for a space to work. Furthermore, the nature of tasks allows for more flexible ways of working, as most co-working spaces are primarily used by so-called knowledge nomads, those who are integrated in the knowledge economy and are flexible, original and creative (Deijl, 2011) According to De Vries et al., (2012) these knowledge workers generally only need a laptop and an internet connection to perform their work-related tasks. Therefore, the majority of the users of co-working spaces is highly educated, relatively young and primarily active in business services and consultancy. Co-working is, therefore, the perfect concept that enables

a combination between working independently and interaction with other. Users can decide, where, when, how, how often and how long they work (Döring, 2010).

Furthermore, co-working spaces are intentionally designed as temporary working locations, by providing desks and options for networking. Interestingly, most of the places who are currently used to perform work-task were not designed for this purpose (Di Marion and Lapintie, 2017). On the other hand, our cities are showing signs of post-functionality opposed to the strictly functionalistic division. Cities, and especially cities in the Netherlands, were formerly mainly constructed in a functionalistic division of urban spaces into mutually exclusive basic functions of work, housing and leisure areas (Di Marino and Lapintie, 2017; Faludi and van der Valk, 2013). Whereas, post-functionality in cities can be seen in observation that boundaries between urban functions have become blurred and functions are actually co-existing in the same space (Di Marino and Lapintie, 2017). This transition enables and increase the supply of third places.

2.2 THE TRANSFORMATION OF CITIES FROM FUNCTIONAL TO POST-FUNCTIONAL CITIES

The functionalistic division of urban spaces into strictly and mutually exclusive functions as housing, leisure and work has been criticized for a long period. Land-use and zoning plans have been prevalent in urban planning for decades, this is the so-called rational comprehensive planning approach. This approach has often been criticized for preserving underlying social- and spatial order in collective action aimed at urban development, rather than challenging or changing it. In the Netherlands, this approach of planning has a long- and strong tradition. This can be illustrated by the general use of blueprint plans from the 1950s and 1960s. However, this type of top-down planning with a strong rule- and order character, was considered to be too technical and neglecting contemporary developments. Therefore, Dutch planning shifted to a more adaptive approach (Van Karnenbeek and Janssen-Jansen, 2017; De Roo, 2003).

These developments are in line with the current academic debate about the transition from functional to connected cities as conceptualized by Davoudi and Madanipour (2012) as they explain the differences between two different charters in Athens, one produced in 1933, the other in 2003. The idea of the charter produced in 1933 is to provide a functional city with a separation of functions, with the approach of 'form follows function'. On the other hand, the goal of the more recently established charter is integration and the implying of new mixtures of land-use. Mixed-land use is nowadays a key planning principle in smart planning strategies (Song and Knaap, 2004). Furthermore, many researchers are showing that mixed-land use can have advantages for the liveability cities and its inhabitants. For example, Song and Knaap (2004) are showing that housing prices are increasing when there is a certain proximity to public parks or neighbourhood commercial land uses. Moreover, Brown et al., (2009) are showing that mixed land-use can have positive effects on health indicators of humans, as BMI, overweight, and obesity. According to Wheaton (2003) cities have always been modelled as having centred employment, the so-called monocentric city model with a monofunctionality of districts. However, according to many urban planners a call for flexibility and the opening up of new possibilities which are not yet determined is needed (Di Marino and Lapintie, 2017). The idea that monofunctionality is decreasing the live ability of inner cities is widely recognized. Therefore, multifunctionality is adopted in many city strategies (Ashworth, 2008). To illustrate, more- and more shops in inner cities are no longer solely a shop, rather they are combined with other functions, like leisure and facilities to perform work-related tasks (Sentel, 2012). This transition can also be seen in the emergence of the third place as a working location, for example, where formerly coffeeshops were only designed to drink a cup of coffee or have a casual talk with friends or colleagues, it is nowadays more and more used as an actual working location (Di Marion and Lapintie; Oldenburg, 1989). To conclude, modern information and communication technologies have contributed to the further blurring of boundaries between functional areas. Next to this, the growing interferences and interdependencies between private and public spheres have often resulted in the unclear distinction between spaces for private life, work, and leisure (Koroma et al., 2014).

It is clear that boundaries between different functions in cities are blurring and, therefore, the distinctions between different places are starting to intertwine. Because of these developments, the classifications and interdependencies of different places are also changing (Hampton et al., 2010). The Romans already made distinctions between different places by dividing first places, second places and third places. First places were considered to be the place where you live, mostly your house. Second places were considered to be the places where you work, and third places were the places used for all other purposes (Mensink, 2012). This roman classification has been re-introduced by Oldenburg (1989) as he states that the need for intimacy and community are provided by the "third place". Third places can, therefore, nowadays be seen in the light of the development of semi-public places. Habermas (1989) argues that semi-public spaces are considered highly important to social life, as they are mostly identified as venues that create a sense of place and community. According to Di Marino and Lapintie (2017) these "third places" are emerging workplaces who embrace public spaces, such as libraries, as well as, semi-public spaces, such as coffee-shops, which were not planned to host work functions, but are increasingly used as spaces to work. The observed development towards post-functionalistic cities can be linked to questions on how workers are using the city to perform work, and how this influences the way they move around in the city.

2.3 A NEW WAY OF WORKING

Due to the developments described above, it has become possible to work in several places that have not been intentionally designed for working purposes. However, in the current era of the growing importance and emergence of non-standardized working tasks these places have become more attractive (George and Chattopadhyay, 2015; Di Marino and Lapintie, 2017). In the era of growing innovations in communication technology, increasing numbers of workers are able to arrange their work around their access to different uses and activities in time and space (Battey et al., 2004). This transition is also largely due to a transition of working practices, Van Dinteren (2010) describes this shift in working practices. The most significant changes in the characteristics of working practices are given in the table below:

"New" working practices	"Old" working practices
Independent	Assignments are given from above
Freedom	Control
Responsibility situated at employees	Responsibility situated at the "boss"
Trust in other staff members and employees	Distrust, results in many rules and requirements
Output oriented	Input oriented
You work where you are	You work in an office
Work and private boundaries are blurring	Strict separation between work and private life

Table 2. Characteristics of "new" and "old" working practices

Although it is not the case that the "old" working practices are no longer existent in society nowadays, the shifts indicated by van Dinteren (2010) give a sense of the changing developments for both the employer and employees. Furthermore, van Dinteren (2010) states that these trends will result in a different relationship between economy and space. In this different relationship between economy and space, a stronger mix of functions is conceivable, but not so much through a re-shuffling of the location of companies and working centers, rather through a reorientation of the places where people can work. This reorientation of places where

people can work, allows for possibilities to work at multiple locations during the day or the workweek. In addition to this, as we have already seen in the previous section, people who are working in the service sector are heavily relying on their mobile- services and devices and their tasks are mainly considered to be non-standardized tasks, and therefore, they mostly don't require a specific- and fixed location (George and Chattopadhyay, 2015). Although most non-standardized task don't require a specific- and fixed location, there are only very few tasks that can actually be done anytime and anywhere, as in practice many technological and event cultural aspects can prevent many tasks to be done at any time and in any space possible. The matrix of Wiberg (2005) provides an overview of different categories of work-related tasks and their time- and space dependence.

		Place	
		Independent	Dependent
Time	Independent	1. Anytime, anywhere: Tasks that can be done independent of time and place. They can be done anytime, anywhere.	2. Anytime, particular place: Tasks that need to be done in a particular place but can be done anytime.
	Dependent	3. Particular time, any place: Tasks that can be done independent of place but at a certain time or in a certain order.	4. Particular time, particular place: Tasks that must be done in a particular place within a particular time.

Figure 4. Time- and space dependence Matrix by Wiberg (2005)

These levels of time and space dependence of tasks can be related to the time-space geography constraints provided by Hägerstrand (1970). Capability constraints can, for example, be reflected in the essential need for a working Wi-fi connection to perform tasks. Furthermore, workers are still dependent on the opening times of the places where they work, this can be seen as an authority constraint. Lastly, coupling constraints are, for example, present when people require a face-to-face meeting with others, in this case workers give up some of their flexibility to adjust themselves to the schedule of others. In this research, it is assumed that workers who use the third place as a working location tend to be more place independent than dependent, as they don't require a particular place. However, their tasks are varying on the level of dependency of time. For example, face-to-face meeting require a particular time in space. Whereas, for example, more administrative tasks don't require a specific timing. According to Spinuzzi (2012) coffeeshops are frequently used for administrative tasks.

Additionally, Van Dinteren (2010) explains that these new ways of working are linked with the growing amount of self-employed people and co-workers. Furthermore, we have already seen that the Netherlands experienced a rapidly growing share of self-employed people in the share of the total employment in the last decade (OECD, 2018). The increasing mobility of these self-employed workers leads to three changing spatial patterns:

1. Diffuse: people can work everywhere with a working internet connection
2. Spots: People meet at certain spots, mainly the work nomads are being concentrated at spots with a wide variety of facilities
3. Home: the home is acting as a first- or second workplace.

The diffuse pattern has in itself not so much impact on the urban design, as it is more concerned with the technical resources. However, the growing diffuse pattern can be linked to the time-space dependence matrix of Wiberg (2005), as a more diffuse pattern stimulates the ability of doing work-related tasks anytime, and anywhere, as indicated in the upper left corner of the matrix.

Next to this, the pattern of different spots has implications for the urban design, as in any case, it leads to different mobility patterns and – it is hoped – to lead to less mobility, which in itself is beneficial for more

sustainable ways of travelling (van Dinteren, 2010). Furthermore, work-related tasks involving time-dependency and place-independency, the tasks located in the bottom left corner, stimulate the emergence of spots. The third place as a working location can be seen as a result of the growing emergence of spots where people meet to work with a wide variety of facilities.

Lastly, as already seen in the part about the second transition in working places, it is evident that the possible locations to perform work-related tasks are differentiating and growing. Although the possible locations for work are growing, the home is still very present as a working location. This is also argued by De Vos et al., (2018) as they state that workers are generally more inclined to accept a job if they have the ability to work from home on one day of the week or more.

The three changing spatial patterns indicated by van Dinteren (2010) can be related to the three-dimensional framework of the work location provided by Hislop and Axtell (2007) in figure 5. This framework is constituted in the shape of a triangle, where each corner represents a working location. In each of the corners, an ultimate type of worker is situated, being a pure home-based worker, a pure office worker and a pure mobile teleworker. This framework illustrates the way in which teleworking is described in most of the literature. As in most of the literature teleworking and working from the office are seen as contradictory processes. So, in this literature, a worker is purely a homemaker, or purely an office worker, and a combination of the two is not considered to be present nor important. However, Halford (2005) states that the concept of 'hybridity' is important for understanding the mechanisms of the framework provided. She argues that it is important to recognize the hybrid nature of home-office teleworking, as there are very few purely home-based workers, or pure mobile teleworkers, as the vast majority can be defined as home-office teleworkers. Whereas, Halford (2005) focusses on the hybrid nature of home-office teleworking, Hislop and Axtell (2007) extend this hybridity by a third dimension: work that occurs beyond the two domains of home and office. As, the home and the employer's premises are located in the at the bottom axis, the visual representation of the locations beyond the home & office are located in the upper corner. In this way, Hislop and Axtell (2007) want to visually represent that mobile workers require to balance their time and efforts across a number of different locations. Furthermore, by visually presenting it in this way, the framework is sensitive to how different mobile workers are required to make different balances between time and effort. This is dependent on their particular way of dividing their work time between possibly their homes, the employer's premises and other locations. To conclude, this framework stresses the heterogeneity in work patterns of different mobile workers. For instance, consultants are very mobile in the sense that they either work from their homes, offices, or other locations. Whereas, for instance, engineers, can also be seen as 'pure' mobile workers as they never work from home, rarely go to offices, and typically work at different locations (for instance: the client home). As this research is focused at the third place as a working location, being generally co-working spaces and more informal urban places, this category of mobile workers is not the intended category to include in the analysis. The next section elaborates on the characteristics of the third place as considered in this research.

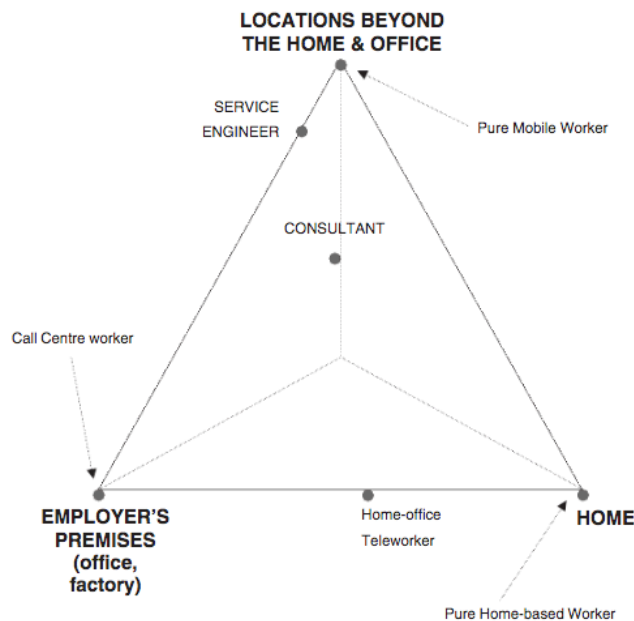


Figure 2: Three dimensional framework conceptualising work location

Figure 5. Framework conceptualising the location of work (Hislop and Axtell, 2007)

2.4 THE THIRD PLACE AND ITS CHARACTERISTICS

As the previous sections mostly explained the developments leading to the existence of the third place. This section will elaborate more on the third place itself and its characteristics. As already identified, next to the dichotomy of the office and the home as a working location, scholars have been focusing more on the so-called third workplace. These places are characterized as semi-public spaces and examples of these places are coffee shops, libraries and co-working places (Sanusi and Palen, 2008).

TYPOLOGY OF THIRD PLACES

In the previous section we already saw that the supply of third places can either have an informal or a formal character. Next to the growing emergence of co-working spaces, informal places are also becoming more and more used as places to perform work-related tasks. Kojo and Nenonem (2016) are providing typologies of co-working spaces. They distinguish non-profit business models and profit-making business models and the level of user access and affordance (public, semi-public or private):

Co-working spaces presented in the non-profit business model are:

- Public offices: publicly accessible co-working spaces that are accessible to everyone free of charge (e.g. libraries)
- Semi-public offices: publicly accessible, but the use of these facilities requires purchasing of services (e.g. coffeeshops)
- Collaboration hubs: are run by organization with the goal to facilitate collaboration between members of a certain interest group (e.g innovation labs)

Co-working spaces represented in profit-making business models:

- Co-working hotels: service providers offering a shared office space with a short lease (from an hour upward) and a compact service package.
- Incubators: a shared workplace for a preselected group of individuals or teams to support entrepreneurship

- Shared studios or offices: where an organization or entrepreneurs sublets its workplace with a flexible lease (from months upwards). Requirements might be set for these tenants such as fitting into the existing community or being employed by a certain organization.

This results in table 3, where an overview is provided. Kojo and Nenonen (2016) find that there are differences in the usage of these places. Whereas the non-profit based third places, as coffeeshops, are mainly used by permanent workers, people coming for meetings, and accidental users. The profit-based third places, as co-working places, are more focused on specific target groups, with for example entrepreneurial-minded people.

Level of access for users	Business model: Non-profit	Business model: profit
Public	Public office	-
Semi-public	Coffee shops	Co-working places
Private	Incubators	Shared studios

Table 3. Non-profit vs profit-based business models (made by author, based on Kojo and Nenonen 2016)

SPATIAL CHARACTERISTICS

Next to the typologies of users and the typologies of third places themselves, spatial characteristics are important to consider when determining motivations and decisions for workers to work in a third place. Spatial characteristics can enable or prohibit the use of third places. Di Marino and Lapintie (2017) find these spatial characteristics to influence- and increase the attractiveness of third places as a working place.

- Design of the surroundings more aimed at pedestrians than vehicular traffic
- Accessibility by public transport, or bicycle and/or foot.
- Nearby attractive public places: parks, gardens and squares
- Attractive and lively neighbourhood with a combination of other functions: nearby retail-and office functions

TYPLOGIES OF USERS AND THEIR MOTIVATIONS

As already shown, the nature of the tasks that people perform in different third places is likely to influence the decision to work in a certain third place. According to Moriset (2014) the rise of the knowledge economy led to a shift in which work was becoming more committed to tasks that required discernment, creativity, insight and initiative. The third place seems to be the perfect working location to perform tasks that require those characteristics (Moriset, 2014).

Di Marino and Lapintie (2017) state that most people who work at a third place are engaged in the business and finance sector, social services, government and information technology, a small part is present in the creative sector. Furthermore, it seems that the upper middle class is overrepresented in third working places. According to Doring (2010) co-working spaces were primarily designed for lonely entrepreneurs who suffered from the drawback of working alone at home, however soon, other groups, such as flexible employees and students followed. According to Van Ham et al., (2017) the philosophy behind the installation of co-working spaces is nowadays mostly to create a platform for three types of workers: independent professionals, entrepreneurs and teleworkers. These typologies are in line with the research of Kojo and Nenonen (2017) showing that self-employed knowledge workers, entrepreneurs, employees and students are primarily the types of users present in co-working spaces. As students are not labelled as workers in this research they are excluded from the target audience for this study. A typology of three different types of workers in third spaces is therefore emerging following from the literature (Kojo and Nenonen, 2017; Van Ham 2017):

Type of users	Description
Self-employed knowledge nomads	free lancers or self-employed professionals
Entrepreneurs	mostly of small businesses
Flexible 'dependent' workers	teleworkers/employees

Table 4. Types of users (Kojo and Nenonen, 2017)

It is assumed that all three categories are to some extent working under flexible working arrangements, either they are flexible in terms of work agreements as flexible contracts, or they are flexible because they can decide for themselves where and when they work without the involvement of bosses or executives (Houghton et al., 2018). However, especially, the flexible 'dependent' workers are subject to a high pressure due to their weak position in the labour market coming from a high competition between workers with similar skills. In this way, it can also be an obligation to perform work-related tasks in a third place beyond the traditional office hours from 9-5 (Friedman, 2014).

Hartmann (2009) describes the particular group of customers that chooses coffee shops for working 'digital bohemians'. These bohemians also seem to lead a "new working life style" in which the boundaries between work and free time might be challenged and blurred. Furthermore, Joy and Haynes (2011) argues that each generation of workers has a specific workplaces, related expectations, and spatial requirements. Generation Y or also called the Millennials (those born between 1981 and 2000) tend to use technology as an integral part of their everyday lives. They see the office as an extension of their home life and they are increasingly mobile. Hampton and Gupta (2008) are distinguishing two types of users who use wireless internet in public and semi-public places. For 'true mobiles', Wi-Fi coffee shops are functioning as a backdrop for activities focused on the completion of work. True mobiles are identifying the cafe as a 'space of productivity'. Furthermore, they would typically suggest that the third place offers a change of setting that helped them to focus or provided a source of creativity. According to Gehl (2011) passive contact in public and semi-public spaces, such as hearing others and being among unknown people, can be seen as a source of inspiration and creativity, as well as a possibility of maintaining already established contacts. Additionally, true mobiles indicated that they are searching for another type of escape: namely an escape from the physical presence of their co-workers. The same accounts for distractions experienced at home – from for example, partners, children and television (Hampton and Gupta, 2008).

Hampton and Gupta (2008) state that most users of third places are millennials located in the upper middle class, who want to escape from daily routine. Furthermore, Walrave and de Bie (2005) find that most of them are using the place for 1 or 2 times a week on average and they are using more than one temporary workplace. The types of workers present in third places can also be classified in user motivations, this is been done by Bouncken and Reuschl (2016) as they distinguish 3 different types of users according their motivation as provided in table 5:

Type	Motivation
Utilizer	Use co-working spaces to profit from technical infrastructure
Learner	Use co-working spaces to acquire knowledge and exchange with peers
Socialize	Use co-working spaces to search for recognition and acknowledgment

Table 5. Users and their motivation

However, it should be stated that there are mostly likely be combinations of motivations coming forward in practice. So, it is possible that someone has not solely a learning motivation to be present in a third place, rather he/she is motivated by, for instance, learning- and social perspectives.

2.5 CONCEPTUAL FRAMEWORK

In the theoretical framework, the developments leading to the growing emergence of the third place as a working location have been described on the basis of two transitions in working places supported by the developments of working practices, and the transformation to post-functional cities. The conceptual framework starts with showing the two transitions in working places and the developments strengthening and influencing these transitions (new working practices and the post-functional character of cities). The 1st transition; from the traditional office towards a combination of the office as a workplace and the home is shown by the first arrow. The second arrow shows the 2nd transition in working places: the transition from the home and the office to possibly all places that provide Wi-Fi. The third place is coming up in this transition as an additional working place next to the home and the office. The model, therefore, also shows the linkages between the third place and the home and the office. As following from the literature, the third place is not replacing the home or the office, rather the third place is used as an additional working place. This transition also shows that there is growing emergence towards working places independent of time and place: being anywhere and anytime. As the third place is a relatively new concept in terms of working places, not much is known about the actual role of the third place as a working location. Four sub questions have been formulated in order to answer this question. Table 6 transforms the sub-questions into keyword question. These keywords are used in the conceptual model and in the remaining part of this study. This research aims to contribute to this knowledge gap by exploring the who, when, why and what questions in order to get more insight into the role of the third place in the organization of the work. Furthermore, this study examines whether there are differences between non-profit- and profit based third places when answering the who, why, when and which tasks questions.

Sub-questions	Keyword questions
1: What are the characteristics of the users of the 'third place' as a working location?	Who?
2: Which patterns can be found in the space-time geography of workers using third places?	When?
3: Which work-related task do workers perform in third places and why there?	Which tasks?
4: Why are workers using third places as a working location?	Why?

Table 6. Sub-questions into keyword questions

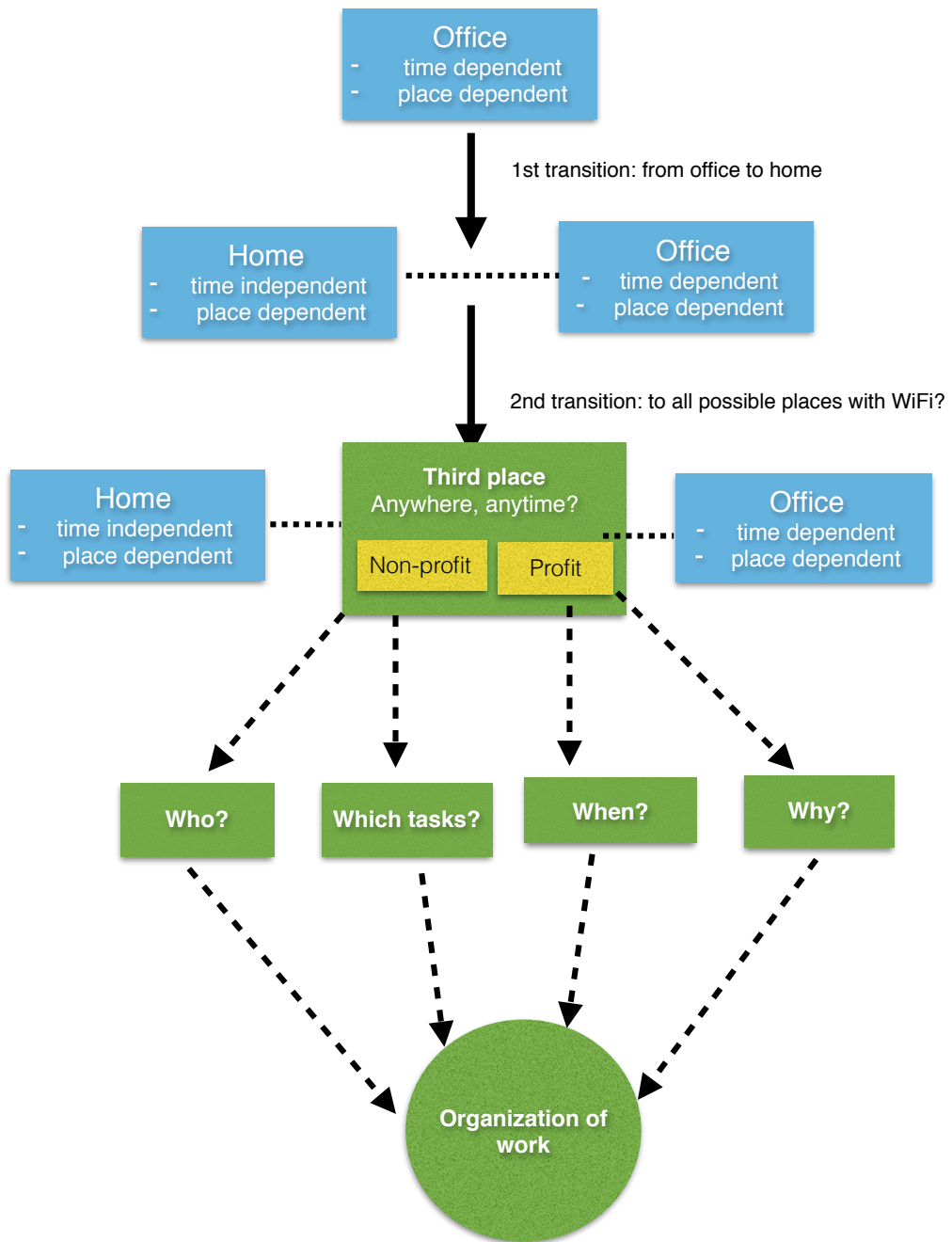


Figure 6 Conceptual model

Following from the literature there are already some aspects coming up to embody the four research questions. Table 7 provides an overview of the aspects derived from the theoretical framework regarding the four research questions.

Who	When	Which tasks	Why
Self-employed people	1 or 2 times a week	Administrative tasks	Utilizers: making use of facilities
Entrepreneurs	Outside standard office hours (9-5)	Meetings	Learners: acquiring knowledge and exchanging with peers
Flexible 'dependent' workers			Socializers: search for recognition
Highly educated			Escapers: escaping daily routine or co-workers
Business services and consultancy			
Young people			

Table 7 aspects derived from the theoretical framework regarding the four research questions (who, why, when, which tasks).

This research will examine whether the aspects provided by the literature can also be found in the use of the third place as a working location in Groningen, and it will possibly add currently unmentioned aspects where possible. As also shown by table 7. until now little knowledge is available on the time-space patterns (when) and the actual working tasks workers perform in third places, this research aims to contribute to this knowledge gap. The blue part provides the needed understanding of the developments that have led to the emergence of the third place as a working location. Whereas the focus of the research is visualized in the green part of the conceptual model. The divide between non-profit and profit based business models is visualized by the two yellow bricks. This divide is made, because it is expected that there are differences in the usage of these places, as Kojo and Nenonen (2016) find that there are different types of users present in these places. The labelling as non-profit based or profit-based places is based on the typology of Kojo and Nenonen (2016), they label a place as non-profit when the business model is not focused on profiting directly from workers using the place, the place is focused on profiting from the consumptions, as coffee or sandwiches etc, the workers buy. Thus, the model is based on profiting indirectly from workers. The profit-based places are directly profiting from workers as they pay to work there and not for the consumptions they consume there.

3. METHODOLOGY

This chapter elaborates on the methodology used in this research. In the previous chapter the conceptual model visualized the aspects derived from the theoretical basis of chapter 2. In the conceptual model and the theoretical basis, it became clear that there is a need for doing research on the third places as a working location and the related who, when, why and what questions. This chapter starts with explaining the context of the place of study, being the city of Groningen located in the Netherlands. After that, the corresponding research strategy, the corresponding research methods and the data collection and data analysis processes are described. The chapter will be closed with an overview of the ethical considerations involved.

3.1 CONTEXT OF THE RESEARCH

To better place this study in perspective, it is important to grasp the context of the place where this study has taken place. Furthermore, in order to verify and determine the generalizability of the results of this study it is important to acknowledge the context (Clifford et al., 2010). This study has taken place in the city of Groningen in the Netherlands.

According to Stam and Van de Vrande (2017) the Netherlands has seen a rapid increase in the number of solo self-employed entrepreneurs over the last decades, and this has led to an increase in the demand for flexible work spaces. This trend is also visible in the city of Groningen. The city of Groningen accounts between 12.000 and 13.000 solo self-employed entrepreneurs and this is around 6 % of the total population in the city. The population consists of around 200.000 people (Groningen City Monitor, 2020). Groningen has a strong and evolving economy concentrated on education, healthcare, SMEs, and the service sector. Furthermore, Groningen is the centre of the Northern Netherlands and the engine for economic development and employment in the Northern Netherlands (Groningen City Monitor, 2020). Next to this, there are more than 157.000 jobs and the 100.000 pupils studying in the city, this is enhancing the character of the city to be an educational centre. The city of Groningen has a relatively young population, which is also reflected in the student population living in the city, as more than 30.0000 students are living in the city.

Furthermore, the city of Groningen has a successful start-up ecosystem and it is a hotspot for start-ups within the northern provinces with an above-average number of start-up activities. Moreover, the city centre is very popular amongst shoppers, tourists and companies which also leads to the observation that on working days there are nearly twice as many people in Groningen as people living there. The number of commuters is 185,000 people per day and this also illustrates the connectedness between the city and region. Lastly, the municipality of Groningen sees co-working spaces as a mean to contribute to a good start-up ecosystem (Municipality of Groningen, 2018). Furthermore, the sectoral structure of the city of Groningen leads to the confirmation that that third places have a potential in the City. According to OIS (2018) the education, services, care, and cultural sector are the most prevalent sectors in Groningen. In these sectors, jobs can be relatively flexible in terms of spatial dependence compared to other sectors, as for example agriculture and construction. These sectors also bring along the observation that many jobs can be spatially flexible.

This research has taken place in or just around the city centre as showed in figure 7. In the inner city the retail, catering industry, and service sectors are well represented, and the University of Groningen has a central campus in the city centre.



- A = Bartista
- B = Coffee Break
- C = Coffee Company 1
- D = Coffee Company 2
- E = Doppio 1
- F = Doppio 2
- G = Public library
- H = Tucano Coffee
- I = De Pijp

Figure 7. Research area with the locations of interviews

Di Marino and Lapintie (2017) identify four spatial characteristics to influence- and increase the attractiveness of third places as a working location. Following from the classification of Di Marino and Lapintie (2017) the research area has been determined. Table 8 compares the classification of Di Marino and Lapintie (2017) with the situation in the research area in more detail.

Table 8. Spatial characteristics of the research area

Attractive spatial characteristics (Di marino and Lapintie, 2017)	Situation in the research area ¹
Design of the surroundings more aimed at pedestrians than vehicular traffic	<ul style="list-style-type: none"> - The inner city of Groningen is designed to stimulate walking and cycling. E.g car traffic is discouraged by many one-way streets.
Accessibility by public transport, or bicycle and/or foot.	<ul style="list-style-type: none"> - Around 60 % of all traffic movements takes place on bicycles. - The municipality and the province are actively discouraging car traffic and stimulating public transport in the inner city
Nearby attractive public places: parks, gardens and squares	<ul style="list-style-type: none"> - The Noorderplantsoen is the biggest park in the city of Groningen. The park is located at the edge of the city centre. - The city centre includes 2 big public squares: de Grote markt and de Vismarkt. - Other attractive public places are amongst others de Martinitoren and het Forum
Attractive and lively neighbourhood with a combination of other functions: nearby retail-and office functions	<ul style="list-style-type: none"> - The inner city of Groningen includes many retail and office functions.

¹ (Gemeente Groningen, 2019; Groningen City Monitor, 2020)

3.2 RESEARCH STRATEGY

This research is one of the first attempts to explore the development of third places as a working location, this is confirmed in the relatively low scientific articles available regarding the topic. Therefore, this study has an explorative character and the aim of the research is not to produce a grounded theory nor to reach a high generalizability. The context of the investigated research area as described in paragraph 3.1 influences the potential generalizability of the outcomes to other contexts. This study combines a qualitative character with a quantitative character in order to get the most complete answer to the research question. According to Boeije et al., (2010) qualitative research is an ideal method if the field of research still needs to be explored. However, qualitative research is mostly concerned with a relatively low amount of cases. This study incorporates quantitative aspects in order to gain a more complete insight of the population of workers in third places. Therefore, this study has transcended the aspects of low cases, as 44 cases have been investigated. By doing this, the potential to find general aspects has been enhanced and a better comparison between cases could be made.

CASE STUDY

The primary data is gathered by conducting a case study with semi-structured interviews. Yin (2003) describes the designs and methods coming along with a case study. In general, case studies are the preferred strategy when the 'how' or 'why' questions are being asked. In this research, the research questions are pointed towards why and how the third place as a working location is influencing the way people organize their work. Therefore, a case study seems to be the best method to seek an answer for this question. This study is performed in the city of Groningen, which means that there is only one area of study. When a study is only performed in one single setting it bears the challenge of lacking generalizability (Clifford et al., 2010). However, the results of this study can be used in cases with similar circumstances. Therefore, the transferability of this research depends on the similarity between this context and the respective context (Flick, 2018). Furthermore, this study is an explorative study in a relatively new field of academic research. Therefore, this study is a first attempt to describe the phenomena observed and it is not aimed to be a research that provides a grounded theory.

SEMI-STRUCTURED INTERVIEWS

The research questions will be answered by conducting semi-structured interviews with people working at different types of third work places. Hay (2016) states that interviews are used in research for four reasons. Firstly, to fill in an information gap that cannot be obtained by other methods. Secondly, interviews can be used when the researcher wants to investigate complex motivations and behaviour. Thirdly, research interviews are used to collect a diversity of opinions and experiences. Lastly, and fourth, an interview gives the respondent the opportunity to reflect on their own answers and experiences.

As the personal experiences of the respondents are of a high value for this research semi-structured interviews are the most suitable method. Semi-structured interviews allow for an open response of participants own' words, rather than only providing the researcher with yes or no answer. However, the semi-structured interviews used in this research entailed characteristics of surveys as some question were relatively closed questions (e.g personal characteristics), these more closed question made it easier to compare the cases with each other.

Furthermore, there is room for personal input from respondents. Questions can be adjusted in conjunction with the answers given on previous question, providing the researcher with valuable information, which would be missed when conducting a strictly structured interview. By conducting semi-structured interviews, the researcher needs to formulate questions, select and recruit participants, choose a location and transcribe data, while at the same time remaining cognizant of the ethical issues and power relations involved in qualitative research (Hay 2016; Flick, 2018). Additionally, this study will make use of purposive sampling to conduct the

data. The key idea of purposive sampling is to select participants who are information-rich in order to answer the research question (Flick, 2018). This process is followed when determining the places of study.

3.3 DATA COLLECTION PROCESS

PURPOSEFUL SAMPLING

This study used purposive sampling to conduct the data. The key idea of purposive sampling is to select participants who are information-rich in order to answer the research question (Flick, 2018). As described in the theoretical framework, different types of third places arise and 2 different types of places are investigated in this research (non-profit and profit based places). Therefore, the participants were recruited in these two places.

In most literature, 3 different types of sampling are discussed, being: random, convenience and purposive sampling. In this study, random sampling is not suitable, as the participants need to fit to two requirements.

1. The participant has to be located in a third place
2. The participants have to be concerned with tasks belonging to their work (when using this requirement, participants who are, for example, studying are excluded from this research).

By indicating these 2 requirements, it becomes clear that purposeful sampling is the most suitable method. The first requirement is guaranteed by choosing the location of the interviews. The participants were recruited in 9 different places. Table 9 provides an overview of the interview places and the number of interviews held in each location. All interviews were held between 22-05-2019 and 05-07-2019 at different days of the week.

RECRUITMENT OF PARTICIPANTS

There are different ways to recruit participants for a research (Clifford et al., 2010). In this research a face-to-face method was used. The researcher approached the participants in the places given above with a quick question being: Hello, can I ask you something? Are you working here? When the answer was yes, participants automatically fitted the two requirements needed. After this question the researcher asked the potential participant if they could spend 5 till 10 minutes to have an interview about this place and the work they were doing in that place. Next to this, the researcher introduces herself, the research objective and the purpose of the interview were given, the expected duration was mentioned, the conditions and rights of the participants were given, and in case of recording permission was asked. When this process was fulfilled the interview started.

Place	Description	Type	Number of interviews
Tucano Coffee	Coffee place	Non-profit	6
Public Library	Publicly accessibly library	Non-profit	2
Coffee Break	Coffee place	Non-profit	14
Bartista	Coffee place	Non-profit	1
Coffee Company 1*	Coffee place	Non-profit	3
Coffee Company 2*	Coffee place	Non-profit	4
Doppio 1*	Coffee place	Non-profit	2
Doppio 2*	Coffee place	Non-profit	5
De Pijp	Co-work place, where people pay a monthly fee (€150 euro) for a flexible work place.	Profit	7
			Total = 44

Table 9. Number of interviews and their location and type

*Coffee Company 1 = Carolieweg

* Doppio 1 = Brugstraat

* Coffee Company 2 = Oude Ebbingestraat

* Doppio 2 = Gedempte Zuiderdiep

STRUCTURE OF THE INTERVIEW

In order to maintain structure in the interview, the researcher set up an interview guide. The full interview guide can be found in appendix A. The interview guide was structured in three parts:

Part 1: Questions about this place and this visit

Part 2: Schedule of the working locations of the previous week

Part 3: Characteristics of the respondent

Most questions were open question in order to avoid yes or no questions and to have the opportunity to ask follow-up questions according to the answers given by the participant. The topics of the first part of the interview guide were targeting sub-questions 2,3, and 4: which tasks people performed in the place, why they were working at this specific place and how this influences their space-time geography. Table 10 provides the questions of the first part of the interview, with the belonging sub research questions for each question. The answer options were not predetermined. Thus, the table show the categories established in the data-analyses phase.

Question	Sub-question	Answer options/codes
Distance between home and third place (in meters)	2	In meters (0 – 12330)
Mode of transport	2	Walking, Bicycle, Car, Train, Bus
Time of journey	2	In minutes (0 – 25)
Time spent in third place	2	In hours (0 – 8)
Place before visiting third place	2	4 options: Home, Office, Other place (leisure), Other place (work)
Place after visiting third place	2	4 options: Home, Office, Other place (leisure), Other place (work)
Do you use this third place more often at this time of the working week? Do you work in this place more often in general?	2	4 categories: Fixed moments, regularly (not fixed moments), Occasionally, Accidentally
What kind of work-related tasks are you currently doing here?	3	4 categories: Main task, administrative, preparing, reading/writing
Are the tasks between these places differing?	2,3,4	3 categories: Specific task doing here, slightly different, no difference
Why are you using this place for work?	4	4 categories: Use of facilities, escaping daily routine, ambiance, location
Which aspects of your job make it possible to work here?	1, 4	3 categories: Only need laptop/Wi-Fi, convenient location (meeting), Decide for myself where to work
Is this the best place to work?	4	5 categories: Yes, Yes for this task specific, Not the best, Maybe, No
Is there something you miss?	4	*Only the remarkable answers were used, as most participants did not indicate something they miss

Table 10. Questions with links to sub-questions and answers options/codes

After the first part of questions about this place and this visit was finished, participants were asked to give an insight into the schedule of their working locations of the previous week. A scheme of their workweek was needed in order get insights regarding sub-question 2, the when question. Figure 8 shows the set-up of this schedule. When a participant did not remember their working locations in the previous workweek, they were asked to fill in yesterday or the last 2 days of the work week.

Day/ Time	Tuesday	Wednesday	Thursday	Friday	Monday
Morning (8:30 AM – 12:PM)					
Afternoon (12:00 PM – 6:00 PM)					
Evening (6:00 PM– 00:00 AM)					

Figure 8. Schedule of the (previous) workweek.

Lastly, the participants were asked to indicate certain predetermined characteristic about themselves (shown in table 11). These characteristics were used to answer sub-questions 1.

Characteristic	Answer options
Labour sector	8 categories: University, Creative sector, Civil sector, Healthcare, Government, Consultancy, IT, other
Self-employed	2 categories: Yes or No
Time spent in sector (in years)	3 Categories: (0-5), (5 – 10), (< 15)
Educational level	4 Categories: HBO, University bachelor, University Master, PHD
Year of birth	4 Categories: (1960 – 1970 =1), (1970 – 1980 = 2), (1980 – 1990 = 3), (< 1990 = 4)

Table 11. Characteristics and answer options/codes

3.4 DATA ANALYSIS

OPEN CODING

The answers on the questions were analysed with an open coding process. Open coding includes labelling concepts to define and develop categories based on properties and dimensions (Khandar, 2009). This was done with on the basis of a hybrid approach between deductive and inductive coding. First, The deductive codes were derived from the conceptual model and the corresponding table of the who, why, when, which tasks questions. However, as already mentioned, this research is done in a relatively new academic field and therefore not all codes could be derived in a deductive manner. Thus, inductive codes were supplemented by inductive codes. In this way, the researcher could gain more flexibility to analyse and to gain knowledge from unexpected aspects. Excel was mainly used to label for the coding process. An example of this is given in figure 9.

Q2: M; Do you work in this place more often?	Label
Mostly 4 days a week, i'm mosly working at home 1 day a week or i'm visiting clients, i'm mostly here Monday and Tuesday and Thursday and friday	Fixed moments
Not really, i have an appointment in the city centre later, so it was convenient for me to use this place to check these articles, it's close to the meeting i have later, meeting at 3 o'clock, so i will stay here 1 more hour	Occasionally
It changes, mostly 3 days a week, i try to be here everyday, but sometimes i'm also absent for a whole week, i don't start early in the morning, mostly around 10/11 but then i work until 7	Regularly

Figure 9. Example of the coding process with excel

Atlas.Ti was used to find patterns in the motivations of people to work in certain places (Question 3). This was done because there was mostly a combination of different motivations visible, which was easier to interpret with Atlas.Ti then with excel. The codes used for each question can be found in table 11.

STATISTICS AND DISTANCE CALCULATING

With the help of a distance calculator in Qgis the distance between the third place as a working location and the home of the participants was determined. With the use of excel, descriptive statistics were made on several questions (e.g the average time of use of the third places, most used modes of transport, average distance etc.). This was done with the answer options and codes provided in tables 10 and 11.

ORGANIZATION OF THE WORKWEEK

As already shown in the data collection part the participants were asked to fill in their working schedule with the places where they worked in the before the interview. Figure 10 is an example of a completed schedule. Where the blue marked day was the day the research took place and the green marked hours are hours spent in a third place.

Participant 35	Time/Day	Monday	Tuesday	Wednesday	Thursday	Friday
	08:00		Home (not working)			
	09:00	Office	Home (not working)	Office	Office	Office
	10:00	Office	Home (not working)	Office	Office	Office
	11:00	Office	Coffee Company	Office	Office	Office
	12:00	Office	Coffee Company	Office	Office	Office
	13:00	Office	Coffee Company	Office	Office	Office
	14:00	Office	Coffee Company	Office	Office	Office
	15:00	Office	Coffee Company	Office	Office	Office
	16:00	Office	Meeting with friend @ city centre	Office	Office	Office
	17:00	Office	Meeting with friend			
	18:00					

Figure 10. Example of a completed schedule of the previous workweek

These schedules were transformed to workable features that could be analysed. This was done by indicating the following observations:

1. Hours spent in a third place in the week
2. Different days spent in a third place in the week
3. Number of different third places used in a week
4. Number of places of work and the corresponding hours spent there
5. Main workplace
6. Daily schedule (of the day the interview took place) *
7. Hours spent in a third place that day

*this was done by indicating the different places visited with labels to indicate the pattern.

1 = home

2 = office

3 = third place

f = free time

w = work

Table 12 provides an example of the features related with the organization of the workweek for one participant (The same participant which was used in figure 11). By doing this, patterns in the organization of the workweek could be extracted.

Feature	Answer
1	5
3	1
4	2: Office (32), Coffee place (5)
5	Office
6	1f.3.1f
7	5

Table 12. Analysis of the organization of the workweek

3.5 ETHICAL CONSIDERATIONS AND REFLECTION

As a geographer and researcher, it is important to consider the ethical significance of your actions (Clifford et al., 2010). Therefore, it is important to maintain high ethical standards during the research. The researcher has taken the Code of Conduct for Research Integrity at heart. Every researcher at the Faculty of Spatial Sciences works by this code. The researchers kept this code at heart during the research. In this code of conduct four principles are leading (Ethical Committee Faculty of Spatial Sciences, 2020):

1. The principle of reliability (to ensure the quality of the research)
2. The principle of honesty (being transparent, fair, full and unbiased)
3. The principle of respect (for amongst others research participants, society, and the environment).
4. The principle of accountability (from idea to publication and its wider impacts)

As already mentioned in the data collection part, not all interviews have been recorded (as some participant did not want this). However, another reason for not recording all interviews, was the close proximity of other

conversations in several places. All places of interviews were asked for permission to approach their visitors, all places gave permission to approach their clients. The staff of some places stressed that they did not want the researcher to bother (other) clients, which the researcher tried to avoid at best. As the researcher did not want to bother other clients of the places, interviews with a close proximity to other visitors were automatically not recorded.

Lastly, in order to protect the privacy and integrity of the participants (amongst others) the following steps were taken in this research:

- The participants are anonymous in this research in order that specific details cannot be traced back to individuals (no names or specific functions are used)
- All participants were asked for permission to record their interviews.
- Whenever the interview was recorded the participants were asked for permission again after the interview was finished.
- The participants were free to indicate that they would not want to answer certain questions, however, this has not happened during the interviews.

REFLECTION

The above section described the methodology used in this research. When doing a research, it is important to critically reflect on the process in order to acknowledge limitations of the research. One of the limitations coming up during the data collection process was that some participants had difficulties with remembering the organization of their workweek. This could possibly lead to less accuracy in their filled in working schemes, which has implications for the generalizability of the results of this research. Additionally, it turned out that people remembered their previous workweek better at the end of the week (Thursday or Friday), whereas the interviews have also been performed at other days of the week. Thus, it would have been better to do all interviews at Thursdays or Fridays, however due to time limitations this was not possible for the researcher. Next to this, it was difficult to find comparable numbers of participants for both types of third places. Which lead to an uneven distribution of participants amongst the 2 types, 37 for the non-profit place and 7 for profit place. This also has implications for the generalizability of the findings.

Lastly, only around half of the interviews were recorded. There are two reasons for not recording all interviews. First, some participants refused to have the interview recorded. Second, the researcher decided that the interviews were not recorded when other conversations were to close. As the interviews were relatively short, the researcher processed these interviews immediately after they were taken, this was done in order to have the best remembrance of the interviews. The processing of the interviews was done in an excel document, where the answers of the questions were written down. In this way comparisons could be made and patterns in the organization of the workweek could be extracted.

4. RESULTS

In this section the results are described. This will be done in the same structure as the sub-questions were formulated (Who, When, Which tasks, Why) in order to answer the main question. When analysing the results, notable differences between the findings for non-profit based places and the profit-based place have been found. These notable differences are also provided. The reader has to keep in mind that the number of participants between the non-profit places (37) and the profit place (7) are differing. Therefore, possible generalization of these results is limited due to an uneven distribution of cases. Not all aspects are separately shown for the non-profit places and profit places, however when the reader wants to have a further insight into the aspects for both places separately, Appendix B provides this.

4.1 WHO

The first sub-question formulated for this research is targeting the 'who' question: "What are the characteristics of the users of the 'third place' as a working location?". In the conceptual model, 6 aspects regarding the 'who' question have been stated: most of them are self-employed, entrepreneurs or flexible 'dependent' workers, they are mostly highly educated, relatively young, and primarily working in the business services and consultancy sector. This section will show whether these aspects have been found in this research, and whether other aspects can be added to the typology. In order to answer this question, six characteristics of the users are analysed: labour sector, the time they spent in the sector, self-employment, educational attainment, and their year of birth.

When analysing the type of users in third places, it becomes clear that the type of job is strongly related with the potential use of third places as a working location. Most jobs contain aspects that make it possible to work from diverse places, for instance, workers have more or less control over their work hours and the place where they do their work tasks. This especially applies to self-employed workers. Next to the aspect of self-employed workers, the labour sectors of the users provide the workers with a flexibility in time- and space dependency in their jobs.

TYPE OF JOBS

The distribution of labour sectors is shown for the non-profit places and profit places separately. Figure 11 shows the distribution of labour sectors of the users in non-profit places. The figure shows that the sectors are strongly focused on the services sector. This is in line with the findings of Rainie and Wellman (2012) and Chattopadhyay (2015) as they find that the ongoing growing service sector relies heavily on their mobile-services and devices, which makes the third place a suitable place to perform their work from. The number of participants working at the University is remarkable aspect in this research. However, this can be logically explained by the chosen area of study, being the City of Groningen, which can be labelled as a University city. Furthermore, Di Marino and Lapintie (2017) state that most people who work at a third place are engaged in the business and finance sector, social services, government and information technology, and a small part is present in the creative sector. Although the share of the creative sector is relatively high in this research, the typologies described by Marino and Lapintie (2017) can be reflected in this distribution. The distribution of labour sectors is shown for the non-profit places and profit places separately. When zooming into the labour sectors of the profit place (figure 12), it becomes clear that the distribution is also similar to the expectation coming from the literature, with relatively many creative jobs. A difference between the places is the presence and absence of the workers related with the University, in the profit place these workers are absent.

In the non-profit place, 43 % (16 participants) of the workers is self-employed and 57 % (21 participants) are working on payroll or other working arrangements. In the profit place 100 % is self-employed. This can possibly be explained by how and why these workers using these places in their workweek (which will be explained in the when and why section).



Figure 11 Distribution of labour sectors non-profit places



Figure 12 Distribution of labour sectors profit place

Next to the type of jobs of the users, there are general aspects coming forward in terms of the age of the workers, their work experience and their educational attainment.

EDUCATIONAL ATTAINMENT

The educational attainment of the workers has been analysed. Figure 13 shows the division of the obtained educational levels. Automatically noticeable is the relatively high educational attainment, as only 1 participant did not obtain an HBO degree or higher. Furthermore, 57 % has at least a University Bachelor's degree. Another aspect to highlight is the relatively large part of PhD's (16 %) in this research. It is likely that this is strongly related with the university being present in the City.

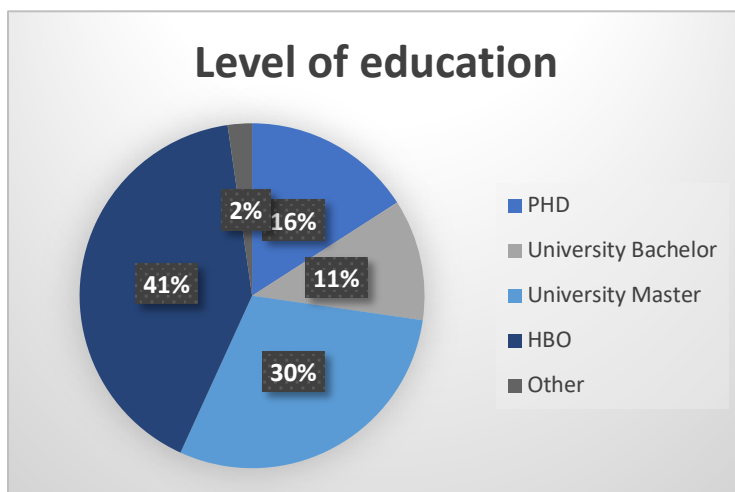


Figure 13 Level of education

YEARS OF EXPERIENCE

Another aspect is the time the workers have spent in the sector. The time spent in the sector for the workers is low with 6,5 years on average. To have a better insight in this distribution, three groups have been made (starters: 0 – 5 years' experience, medium: 5 – 10 years' experience, high experience: above 10 years' experience). When reviewing these groups, it becomes clear that most of the workers can be labelled as starters, or medium experienced workers. The years of experience for the profit places are bit differing from the non-profit places. As it there are a bit more starters present in the profit place (further insights appendix B). The group with above 10 years' experience is completely absent in this place. This indicates that the third place as a working location is partly functioning as a first workplace for its users, especially for the workers in the profit place.

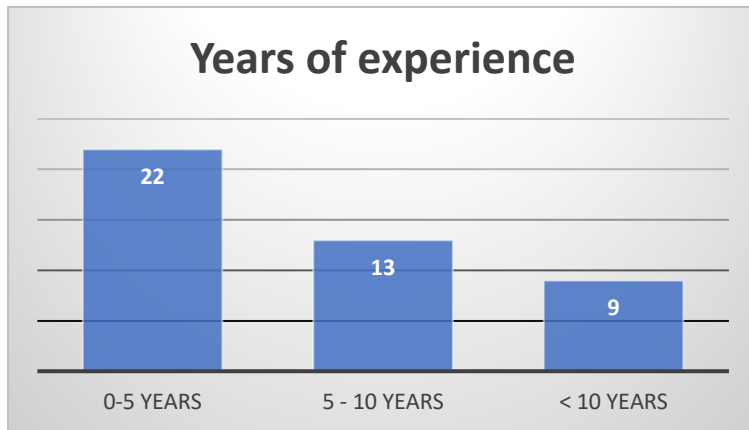


Figure 14 Years of experience

AGE

The last aspect analysed is the age distribution of the workers. Figure 15 shows the age distribution. As already mentioned by De Vries et al (2012) the workers in third places are relatively young. This is confirmed by the observations in this research, as the largest share of the workers can be labelled as a so-called millennial (the generation from 1981 till 1996 is mostly defined as millennials). This high share is also in line with the findings of the research performed by Ten Tije (2019) as she finds that millennials are more at ease with advancing communication technology, which leads to an increasingly popularity of the use of the third place as a working location for this generation. However, it could be that this finding is outstanding for the working population in third places, as it could also be that a similar distribution could be found in the age distribution in 'normal' offices (in Groningen).

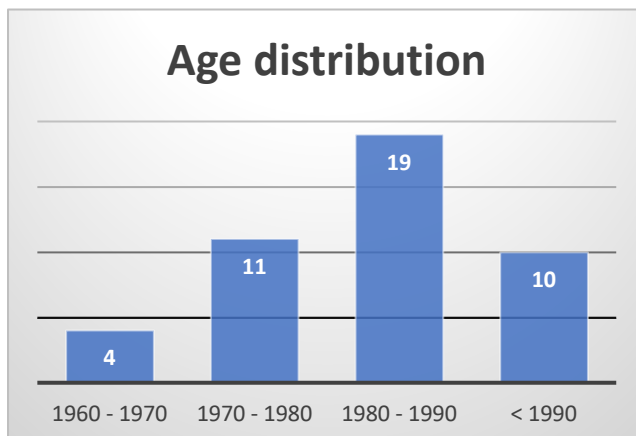


Figure 15 Age distribution

CONCLUSION

When analysing the type of users in third places, it becomes clear that the type of job is strongly related with the potential use of third places as a working location. Most workers have some flexibility and/or control over their working hours and the place where the work, this is reflected in the labour sectors of the users, and the share of self-employed workers. Furthermore, the users of third places are mostly young, highly educated people, who are often starters or medium experienced workers.

4.2 WHEN

The second sub-question formulated for this research is targeting the ‘when’ question: “ Which patterns can be found in the space-time geography of workers using third places?”. In the conceptual model, 2 aspects regarding the ‘when’ question have been stated: the place is used 1 or 2 times a week and outside standard office hours. This section will show whether these aspects have been found in this research, and whether other aspects can be added to this. In order to answer this question, the following aspects have been analysed: the distance between the home and the working location and the corresponding travel time and mode of transport, the place of the third place in the daily schedule and the organization of the work week, and how often people are using these places.

DISTANCE, TRAVEL TIME AND MODE OF TRANSPORT

The largest share of trips from the home to the third place is beneath the 3000 meters distance (33 out of the 36 observations). There is one outlier present in the data, this participant travels more than 12000 meters for this workplace, which has a heavy effect on the average distance. Therefore, the median gives a better insight. The median distance is 1285 meters.

The participants indicate that their average travel time from door to door is around 10 minutes. Which means that their daily urban space is centred close around their houses. The average commuting distance is way smaller than the average in the Netherlands, as the average is around 15 till 35 kilometres (CBS). This observation steers the expectation that the workers use the urban space as their workplace in mixed ways and with a variety of functions (working, leisure living). A side note of this calculation is that the distances are calculated with Euclidian distance, which makes it less accurate.

MODE OF TRANSPORT

The largest share of for both groups are either using their bicycle to travel to the work or they are walking. This is logically following from the limited travel distances shown in the previous section from (beneath 3 kilometres), these distances are often easier to travel by bike or by foot than by vehicles as the bus, car, or train.

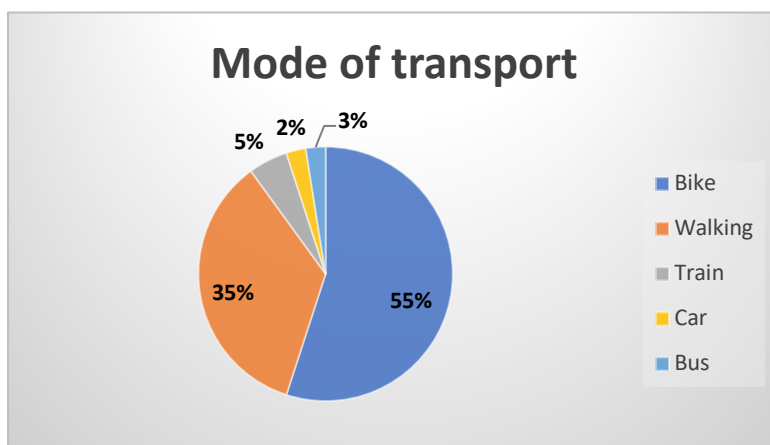


Figure 16 Mode of transport type

ORGANIZATION OF THE WORKWEEK

In order to understand how the workers working in a third place are organizing their workweek, the researcher asked them whether they are using this place (the place of the interview) or similar third places more often as a

working location during their workweek. Furthermore, the workers were asked to fill in a scheme with the working locations of their previous workweek.

By doing this, 4 types of users could be distinguished, workers who use third places: 1. at Fixed moments, 2. Regularly (no fixed moments), 3. Occasionally, and 4. Accidentally. Figures 17 and 18 show the distributions. In the organization of the workweek, there are notable differences between non-profit based places and profit based places. Although these groups give an insight into the frequency of the moments and a typology of the users, the boundaries between occasional users and accidental users, and fixed moments users and regularly users is to a certain extent subjective and therefore arbitrary. In general, the profit-based place is used on a more frequent and regular basis than the profit based places. The usage of the profit based place shows signs of a 'regular' office, as workers use this place in a more structured way than the users in non-profit based places.

FREQUENCY AND REGULARITY IN THE ORGANIZATION OF THE WORKWEEK

For the non-profit places, the largest share of the workers uses the third place regularly. These workers are mostly arranging their visit to a third place around other activities (e.g meetings, household duties, lectures). As participant 16 (Consultancy, self-employed) explains: *"Yes, I'm here mostly for a few days per week, however not fixed days, it depends on what I need to do, and if I'm needed at home"*. Participant 29 (University, not self-employed) also explains that other activities structure the workweek, whereas working in a third place is dependent from these moments: *"For a few hours in the week mostly in the morning but not at a fixed date, it depends on when I have meetings at my office or if I have to give lectures"*.

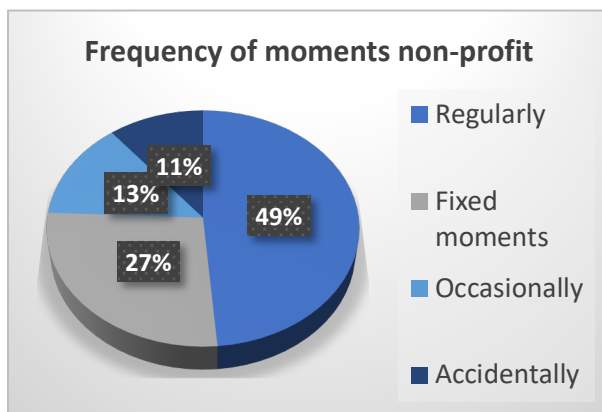


Figure 17 Frequency of moments non-profit

The second largest share are the workers who use the third place as a working location at fixed moments. These workers are using the third place at fixed moments, because they use the third place as their 'office' to structure their workweek, as participant 22 (Creative sector, self-employed) explains: *"I don't have an office or something, so I use this place as a working place"* and *"I work either in the coffee company or the doppio, mostly for around 5/6 hours a day, although I like it I would not say that I will work here for another year or so, i'd like to discover new places"*. Next to this, a reason to use the third place is that workers prefer to do certain task there at fixed moments in the week. Participant 25 who works in the health sector explains this: *"I'm mostly here every Monday and Friday, as these are the days that I mostly don't have to be 'on' location with a client and in this way, I can do some preparation on Mondays and some finishing stuff on Fridays."*

13 % of the workers in third places are using the third place occasionally. When a worker are uses the place occasionally it is mostly because it is convenient for them to work for a few hours in a third place, for example because they have another activity close to the third place, as participant 35 (University, not self-employed) explains: *"Not really, I have an appointment in the city centre later, so it was convenient for me to use this place"*

to check these articles, it's close to the meeting I have later, meeting at 3 o'clock, so I will stay here 1 more hour". Additionally, people use the third place occasionally if they want to do a specific task in these places, participant 35 (University, not self-employed) explains this: "I mostly work from my office, I'm here because I have a deadline to finish today and I really need to focus now". The last group of users is labelled as accidental users, these people are either there for the first time or they are only there because someone else recommended the place (for a meeting).

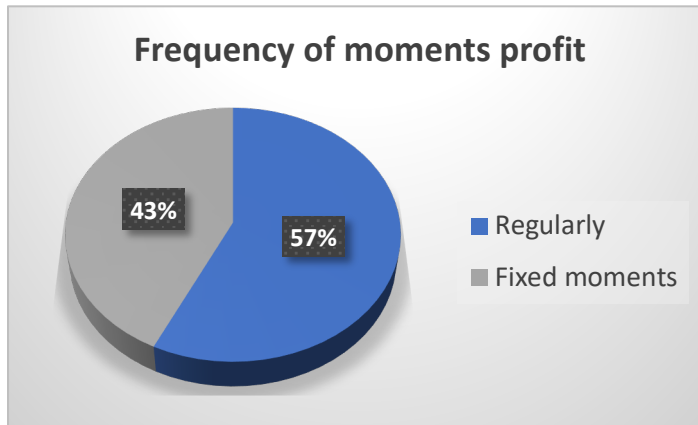


Figure 18 Frequency of moments profit place

Figure 18 shows the frequency of moments for the profit place. An aspect that is immediately noticeable is that the occasional and accidental users are absent. Thus, on average the users in non-profit places tend to use the place for more hours a week than the users in profit places (this is also explained in the next paragraph). 57 % is using the non-profit place regularly, whereas 43 % is using it at fixed moments. The workers who use the place regularly are mostly doing this because they schedule their working time in the non-profit place around their other activities or other working place (the home). As participant 42 (Cook, self-employed) explains: "I do this, 2 times a week, the days are differing because my projects are highly differing in days".

The workers who use the non-profit places at fixed moments are doing this to structure their workweek and the place is used as their main working place, as participant 40 (IT, self-employed) explains: "Mostly 4 days a week, I'm mostly working at home 1 day a week or I'm visiting clients, I'm mostly here Monday and Tuesday and Thursday and Friday". Thus, the usage profit place shows signs of a substitution of the 'traditional' office.

WORKWEEK SCHEDULES

The first result when analysing the workweek schedules is that almost all participants work from more than one places throughout the week. For profit places 78 % works in 2 or 3 places, and for the non-profit place 67 % works in 2 or 3 places. When determining this, it is important to analyse what these places are, and which place can be considered as their main working place and how the third place is fitting in this organization.

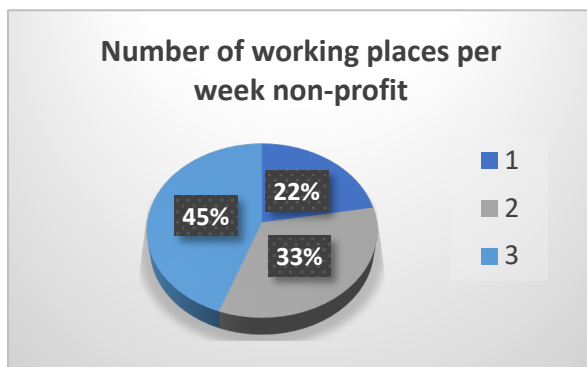


Figure 19 Number of work places per week non-profit places

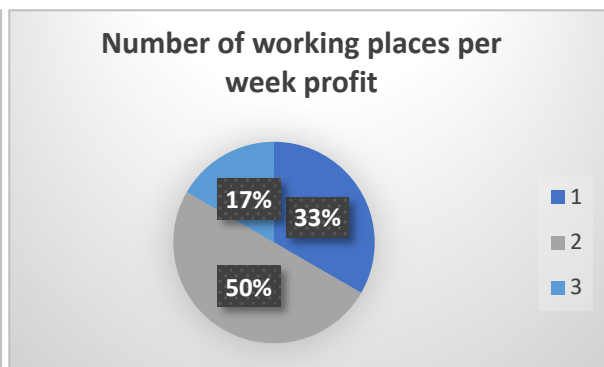


Figure 20 Number of working places per week profit place

Therefore, it has been analysed what the main working place is for all workers (on the basis of the proportions of the hours spent in each place). Figure 21 and 22 show this. For the workers in non-profit based places, the office is the most frequent working place for more than half of the participants. Around a quarter of the participant has the home, and 11 % has another place as main working location (working on the location of a project). The third place is only for 11 % the main work place, thus for this group the third place seems to be an additional working location to their home or the office rather than being the main working location. In this group 72 % uses the third place only 1 or 2 days.

For the workers in profit places, the third place is the main working location for 6 out of 7 participants (1 participant works more on the location of projects). This also strengthens the signals of the third place being a substitution of the 'traditional' office. In this group 71 % uses the third place 3 or 4 days a week.

To conclude, the workers in profit places use the place for more days a week, as it mostly their main working location. For the worker in the non-profit place, the office and the home are more frequently their main working place and the third place is mostly used 1 or 2 days per week. Another observation is that the home and the office are still very present in the organization of work of the users of third places.

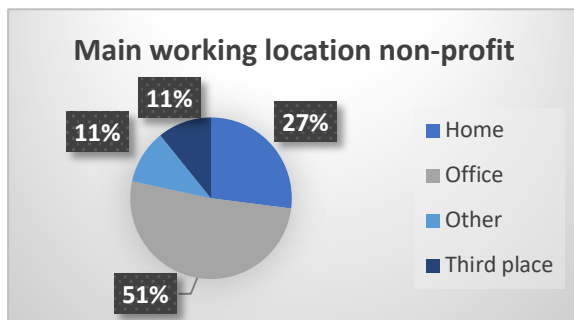


Figure 21 Main working location non-profit

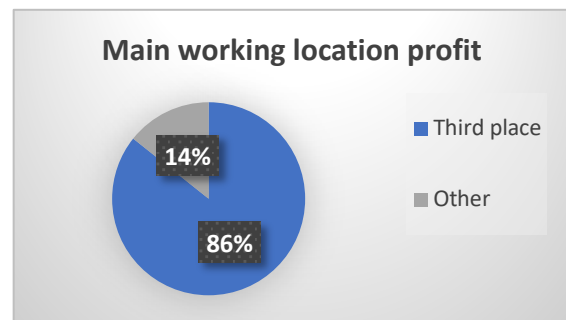


Figure 22 Main working location profit

DAILY SCHEDULE

The previous paragraphs showed that most workers use different places to work from throughout their work week. Moreover, most of them are also using different places to work throughout one day. An analysis has been performed on the daily schedule of the day when the interview took place (as this was the most accurate day). After reviewing the daily schedules of the participants from non-profit based, 5 observations have been made:

- The average time spent in a third place is 3,5 hours (the modus is 3 hours and almost nobody is there for the traditional 8 office hours)
- 30 % is also working from the office at the same day
- 25 % is also working from the home at the same day
- 20 % is also working from another third place at the same day
- Workers are combining their visit with other activities in the city centre (e.g meetings for work or with friends, grocery shopping etc)

Thus, the office and the home are also showing strong relations with the use of the third place in the daily schedule of the workers.

For the workers of the profit-based place, the daily schedules are differing. These observations have been made:

- Whereas in the weekly schedules of the users the relation with home as a working location has come strongly forward, only 1 participant indicated that he/she worked from home that the day of the interview.
- Almost every participant only worked in the third place, the average time spent is 7 hours

CONCLUSION

The workers in the profit place use the place more frequently and regularly, it is also mostly their main working location. Thus, this place is to some extent used as their instant office. For the worker in non-profit based place, the third place is mostly an additional work place to their office and their home, the place is less frequently and regularly used. This is also reflected in their daily schedules, as the workers in the profit place mostly use the place to work for the entire day, whereas the non-profit users use the place for less hours, and they combine the visit to the non-profit place with other activities. Another observation is that the home and the office are still very present in the organization of work of the users of third places. Thus, the third place as a working location is not directly replacing these working locations.

4.3 WHICH TASKS

As the previous section showed that most workers are not working from one place, but rather from 2 or 3 different places it is interesting to analyse if their work-related tasks are differing between these places. The previous section also showed that there is a difference between the non-profit and profit place in terms of frequency and regularity of use. Therefore, it is likely that their tasks are also differing. This section also divides the non-profit places and profit places.

The third sub-question formulated for this research is targeting the 'which tasks' question: "Which work-related task are workers performing in third places?". In the conceptual model, 2 aspects regarding this have been stated: administrative tasks and meetings. This section will show whether these aspects have been found in this research, and whether other aspects can be added. In order to answer this question, it was asked which tasks the workers were doing prior the interview started, and whether the tasks between their working places are differing.

NON-PROFIT PLACES

By analysing which work-related tasks the workers were doing, it turned out that 22 out of the 37 participants in the non-profit places indicated that they are doing specific work-related tasks in the third place. Most of them are doing task of an administrative character (replying emails, making phone calls, revising papers). As participant 7 (Civil sector, self-employed) indicates: *"When I work in places like this or at home or in the train I am mostly busy with replying to e-mails and phone calls"*. Additionally. Many participants are doing tasks that especially require concentration. As participant 23 (Government, not-self-employed) explains: *"I'm mostly here to read stuff and to find a bit more motivation and concentration. In my office I do all kinds of tasks (reading, writing, talking) here it's mostly reading documents"*. However, there are also participant who are indicating that they do work-related tasks that require a bit less concentration. Participant 29 (University, self-employed) states: *"If I need to concentrate on a difficult paper I would not do it here, however if I have a meeting with someone or if I don't need to be in my office I prefer to work in these places to get inspiration and motivation"*. Next to these administrative tasks, people tend to arrange meetings in coffee places due to their convenient location and ambiance. These work-related tasks are also influencing and shaping the workweek and their daily schedules. For example, workers are there to finish the day or the week. Participant 5 (Creative sector, self-employed): *"I was just reading some e-mails and replying to them to finish my day"*.

Where 22 of the 37 participants are doing specific tasks in the third place, 7 participants indicate that their tasks are slightly differing. Some workers prefer to take phone calls at home because coffee places can be noisy and because of privacy reasons, participant 6 (Creative sector, self-employed): *"I think I'm doing a bit more phone calls when I'm at home, as I don't want people here to hear my whole conversation". Next to this, a reason that the tasks can slightly differ is because people can feel more inspired in non-profit places as coffee shops, as participant 25 explains: "In the library I usually do a bit more boring work, like administration, paying bills, creating invoices, updating the agenda etc. when I'm really designing this place is better for my inspiration".*

8 participants indicate that their tasks are not differing between their working places, this is because the place is seen as their main working place, as participant 13 states (Sport, self-employed): *"No [the task are not differing] because these are my only places to work". Or as participant 37 (Creative sector, self-employed) raises that the tasks are not differing, but switching places is helping in the working process: "No I do the same tasks everywhere, however it helps to switch environments to be more productive"*

PROFIT PLACES

For the non-profit places, 3 participants indicate that their type of tasks are slightly differing amongst their working places. As participant 40 (IT, self-employed) states: *"I'm here to focus more on my work, if I'm at home I'm more distracted, so if I do task which require high focus I would rather to them here than at home". And participant 38 (Creative sector, self-employed) has a similar experience "No, it's the mindset that determines where I want to work, however if I'm at home I'm mostly more focused on doing 1 tasks, and when I'm here I'm more social". 2 participants state that they are doing specific tasks in the third place, Participant 42 (Cooking, self-employed) explain this situation: "I'm a freelance cook, so I give workshops, and I'm making up my/updating administration here". The other 2 participants explain that there are no difference in their type of tasks. Participant 43 (Creative sector, self-employed): "I don't think the things I do are differing, I can concentrate myself very well here"*

CONCLUSION

The work-related tasks are to some extent shaping the location of work for workers in third places. Wiberg (2005) also finds that some tasks (e.g meetings) require a specific time and/or place. The previous section already showed that there are differences between the non-profit place and profit place in terms of regularity and frequency of use of third places as a working location, this is also reflected in the tasks the workers perform in the places. Whereas in the non-profit based places the workers do more specific tasks especially suitable for these places, the workers in the profit place indicate that their tasks are less specific for this place, this further indicates that the profit-based workers use the place more or less as their instant office.

4.4 WHY

The third sub-question formulated for this research is targeting the 'why question: " Why are workers using third places as a working location?". In the conceptual model, 4 types of users regarding this question have been stated: utilizers (making use of facilities), learners (acquiring knowledge and exchanging with peers, socializers (search for recognition), escapers (escaping daily routine or co-workers). This section will show whether these types have been found in this research, and whether other aspects or types can be added. In order to answer this question, it has been analysed how their job is making it possible to work from third places and why they are working in these places.

NON-PROFIT PLACES

When the workers were asked how their jobs makes it possible for them to work in third places, 75 % indicated that they only need a place to sit, their laptop and Wi-Fi connection. When stating this, many places become potential working places for these workers. Therefore, the workers are, for example, also working when they

are commuting on the train, this illustrates that their working location is very flexible. Furthermore, their work is with them at many moments, as their work is with them when their laptop is with them. As participant 7 (Civil sector, self-employed) states: *“I work from many places, I also work on the train when I’m on my way to projects. I think I’m like half of my time working on different places (at home, during my train journeys and at places like this one), the other half of my working time, I’m present on the projects that I lead”*.

For 17 % of the workers, the aspect that they can decide their working location for themselves makes it able for them to work in third places. This is not only the case for self-employed people, as they automatically are deciding for themselves where to work without the intervention of a boss, this can also be the case for workers who are not self-employed. Participant 36 (Civil sector, not self-employed) explains the following *“My office is a one-hour drive from my home, and my boss isn't obligating me to be present in the office when I’m not on location, so this is the perfect work space for me then”*.

The other 8 percent of the workers indicates that the location of the places makes it able for them to work from there as they are arranging a meeting. So, for them it’s not their type of work, but the type of tasks which makes it able for them to work in third places.

When further digging into the motivations of the workers to work in third places, 4 motivations have been established. These motivations are partly in line with the motivations in the conceptual model, however the learners motivation is less present in this research (this can possible be explained by the places of the interviews). Instead of the learner motivation, the location is more used as motivation. Therefore, these four motivations are used :

1. Ambiance (easy to concentrate, inspirational environment, quiet but not too quiet, people around)
2. Facilities (good coffee, internet connection, free of charge)
3. Location (good for meetings and combining activities)
4. Avoiding home or office (distractions, kids, distinction between work and private)

Table 13 the number of participants that mentioned the particular motivation for the non-profit based place. The numbers in the table are added up higher (51) than the number of participants (37), this means that the participants have combination of motivations, rather than only one distinct motivation. Participant 15 (Consultancy, not self-employed) describes the combination of motivations (location, ambiance and avoiding home/or office): *“Because it’s very close, and it is a nice place with nice staff and a good atmosphere, it helps me through the day, if I’m the whole day in my office it will get boring for me”*

Motivation	Number of participants that mentioned this motivation
Ambiance	21
Facilities	6
Location	14
Avoiding home or office	10

Table 13. Motivations non-profit

The ambiance motivation is the most frequently mentioned motivation, workers indicate that the design and the atmosphere in the third places makes them feel comfortable and/or inspired. Furthermore, they indicate that being around people is an important factor to choose to work in a third place. Participant 14 (Consultancy,

not self-employed): *“This is a good place, when I stay at home it’s not that nice, I like to see people and I get more inspiration then”*. And participant 22 (Healthcare, not self-employed): *“There are a lot of young people here which makes me feel really urban and this inspires me to design cool logo’s and stuff”*.

The locational factor is also very important, as this makes it suitable for people to be there for a relatively short amount of time to combine it with their other activities during the day. Participant 16 (Consultancy, not self-employed): *It’s a nice location, it’s close by shops, so I can combine my visit to this place with grocery shopping”*.

The third most mentioned motivation is avoiding home or the office, this means for many people that they want to break out from their daily grind. The workers don’t want to be in the office all day and they also don’t want to be at home the whole day as they will, for example, be distracted by kids or household duties.

Participant 36 (Civil sector, not self-employed): *“I like to work here as I don’t want to work in my home as I will get distracted by my kids and I don’t want to be a working dad all the time”*

The last-mentioned aspect are the facilities in the third places, these are for example good coffee and a good and stable internet connection. Although this aspect is not frequently mentioned as a motivation, the previous paragraph showed that a good internet connection is a first requirement to work in third places.

PROFIT

For the profit places, the distribution is similar to the non-profit places. However, the location motivation is less frequently mentioned compared to the users in non-profit places. This is in line with the observation that workers in non-profit place use the place to combine other activities, so the location of the place has to be convenient, and therefore, the location is more influential.

In the profit based place, it is also mostly a combination of motivations who encourage people to work from these places: Participant 38 (Creative sector, self-employed) describes the combination of motivations (Ambiance, facilities, and location): *“The social part is the most important for me, we lunch together, but also if you have a question you have a lot of people to talk to, It’s also the design of this place, I have a creative job, The location, it’s very close to everything in the city and the price, you pay around 150 euros for a flexplace here including coffee and tea*

Motivation	Number of participants that mentioned this motivation
Ambiance	7
Facilities	1
Location	2
Avoiding home	5

Table 14. Motivations profit

The atmosphere is important for people to choose to work from a profit place third place, as they appreciate that people are around them. These workers have often used their home as their working location and they are looking for a better ambiance to work from. This is a combined motivation with avoiding home as Participant 38 (Creative sector, self-employed) describes this situation: *“It’s nice to have some kind of colleagues s around, I feel isolated when I work at home, and it’s easy to reach to people here if you have a question, it’s very flexible, I try to work 8 hours a day and to do this from around 9 till 5, however it can be that i start a little later and end a little later”*.

CONCLUSION

There are 4 types of motivations coming forward for the workers in third places: ambiance, facilities, location and avoiding home or office. The ambiance is the most frequently mentioned motivation. However, it is mostly a combination of motivations that make it attractive to use the third place as a working location. The motivations for both types are similar, although the locational motivations is more important for the non-profit places, this is linked to how the use the place, as they use it in combination with other activities, so a convenient location is more important.

5. CONCLUSION

In this section the conclusions of this research will be given. This will be done by answering the sub-questions one-one by one in order to give more detailed answer towards main question. Lastly, an answer to the main question will be given.

WHAT ARE THE CHARACTERISTICS OF THE USERS OF THE 'THIRD PLACE' AS A WORKING LOCATION?

The first sub-question of this research targeted the 'who' question. From the literature the following aspects were derived: most of users are self-employed, entrepreneurs or flexible 'dependent' workers, they are highly educated, relatively young, and primarily working in the business services and consultancy sector.

When analysing the type of users in third places, it becomes clear that the type of job is strongly related with the potential use of third places as a working location. Most workers have some flexibility and/or control over their working hours and the place where the work, this is reflected in the labour sectors of the users, and the share of self-employed workers. Furthermore, the users of third places are mostly young, highly educated people, who are often starters or medium experienced workers. These findings are further building up the observation made by De Vries et al., (2012), as they find that these 'knowledge workers' only need a laptop and an internet connection to perform their work, which makes the third place a suitable location for work. When zooming into the labour sectors of the workers, creative jobs, IT jobs, University jobs, and Consultancy jobs are coming forward as the main labour sectors. It is important to recognize that the relatively high educational attainment and the university being largely presented as a labour sector can partly be explained by the character of the city of the city. Most of the users are between the 20 and 30 years old, and most of them can be regarded as starters or medium experiences workers (between 0 - 10 years of experience). This indicates that the third place is to some extent fulfilling the role of the first work location.

WHICH PATTERNS CAN BE FOUND IN THE SPACE-TIME GEOGRAPHY OF WORKERS USING THESE PLACES?

The first aspects that is coming forward is the relatively low distance the workers travel towards these kinds of working places. The largest share of trips is beneath the 3000 meters from their home address, which means that the travel time is also only around 10 minutes. Furthermore, the largest share of trips is made by bicycle or foot, as these distances are often more convenient to do by bicycle or foot. These observations steer the expectation that the workers use the urban space as their living area in mixed ways and with a variety of functions (working, leisure living). This is in line with the theoretical finding that cities are transforming from functional to post-functional cities. As Koroma et al., (2014) explains that there is not a clear distinction between places for private life, work, and leisure anymore. Furthermore, the potential working places are increasing as the places with Wi-Fi connection are increasing (Walrave and de Bie, 2005).

Next to this, differences regarding the non-profit and profit based places are found in the regularity and frequency of the use of the third place as a working location. A typology has been established regarding the frequency and regularity of visiting moments. Four types can be discerned, working: 1. at Fixed moments, 2. Regularly (no fixed moments), 3. Occasionally, and 4. Accidentally. The distribution of this is differing between non-profit and profit places. The non-profit based place is also used on an occasional or accidental basis, whereas the accidental and occasional users are completely absent in the profit place. For both places, the largest share of workers belongs to the regular users, these people are using the third places regularly during their workweek, however they do not use it at fixed moments. They are arranging their visit to the third places around other activities as meetings, work activities on other locations, or not work-related practices (e.g presence of children at home, grocery shopping, meetings with friends). Additionally, the share of people that uses the third places at fixed moments is mostly doing this do structure their workweek (for example preparations on Monday and finishing administrative tasks on Friday).

It has already been mentioned that for the profit places, the third place is regarded more often as the main working than for non-profit places. For the non-profit places the third places is used as a “third way”, as it is mostly used as an additional workplace to the home and the office. As Gandini (2015) explains that for these people the third places are the perfect place for workers who want to work halfway between their well-defined workplace and their home, in the so-called third way. For the workers in profit places, the third place seems to be a substitute for the traditional office, whereas for the profit places the third places are an addition to a wide variety of working locations.

When zooming further into the daily schedule of the workers these observations are also confirmed. It turns out that the average spent is less for non-profit places than for profit places. A reason for this is that people indicate that the places are not suitable for working there a whole day due to uncomfortable stools and other inconvenience (as noise or the price of coffee). For the non-profit places, the workers are also working from other location as their home, or their office during the same day. Next to this, they combine their visit with other activities (e.g meetings or grocery shopping) near the third place as they are located in the city centre.

In the literature the Swedish geographer Hägerstrand (1973) constructed the idea of a space-time geography paths. In these paths, activities are governed by constraints in the spatial- and temporal environment of people. These space-time constraints can be categorized in three main categories: capability constraints, coupling constraints, and authority constraints. In this study, the coupling constraints seem to be the most influential constraint structuring the space time geography and the workweek of the workers. These coupling constraints become visible as people tend to adjust their workweek schedules to other activities (as meetings, the presence of kids at home, working at locations of projects etc.). Furthermore, the visits to third places are combined with doing other activities at the same day. The capability constraints are not that visible in structuring the workweek, as the first requirement to work in a third place is the availability of Wi-Fi. In today's society there are very few places without Wi-Fi, especially third places, and therefore the potential workplaces are increasing, which makes it possible for the workers to work nearly in all places that provide Wi-Fi. Thus, the availability of this is not heavily influencing how and when a worker decides to work in a third place. Lastly, the authority constraints are also of less influence than the coupling constraints. As only few workers indicate that it is important for them that they have permission to work in self-chosen location as third places instead of working from the office. A large share of the users is self-employed, and therefore, they can automatically decide for themselves where they work and when they do it.

WHICH WORK-RELATED TASK DO WORKERS PERFORM IN THESE PLACES AND WHY THERE?

Most of the workers use the third place for specific tasks and these tasks mostly have an administrative character (e.g replying to e-mails or making phone calls). These tasks are also structuring the workweek and the daily schedule. Next to administrative tasks, workers like to arrange meetings in third places due to their convenient location and ambiance. Additionally, workers indicate that they feel inspired by working in third places because of the ambiance (people around them and attractive designs). This is also explaining why relatively many people from the creative sector are working from third places. This is especially applicable for the users in non-profit places. For the profit place, the tasks between their different working places are less differing as the place is also mostly their main working place.

WHY ARE WORKERS USING THIRD PLACES AS A WORKING LOCATION?

In this research 4 types of motivations have been found: Ambiance, facilities, location and avoiding the home/or office. For the non-profit places the ambiance and location are the most important factors to choose for a certain third place as a working location. Users like the design and the ambiance in the third places as it makes them feel comfortable and/or inspired. The locational factor is, especially influential for the non-profit places. A convenient location makes it suitable for people to work in a third place for a relatively short amount of time to combine it with their other activities during the day. The third most mentioned motivation is avoiding home or the office, this means for many people that they want to break out from their daily grind.

Although these 4 types of motivations give some insight in the reasons why people choose to work from a third place, it is mostly a combination of motivations that lead to the decision to work in a third place. As this statement explains: *“It’s very close, and it is a nice place with nice staff and a good atmosphere, it helps me through the day, if I’m the whole day in my office it will get boring for me (Participant 15)”*.

For the non-profit place, these workers are mostly also working from another location for some hours (home or office) and they use the non-profit place due to its convenient location and ambiance in order to leave their house and to get structure in their day or workweek. For the profit places, the ambiance and avoiding home are the most important motivations. These workers have often previously used their home as their working location and they are looking for another additional working location. The place provides them with some kind of colleagues, which they missed when working solely from home.

WHAT IS THE ROLE OF THE ‘THIRD PLACE’ AS A WORKING LOCATION IN HET ORGANIZATION OF WORK OF ITS USERS?

In addition to the traditional dichotomy of the office and the home as working locations, a third way of working is emerging. The third place as a working location is becoming increasingly popular amongst creative young people, starters, and mostly self-employed workers in the services sector. The freedom of choice to work from possible locations to perform work is increasing and people make use of this increasing freedom. The third place is jumping into this hole. Workers in third places live relatively close to their working location, which makes it possible for them to have short travel time and to go to their working location by bicycle or foot. This leads to more blurring boundaries between places for private life, work, and leisure (Koroma et al., 2014). Cities are transforming from functionalistic cities to post-functional cities. The third place as a working location is an outcome of this development. It is not solely a working location, it is also a place for meetings with friends or private activities.

In this research, two different types of third places have been analysed: Non-profit based third places (Coffee shops and libraries) and a profit-based place (co-working spaces). It turned out that the non-profit based places are used on a less frequent- and regular basis than the profit places. The profit-based places are used for more hours a day and the users are there on a more regular basis or even at fixed times. The accidental and occasional users are completely absent in the profit place. Furthermore, the third place is more often seen as the main working location for the users in profit places. For the profit based users, the third place seems to be more of a substitute for the traditional office, whereas in the non-profit places the third places are seen as an addition to an on growing wide variety of working locations. The visits to non-profit places are also convenient for the users, as they can combine this with other activities (e.g meetings or grocery shopping) near the third place. Following from this, the coupling constraints (Hägerstrand, 1973) seem to be the most influential constraints for users of the third place as a working location.

Furthermore, this research has gained insight into the type of work-related tasks the workers are performing in third places. Most of the workers in non-profit places use the third place for specific administrative tasks or meetings. This also helps them with structuring their workweek. For the profit place, the tasks between the working places are less differing as the place is also mostly seen as their main working place.

Lastly, in this research 4 types of motivations have been found: Ambiance, facilities, location and avoiding the home/or office. For the non-profit places the ambiance and location are the most important factors to choose for a certain third place as a working location. Whereas the ambiance and avoiding home are the most important motivations for workers in profit-based places. Although these 4 types of motivations give some insight in the reasons why people choose to work from a third place, it is mostly a combination of motivations that lead to the decision to work in a third place.

To conclude, the workers in the profit-based place use the place on a more frequent and regular basis. For them, the place is to some extent used in a similar way as a 'regular' office. Whereas, the non-profit places are used as an addition to the other working locations, mostly the home and the office.

6. DISCUSSION

This research has analysed what the role of the third place is as working location in the organization of work. This has been done by analysing 4 aspects: Who, When, Which tasks, and Why. This study showed that the third place is not a substitution of the traditional office or working from home, rather it is an additional working places to the on growing potential working places of workers. During the analyses process in this research, a distinction between the non-profit based places and profit based places has been made. However, the number of participants between the places is unequal, 37 against 7. Thus, this makes it more difficult to make comparisons between this groups in this research. Furthermore, as only 7 participants were analysed for the profit place, it difficult to draw hard conclusion from this. As the available few participants could lead to a growing influence of coincidences. It turned out that the types of users are similar for both types of places, however how and when they use the place is differing. Next to this, it is important to consider the context of this research in order to verify the generalizability of this research. It is for example relevant to acknowledge that the city of Groningen is a student city, and a university city, this has influence on the results. Many participants are relativity young and high educated, and a high share has a relation with the University. Therefore, the results of this research are particularly valuable for similar contexts.

The research showed that users of third places live relatively close by their working location. Furthermore, the largest share of trips is made by bicycle or foot. Thus, the environmental impact coming from commuting are relatively low for these workers in third places compared to the average commuters. The average commuting distance in the Netherlands is around 15 till 35 kilometres (CBS, 2020).

Although this research showed a promising role for the non-profit places to attract flexible workers, there are also negative sides to this development. One is that some coffee shop owners do not want people to work there, as they experience that all laptops present and visible are decreasing the ambiance of the place. So, in some places no-laptop zones are being installed. Thus, the emergence of third places as a working location is not solely positive. By stating this, it becomes clear that the third place is not the perfect working location for all actors involved. However, there is a growing demand for these places as a working location, as working arrangements are becoming increasingly flexible. Thus, a trade-off between the advantages and disadvantages of the growing emergence of workers in these places has to be made.

FURTHER RESEARCH

This study was shaped as an explorative study in order to get insight into a relatively new topic of which low academic knowledge was available. Further research building upon this topic is therefore encouraged. Further research could focus on including more diverse places (as collaboration hubs, incubators or shared studios). Further research could take further steps in investigating these differences between different places, as Kojo and Nenonen (2016) are for example, also making a distinction in privately accessible and publicly accessible places. Moreover, more insights into the daily space-time paths of the users could be gained by providing a more detailed schedule. This could for example be done by using GPS trackers or other devices, this would improve the accuracy of the time-space paths, as people are also not exactly remembering where they were days ago or even hours ago. Lastly, as shown in the previous there are not solely positive aspects related with people using third places, this could be further investigated in other research.

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APPENDIX A: INTERVIEW GUIDE

Start conversation:

Good morning, can I ask you something? Are you working here? Do you perhaps have time to participate in a study on the use of this place as a work location? The expected time it should take, should be between 5 and 10 minutes.

Introduction

1. Introduce myself: Kim Poelsema, master student economic geography, studying working locations.
2. Research objective and purpose of the interview: The purpose of this research is to identify why people work in a place like this, so outside the traditional office or working at home. The purpose of this interview is, therefore to collect data, to answer these questions.
3. Expected time: 5/10 minutes
4. Conditions and rights for the participant
 - a. Participation is voluntary.
 - b. Interview can be stopped at any moment.
 - c. You can withdraw yourself from this study at any moment.
 - d. You remain anonymous throughout the whole research.
 - e. Your data will be handled with care.
 - f. Your data is only used for this study.
5. In the case of recording: ask for permission.

1. This visit

Subject	Question	Answers
Tasks	<p>What kind of work-related tasks are you currently doing here? Why here?</p> <p>How many people have you been in contact with (online and/or face-to-face) while working here?</p>	
Motivation	<p>Do you work in this place more often? Are you then also busy with tasks like these?</p> <p>Why are you using this place to work?</p> <p>Which aspects of your job make it possible for you to work here?</p> <p>Is this the best place to work? Why?</p> <p>Is there something you are missing here?</p>	
Transport	<p>How did you get to this place? (Type of transport)</p> <p>How long did your journey take?</p>	
Day schedule	<p>How much time have you spent here today?</p> <p>Where were you before you came here?</p> <p>Where are you going after your done here?</p>	

2. Organization of the workweek

- Based on the answers about today's schedule -> fill in the first day of the table (today) with location and indication of time used for work. Example: Home = work

- Question: could you tell me where you have worked in the past week?

- Option 1: people still know this very well -> fill in the table as completely as possible

- Option 2: People don't remember -> where have you been working in the last 2 days/yesterday?

Day/ Time	Monday	Tuesday	Wednesday	Thursday	Friday
Morning (8:30 AM– 12:00 PM)					
Afternoon (12:00 PM– 6:00 PM)					
Evening (6:00 PM – 00:00 AM)					

Question	Answer
Do you use this 'third place' more often at this time in your working week?	.
Are the tasks you do at this place, different from the task you do at other places?	

3. Characteristics

Characteristics	Answer
Labour sector	
How long have you been working in this sector?	
What is your education level?	
Postcode home (6-digit)	
Year of birth	

Closing

1. Is there something you like to add about working in a place like this?
2. If recorded: ask for permission again.
3. Possibility to receive the research.
4. Thank the participant.

APPENDIX B: FIGURES NON-PROFIT VS PROFIT

