

The Geography of Work in Knowledge Intensive Service Firms

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Aim, delimitations and research context

- The aim is to understand the geography of work in knowledge intensive service firms
- The empirical data in this paper is derived from nine different firms in management and in PR / communication consultancy, located in Stockholm.

Myths/Hypotheses about paid work

- “The death of distance” (Cairncross, 1997)
- “Dreamsociety” (Jensen 1999)
- “The paperless office”, “The myth of the paperless office” (Sellen & Harpe,r 2002; Forsebäck, 2000)
- “We can work anywhere, if we only have access to the technologies” (Castells 2002; Sellen & Harper 2002; Bryson et al 2004)
- “Office in your pocket” (Idg, 2005)
- “How the whole world seems to be in movement” (Lash & Urry 2006)



Research context – flows and movements in the ICT society

- The ICT society allows for new possibilities for the organization of the geography of work.
- Physical places and virtual spaces complement each other.
- I want to explore how the geography of work is related to physical places and virtual spaces.

Research context – knowledge work and knowledge workers

- The phenomenon of taking the office to the home is particularly present among highly educated employees
- Major components of the type of knowledge-intensive activities and work I am exploring in this paper are being conducted in cooperation with client firms and other partners and involve a large amount of business travel.
- I want to explore subjective workers and their choices in institutional settings.

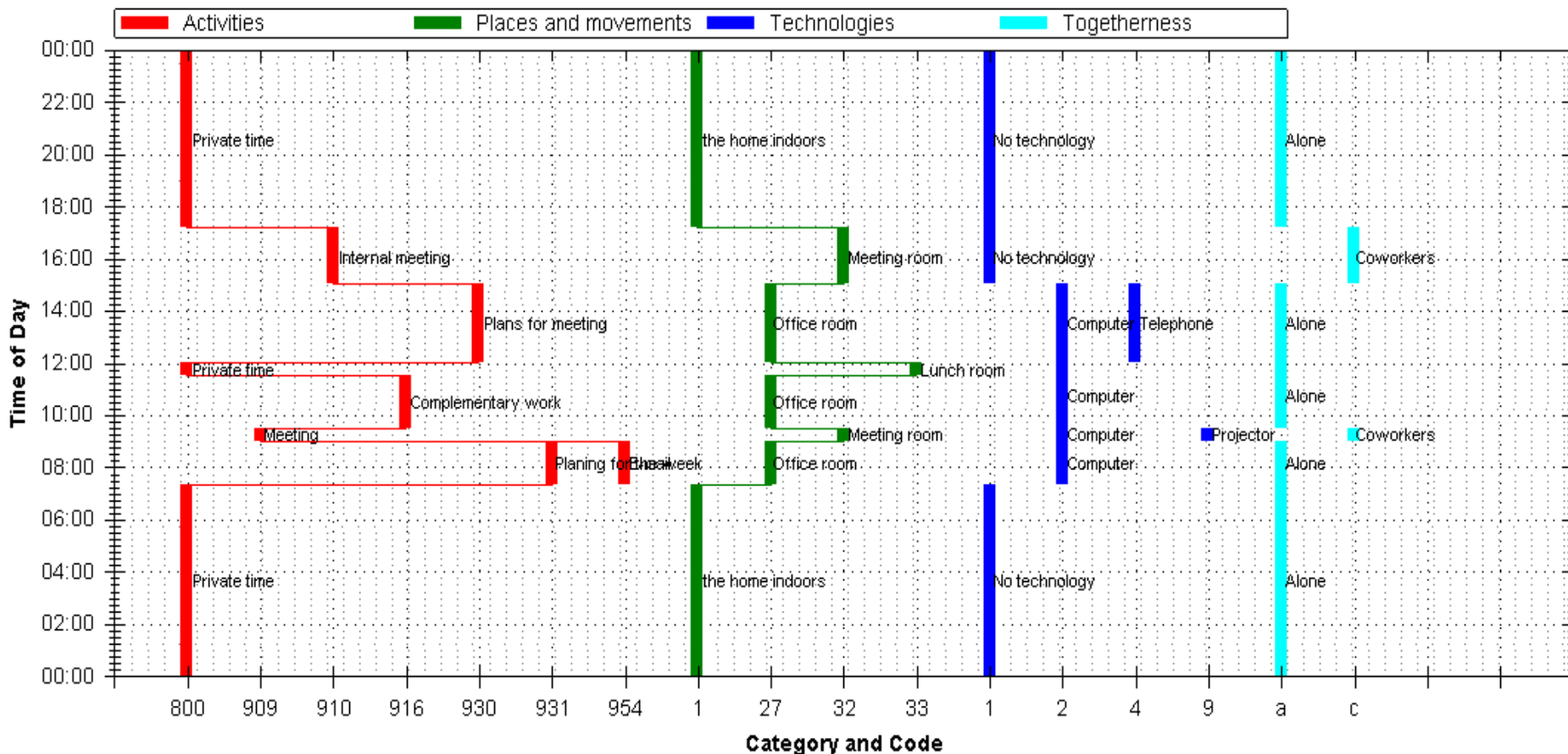
Design of the study

- The paper presents empirical studies of such work in both public sector and private sector workplaces in Stockholm.

	Interview	Questionnaire	Time diarie
Infera	7	23 (4)	6
Komfera	7	18 (14)	4
HR	7		
Total	21	41 (18)	10

Design of the study (cont.)

Niklas . Group: Organisation. Date: den 17 september 2007



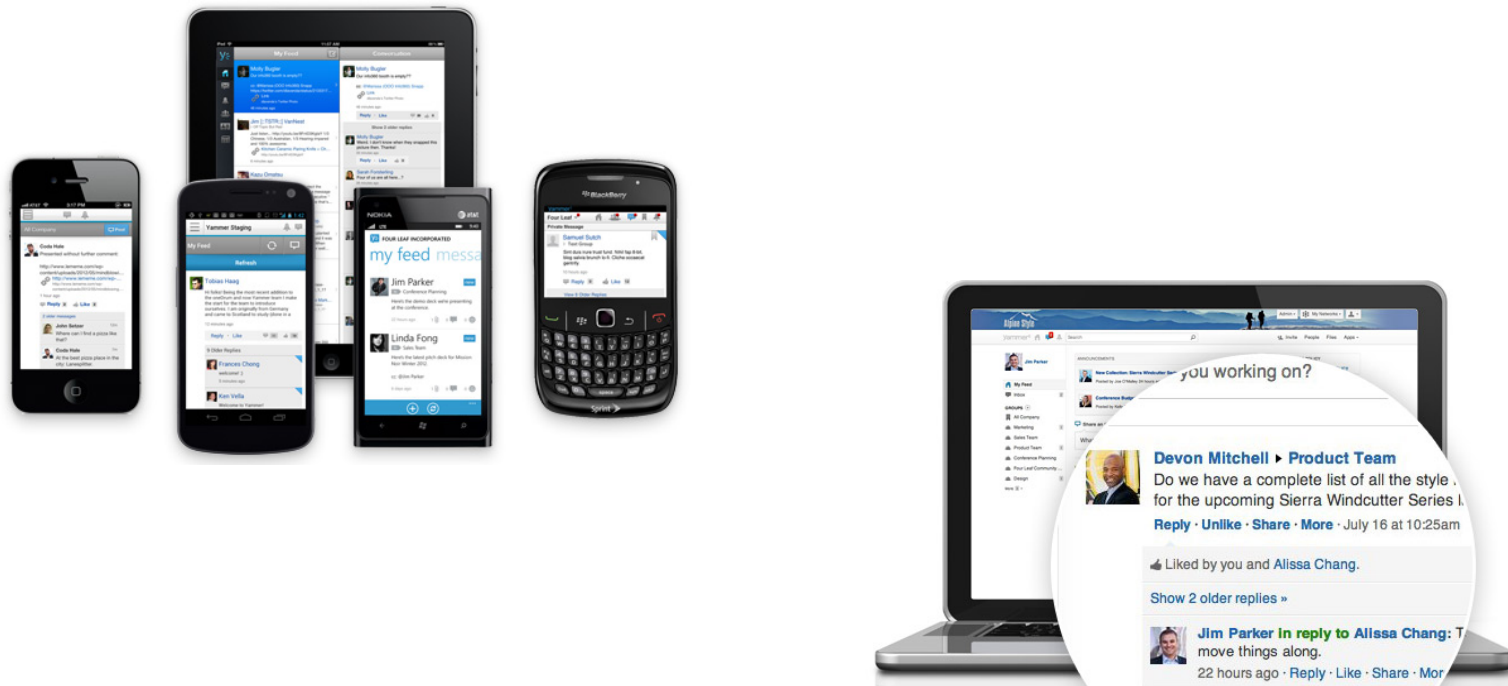
Results and conclusions (cont.)

Name	1. Total hours used for paid work in one week	2. Total hours used for communication	3. Total hours used for virtual communication	4. Total hours used for face-to-face communication
Anders	55	30	11	19
Ingrid	38,5	13,5	2,5	11
Karin	40	16	10,5	5,5
Klara	57,5	9,5	2	7,5
Lars	49,5	48,5	40,5	8,5
Lennart	51	17	9,5	7,5
Lina	42	17	1	16
Niklas	44,5	19,5	6	13,5
Sara	40	16,5	3,5	13

Results and conclusions (cont.)

Namn	1. Total hours for paid work during one week	2. Total hours during paid work using technologies
Anders	55	25,5
Ingrid	38,5	15
Karin	40	33
Klara	57,5	28
Lars	49,5	44
Lennart	51	40
Lina	42	29
Niklas	44,5	34
Sara	40	33,5

Results and conclusions (cont.)



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Results and conclusions (cont.)



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Results and conclusions (cont.)





Thank you!

/ Kristina Trygg, Department of Human Geography