Hybrid infrastructures for knowledge work

John W. Bakke and Birgitte Yttri
Telenor Research and Development, Norway

Abstract
Factory architecture and its implications for workplace behaviour is a well-established theme in workplace research (Brunnström, 1990; Biggs, 1996). Workplace design for knowledge work, on the other hand, has not inspired the same body of systematic research – due to some extent to the ephemeral character of knowledge work. The aim of this paper is to present an integrated perspective on how the office environment supports and shapes knowledge work, by conceptualising the office as a hybrid infrastructure for knowledge work.

Acknowledgments
Research for this paper is partly financed through the project IST-2000-25257 – SANE – Sustainable Accommodation for the New Economy.

Keywords:
Office, office concepts, infrastructure, knowledge work, work space design

john-willy.bakke@telenor.com