

Appendix 1: interviews

General info Interviewee	Age	Gender	Job	Weekly working hours	Weekly co-working hours	Choice to work in co-working space?
M.V.	54	M	Freelancer, copywriter	55	16	Own choice
S.S.	37	F	Freelancer, project & event management	32	24	Own choice
K.G.	36	F	Freelancer, project management	30	Differs over time	Own choice

Motivations: motivations of the interviewees regarding their choice to choose to work in a co-working space

Interviewee I was looking for.	M.v.l.R.	G.B.	E.G.	M.V.	S.S.	K.G.
...a place outside home	X	X	X	X	X	X
...an affordable location	X			X	X	
...a creative atmosphere	X		X		X	
...opportunities to network		X	X		X	
...work-related conversations (expertise)		X	X		X	
...social interaction with other workers	X	X			X	X
...being part of a community	X	X				
...a flexible workplace	X		X			X
...a more productive workplace			X	X	X	X

Characteristics: characteristics of co-working spaces that the interviewees mentioned

Interviewee	M.V.I.R.	G.B.	E.G.	M.V.	S.S.	K.G.
Working climate						
Privacy		X		X	X	X
Concentration/noise control				X	X	
Proximity of co-workers	X	X	X		X	X
Diversity of tenants		X			X	X
Virtual platform/community	X	X	X	X	X	
Networking events and workshops	X	X	X	X		X
Interior design						
Space (size)	X	X	X	X	X	X
Ergonomics and comfort (furniture)	X	X	X	X	X	
Comfortable indoor climate						X
Sufficient (day)light	X		X	X	X	X
Windows			X	X		X
Interior aesthetics	X	X	X	X		X
The building/location						
Accessibility	X			X		X
Area the co-working space is located	X	X		X		X
Uniqueness of co-working building				X		
Other characteristics						
Freedom in choice of working spot		X			X	X
Customizability of working spot		X		X		X
Diversity of rooms	X	X	X	X	X	X
Possibilities to relax		X	X		X	X

Flexible (lease) contract	X			X		
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Benefits: benefits the interviewees received because of working in a co-working space

Interviewee \ Benefits	M.v.l.R.	G.B.	E.G.	M.V.	S.S.	K.G.
Expanding network (work-related)	X	X	X		X	
Expanding network (social aspect)	X	X	X		X	X
New project opportunities		X			X	
Improvement of knowledge/expertise	X	X			X	
Job opportunities		X				
Increase in productivity				X	X	X
Higher level of concentration		X		X		X
Being less lonely	X	X	X		X	X
Higher level of creativity	X		X		X	

Ideas: ideas of the interviewees about improvement of (their current) co-working space(s)

- ❖ *Co-working spaces should cooperate instead of competing. This will improve the quality of co-working spaces overall and consequently the working experience will also improve – M.v.l.R.*
- ❖ *More social attitude and more interaction within co-working spaces. People choose when they want to go to a co-working space; not only looking at the time but also to the people that are working at that moment – M.v.l.R.*
- ❖ *Co-working spaces should be as diverse as possible; a diverse set of co-workers, high diversity of rooms and diverse set of events organized – G.B.*
- ❖ *More activity, events and workshops within the co-working space. This will lead to more interaction with other co-workers – M.V.*
- ❖ *When possible, co-working spaces should be located in multifunctional buildings like in Shanghai where also other activities besides work are located in the same building – S.S.*
- ❖ *More events and workshops should be organized but should not feel as mandatory while this will have an opposite effect – K.G.*

Appendix 2: Survey¹

Information about you

Q1 What is your age?

- 0 - 20 years
- 20 - 30 years
- 30 - 40 years
- 40 - 50 years
- 50 - 60 years
- 60 years or older

Q2 What is your gender?

- Male
- Female
- Neutral / other

¹ The survey was available in both English and Dutch.

Q3 What is your highest level of education?

- Elementary school
- Secondary school
- Higher professional education (HBO) / academic education bachelor's degree
- Academic education master's degree / Ph.D.
- Prefer not to answer

Q4 Do you have children?

- Yes
- No
- Prefer not to answer

Q5 What is the country that you were born in?

Information about the job

Q6 What is the name of the co-working space you use most?

Q7 Which working situation applies to you?

- Employed within a company
- Freelance / self-employed / entrepreneur

Q8 Which type of organization applies to your job?

- Non-profit organization
- For-profit organization
- Other (specify)

Q9 How many hours per week do you work on average?

- 0 - 20 hours
- 20 - 30 hours
- 30 - 40 hours
- 40 hours or more

Q10 How many hours per week do you work on average at a co-working space?

- 0 - 20 hours
- 20 - 30 hours
- 30 - 40 hours
- 40 hours or more

Q11 Which places do you make use of 'normally' (when not in lockdown) for your current job? Select all that apply to your situation.

- Co-working space
- Bar / restaurants
- Normal office
- Home
- Other (specify)

Q12 What is your personal annual income?

- €0 - €15.000
- €15.000 - €30.000
- €30.000 - €50.000
- €50.000 - €80.000
- €80.000 or more
- Prefer not to answer

Motivations of working in a co-working space

Q13 The choice to work in a co-working space is...

- My own choice
- A choice made by the company I work for
- Other (specify)

Q14 How important are the following reasons regarding the choice to work in a co-working space?

	Not important at all	Fairly unimportant	Neutral	Important	Very important
I wanted to work in a place outside home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was looking for an affordable location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was looking for a creative atmosphere	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was looking for opportunities to network (social and/or work related)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was looking for work-related conversations with other workers (expertise)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was looking for social interaction with other co-workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I wanted to be part of a community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was looking for a flexible workplace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I was looking for a workplace where I can be more productive

○ ○ ○ ○ ○

Characteristics of co-working spaces

Q15 How important are the following characteristics regarding *working climate* of co-working spaces for you?

	Not important at all	Fairly unimportant	Neutral	Important	Very important
Privacy	○	○	○	○	○
Concentration / noise control	○	○	○	○	○
Proximity of co-workers	○	○	○	○	○
Diversity of tenants / co-workers	○	○	○	○	○
Virtual platform for community	○	○	○	○	○
Networking events and workshops	○	○	○	○	○

Q16 How satisfied are you with the following characteristics regarding *working climate* at the co-working spaces you work at?

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
Privacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concentration / noise control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Proximity of co-workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diversity of tenants / co-workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Virtual platform for community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Networking events and workshops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q17 How important are the following characteristics regarding *interior design* of co-working spaces for you?

	Not important at all	Fairly unimportant	Neutral	Important	Very important
Space (size)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ergonomics and comfort (furniture)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfortable indoor climate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sufficient (day)light	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Windows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interior aesthetics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q18 How satisfied are you with the following characteristics regarding *interior design* at the co-working spaces you work at?

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
Space (size)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ergonomics and comfort (furniture)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfortable indoor climate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sufficient (day)light	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Windows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interior aesthetics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q19 How important are the following characteristics regarding *the building/location* of co-working spaces for you?

	Not important at all	Fairly unimportant	Neutral	Important	Very important
Accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Area the co-working space is located	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Uniqueness of co-working building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q20 How satisfied are you with the following characteristics regarding *the building/location* at the co-working spaces you work at?

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
Accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Area the co-working space is located	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Uniqueness of co-working building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q21 How important are the *other characteristics* of co-working spaces for you?

	Not important at all	Fairly unimportant	Neutral	Important	Very important
Freedom in choice of working spot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personalization / customization of working spot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diversity of rooms (concentration rooms, meeting rooms, collaborative spaces)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possibilities to relax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flexible (lease) contract	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q22 How satisfied are you with the *other characteristics* at the co-working spaces you work at?

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
Freedom in choice of working spot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personalization / customization of working spot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diversity of rooms (concentration rooms, meeting rooms, collaborative spaces)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possibilities to relax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flexible (lease contract)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Satisfaction of co-working space

Q23 Are you happy with your current co-working space?

- Not at all
- No
- Neutral
- Yes
- Definitely yes

Q24 Has your working experience improved since you started working in a co-working space?

- Not at all
- No
- Neutral
- Yes
- Definitely yes

Q25 What should your co-working space improve to give you the possible working experience?

Q26 What do you miss most about working in a co-working space during these weird times due to the Corona virus?

Giftcard

Q27 If you want to enter the draw for the giftcard, please drop your email below!

	Being part of a community	×		×	×	×		×	×	×	×
	Creative atmosphere	×	×	×	×			×			×

Table A3.1: Motivations to work in a co-working space in general

		Bizzarri (2014)	Brown (2017)	Deijl (2011)	Fuzi et al. (2014)	Garret et al. (2017)	Kim and de Dear (2013)	Merkel (2015)	Parrino (2015)	Spinuzzi (2012)	Weijss-Perrée et al. (2019)
	country	Italy	England	Netherlands	Wales	Ann Arbor, Michigan	world-wide	world-wide	Milan, Barcelona	Austin, Milan, Serbia	Netherlands
Working Climate	Privacy			×	×	×	×				×
	Concentration / noise control			×		×	×				×
	Proximity of (co-) workers	×	×				×	×	×	×	×
	Diversity of tenants	×	×		×					×	×
	Virtual platform / community	×	×	×	×	×		×	×	×	×
	Networking events and workshops	×	×	×		×		×	×	×	×

	Possibilities to relax	x	x		x			x			x
Interior Design	Space (size)						x				
	Ergonomics and comfort (furniture)						x	x		x	
	Comfortable indoor climate						x				
	Sufficient (day)light						x	x			
	Windows						x				
	Interior aesthetics	x		x	x			x		x	x
	Freedom in choice of working spot		x		x						
	Customizability of working spot	x						x			
	Diversity of rooms	x	x		x			x		x	x
Building & Location	Accessibility			x							x
	Area the co-working space is located	x		x						x	

	Uniqueness of co-working building										
The type of lease contract	Flexible contract	x	x	x	x			x		x	x

Table A3.2: User preferences for specific co-working spaces