

## **Collective Organisational Behaviours and Architectural Spaces – Investigating Micro Settings of Knowledge-Intensive Work Environments**

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In recent years the topic of collective organisational behaviours like organisational learning or knowledge management have been discussed from a variety of perspectives and disciplines like organisation studies and management, but also industrial sociology and geography, contributing to the understanding of spatial context and location of learning organisations on a macro level. However, very little is known on the micro setting and architectural configuration of spaces that would enhance collective action.

Hence this paper is interested in the influence of architectural space (i.e. the spatial configuration and design of a building) on collective organisational behaviours at the example of knowledge-intensive work environments.

Starting from an analysis of the spatial configuration of a building and its strategic occupation, different organisational behaviours in space, e.g. collective movement patterns, interaction, collaboration and knowledge flow will be explored and analysed in their response to underlying spatial features like proximity, visibility or accessibility. It will be argued that organisational learning eventually depends on these.

Drawing on three in-depth case studies (a university school, a research institution and a media corporation in various spatial settings) conducted in 2005-2008, three main lines of argument are unfolded to answer the question how architectural space influences collective organisational behaviours: firstly, it will be shown how the programme of a building, i.e. organisational work processes interrelate with configuration and usage of space. Secondly, it will be argued that some influences of space on organisational behaviour seem to be generic. These insights may be used to design spaces enhancing interaction and knowledge flow for any type of organisation. Thirdly, it will be outlined how organisations depending on context, culture and character may show spatial as well as transpatial behaviours, i.e. react to similar spatial configurations in a unique way.

To summarise, architectural space can be understood to exert a generic as well as case-dependent, contextual, and multiplex influence on the collective of people within an organisation, thus shaping organisational behaviours. In consequence, conclusions on the design of spaces to suit knowledge-intensive work may be drawn.