

Results – context of use analysis

Human-Computer Interaction Project

Team 1

- Cavallotti, Alessandro
- Kalamara, Fani-Marina
- Shubhankar
- Zanella, Jessica

Table of contents

Table of contents	i
1 Description of the work done	1
1.1 Summary of activities performed	1
1.2 Deviations.....	1
1.3 Summary of observations	3
1.3.1 Observation task 1 - Can you please show me how you choose the place to work/study from?.....	3
1.3.2 Observation task 2 – Can you please show me how you get in contact with other people if you want to work/study with colleagues?	4
1.4 Summary of interviews.....	5
1.4.1 Question 1 - Now, if it's not a problem, I'm going to ask you some personal questions just for demographic purposes. Would you mind telling your age and your occupation?	5
1.4.2 Question 2 - Can you walk me through what a typical working/studying day is like for you?	5
1.4.3 Question 2.2 - (if not mentioned before) Where do you usually work from?	6
1.4.4 Question 3 - What are the features that you would like to have in these applications, but are missing from them?.....	6
1.4.5 Question 4 – What are your motivations to work/study from a <place indicated before>? 6	
1.4.6 Question 5 - What is important for you to have in the working/studying place? And Why?.....	6
1.4.7 Question 6 - Can you describe to me how you chose to work from a specific place? Do you take into consideration the reviews and comments of other people?	7
1.4.8 Question 7 - What are the reasons for not working/studying from home?.....	7
1.4.9 Question 8 - Do you know about Co-Working spaces here in Madrid?.....	7
1.4.10 Question 9 - (If yes) Do you have experience with them?	7
1.4.11 Question 10 - (If not) Explanation of Co-Working; From the description I gave to you, would you ever try working there? What are the motivations?.....	8
1.4.12 Question 11 - (Corporate) Do you miss something about working in an office that you would like to have, as a remote working person?.....	8
1.4.13 Question 12 - Do you prefer working/studying with other colleagues and friends? 8	
1.4.14 Question 13 - (If not) Why do you consider working/studying alone better?.....	8
1.4.15 Question 14 - (If yes) What motivates you to work/study with other people?.....	9
1.4.16 Question 15 - (Freelance) Have you ever considered collaborating with other professionals in your work?.....	9
1.4.17 Question 16 - (If yes) If you have collaborated with other professionals, how did you do that?	9

1.4.18	Question 17 - (If not) Why didn't you consider it?.....	9
1.4.19	Question 18 - Do you consider working from <place indicated before> a way to meet new people and interact with them?	9
1.4.20	Question 19 - Do you have breaks during your work/study?.....	9
1.4.21	Question 20 - How many and how long are they?	10
1.4.22	Question 21 - Do you meet with other people during breaks, for example lunch breaks? 10	
1.4.23	Question 22 - (if not) If you had the possibility would you like to have breaks with other people?	10
1.4.24	Question 23 - Could you order the following list of actions, in terms of importance for you?.....	10
1.4.25	Question 24- Are there any actions that you would like to perform for your daily work/study that are missing from the aforementioned list?	11
2	User analysis.....	11
2.1	Profiles.....	11
2.1.1	Student.....	12
2.1.2	Freelancer	13
2.1.3	Corporate worker.....	14
3	Task analysis	15
3.1	Task list	15
3.2	Task organisation model.....	17
3.3	Task scenarios	18
3.3.1	Alberto – Student.....	18
3.3.2	Lucia - Freelancer.....	18
3.3.3	Carlos - Corporate worker.....	19
4	Environment analysis	19
5	User Journey Maps	22
	22
Annex A:	gathered data	24
	Gathered data from the observations	24
	Gathered data from the interviews.....	25
	Interview 1	25
	Interview 2	31
	Interview 3	39
	Interview 4.....	46
	Interview 5	54
	Interview 6.....	61
	Interview 7	68
	Interview 8	75

Interview 9.....	82
Gathered data from Question 23.....	89
Interview 1	89
Interview 2	89
Interview 3.....	89
Interview 4.....	90
Interview 5.....	90
Interview 6.....	90
Interview 7.....	91
Interview 8.....	91
Interview 9.....	91
Annex B: modifications to schedule.....	92
Informed Consent	92

1 Description of the work done

1.1 Summary of activities performed

This study involved conducting interviews and observations at two different Starbucks cafes. To create a comfortable atmosphere for the interviews, we selected roomy tables with comfortable seating for the participants. Participants were selected based on their English proficiency, occupation, and availability during the interview period. Once they agreed to participate, we provided an overview of the project and asked them to sign a paper consent form. Then, we followed the interview template that we had prepared. First, we asked some demographic questions, observed the participants performing two tasks, and then continued with the interview questions. For question 23 of the interview, we collected the response on paper by having participants write the priority of the tasks shown on a card we provided. Finally, the interview was close by allowing the participants to express any additional thoughts or comments about the activities they performed.

Session	Date	Place	Type of session	Observed users	Interviewed users
1	21/02/2023	Starbucks, C. de la Princesa, 40, 28008 Madrid	Interviews and observation	4 (the same of the interviews)	4
2	23/02/2023	Starbucks, Calle de Génova, 27, 28004 Madrid	Interviews and observation	5 (the same of the interviews)	5

1.2 Deviations

Deviation	Aspect	Explanation
1	Interview sessions	Instead of doing three interview sessions we decided to do two. We made this decision because we were able to quickly find people to interview and it took us less time than expected. For this reason, we decided to do all interviews in two days.

Deviation	Aspect	Explanation
2	Number of interviewed people	At the beginning we were thinking about interviewing 10 people but, in the end, we stopped at 9. This was because we thought the amount of data collected was enough and good, since the interviewees were all talkative.
3	Interview template questions	<p>Addition of question [Q2.2]</p> <p>Interviewer: (if not mentioned before) Where do you usually work from?</p> <p>The interview question was added, since we realized that the participant might not have mentioned the place that they usually work from during the previous questions.</p>
3	Interview template questions	<p>Modification of question [Q5] – the interview question was modified, as the first part of the question would already be covered by the participants during the observation tasks.</p> <p>Initial question: Can you describe to me how you chose to work from a specific place? Do you take into consideration the reviews and comments of other people?</p> <p>Final question: Do you take into consideration the reviews and comments of other people?</p>
4	Interview template questions	<p>The following questions were removed from the interview template, since the respective answers are covered during the observation tasks.</p> <p>[Q24] Do you use any application for choosing the working place and during your work/study?</p> <p>[Q25] (if not) Do you have any reasons for not using them?</p> <p>[Q26] (If yes) Can you explain to me how you use them for your work/study?</p>
5	Interview template questions	Based on the above-mentioned deviation (4), the following question that was initially the 27 th question of the template [Q27] was placed right after the observation tasks, therefore at the 3 rd question of the template [Q3]:

Deviation	Aspect	Explanation
		What are the features that you would like to have, but are missing from them?
6	Observation template	<p>The columns “Individual behaviour”, “Social interactions” and “Patterns” were removed from the observation template, as the observations were individual (1 observation for every interview) and we decided that they wouldn’t give us any useful insights.</p> <p>Moreover, the column “Task observation” was added to the observation template, as we wanted to keep track of the specific steps the participants took to complete the observed tasks.</p>
7	Type of people interviewed	The data collected from the interviews comes from 7 people who are considered remote workers, and 2 students, even though the plan was to have an equal number of students and working people. This change was made due to difficulties in finding people who were studying in the places and the limited availability of time they had for the interview.
8	Use of consent form	In order to be more professional and ensure our interviewees that we would have granted anonymity we decided to use a consent form. Each of the participants had the opportunity to read the consent form, explaining in detail what we were doing and how we will use the data collected.

1.3 Summary of observations

1.3.1 Observation task 1 - Can you please show me how you choose the place to work/study from?

During the observation task 1, all (100%) of the participants chose to use their phone in order to perform the necessary steps of the task - 80% (7 out of 9) of them entered the application “Google Maps” and 20% (2 out of 9) of them opened Google. Those of them using Google Maps typed “bibliotecas” (1/9) or “Starbucks” (2/9) or “work cafe” (3/9) while the ones using Google typed “co-working spaces” (1/9) or “working cafes” (1/9). 80% of the participants mentioned the proximity to their home or the place they live as one of the main factors for choosing the place to work from. Another factor that

was mentioned by 70% of the participants was the good Wi-Fi connection. These two motivational factors, the distance and the Wi-Fi connection, confirmed our expectations with regards to the motivations for choosing a place to work, since: a) people that choose to work remotely usually don't want to spend a lot of time traveling to a cafeteria or a co-working space and b) internet connection is a highly important aspect for executing the majority of job-related tasks nowadays.

Only 2 of the participants mentioned their preference of small, local cafes or libraries. What surprised us was that, apart from the expected reasons (avoidance of noisy, crowded places), they value a lot the architecture, design and overall aesthetic of the place they choose to work from. One of the participants in fact mentioned the existence of natural light in her working space as a very important motivational factor. Moreover, 2 out of 9 participants showed us that when they choose a place to work, they look at the photos of google maps or google and try to understand if the place has tables that facilitate working (like high, spacious tables). Another participant mentioned her difficulty of determining whether a place has free seats - she mentioned that it would be very important for her if the working cafes could provide that type of information, alongside with being able to book a seat for a specific time slot. One of the participants had expertise with co-working spaces, and while showing us how she chooses a place to work (using a coworking application), she mentioned that she appreciates when the application can provide information about the menu that the place offers, for example the lunch or beverages options. Moreover, she explained why she appreciates coworking applications that offer a Map view inside the app, so that she doesn't have to switch to google maps to view the location and surroundings of the place. An observation that we didn't expect was from the participant using the coworking applications - she explained that due to the high importance of social media presence nowadays, but also due to the nature of her work, she always considers the aesthetics of the place and whether she can film short videos for Instagram there. Last, 2 out of 9 participants showed us that before choosing a place to work, they view the cafe's or coworking place's Instagram account and browse through the different posts and stories to get an idea of the "experience" of the place.

1.3.2 Observation task 2 – Can you please show me how you get in contact with other people if you want to work/study with colleagues?

After explaining the observation task 2, all (100%) of the participants reacted by reaching their smartphone and opening an application. 5 out 9 participants showed us that they use WhatsApp to communicate, connect with other people and arrange meetings to work or study. This confirmed our expectations, as it is the most widely used application for instant messages, and apart from that it also offers features such as voice messages, location functions and document, image, or content sharing that help people that work or study. Moreover, regarding WhatsApp, 2 out of 5 participants mentioned that they often use the video call feature for work and discussions, while 3

out of 5 mentioned the use of multiple WhatsApp groups for the different work or study projects.

An observation that surprised us and made us gain ideas, was that of a participant that highlighted the significance of the poll feature that WhatsApp offers, and which she often uses while discussing ideas and projects with her colleagues. Moving on, only 1 out of 9 participants showed us the use of Telegram for personal communications - the motivations are the large group chat options and the media support that it offers. The specific participant also mentioned the need of "feeling secure" while using an application for working. Moreover, 2 out of 9 participants showed us that they use email for more formal and important communication, as they like to have a written record of the professional conversations. One of these 2 participants in fact mentioned the difficulty of keeping track of important conversation in WhatsApp or other instant messages applications.

Another thing that also confirmed our expectations, was that only 1 out of 9 participants uses specific applications for freelancers, such as "UpWork" or "Fiverr". She mentioned that the motivations behind the use of these apps are the possibility to make offers and attract clients (or possible collaborators) and also the "visibility" that she can gain so that people can contact her and work with her. An observation that we didn't expect and that surprised us, was that of a participant using Instagram to find people to work with. Even though the observation task was more oriented to how people get in contact with their colleagues (in order to work together), this answer gave us more insights of how users leverage social media. The specific participant showed us how she uses Instagram stories for asking people for recommendations or booking collaborations. Last, 2 out of 9 participants mentioned the use of both Microsoft Teams and direct phone call for contacting colleagues and setting up meetings.

1.4 Summary of interviews

1.4.1 Question 1 - Now, if it's not a problem, I'm going to ask you some personal questions just for demographic purposes. Would you mind telling your age and your occupation?

The majority (70%) of the interviewees are between the ages of 20 and 32. Their occupations are diverse, with the most common being related with administration or entrepreneurship.

1.4.2 Question 2 - Can you walk me through what a typical working/studying day is like for you?

Overall, the responses obtained indicate that everyone has a unique schedule and routine that suits their personal and professional needs. However, some common activities mentioned like include going to the gym, working/studying from home, meeting with friends, and occasional entertainment. The majority of interviewee

(around 80%) also have flexible schedules or work remotely, with only a few working fixed hours at an office or workplace.

1.4.3 Question 2.2 - (if not mentioned before) Where do you usually work from?

No data. The question was never asked since the interviewees provided this information previously.

1.4.4 Question 3 - What are the features that you would like to have in these applications, but are missing from them?

There is no clear agreement among the answers given, each interviewee has quite unique preferences. Some interesting and relevant ideas include:

- better integration with Google Maps within the app and not having to switch from one app to the other when it's time to navigate to reach the selected café/place to study or work;
- desire for more interactive feature, like a chat to communicate with other users;
- have the possibility to see tables/desks availability and have the possibility to book them online to be sure to have the space.

One mentioned security as a concern while another mentioned the importance of accurate information about coffee shops (like opening hours, sockets availability, WIFI connection, etc.).

1.4.5 Question 4 – What are your motivations to work/study from a <place indicated before>?

Around 30% of respondents mentioned the importance of having good Internet connection and access to power outlets. A comfortable environment with a good atmosphere, where other people are working is also important, with 20% of the interviewees mentioning it. The social aspect of working in a I and feeling connected to others who are pursuing similar goals is really appreciated, as well as the ability to concentrate better in a I than at home due to fewer distractions. The proximity of the cafe to their home or workplace is also an important factor.

1.4.6 Question 5 - What is important for you to have in the working/studying place? And Why?

Around 40% of the interviewees prioritize having a good Internet connection and a comfortable place to work or study. Having access to coffee, food or other beverages is also considered a plus point of being in a café. One of the respondents gives a lot of importance to the availability of bathroom: if the place doesn't have a bathroom (like it might happen with cafes in shopping centers) you have to pack all your stuff and

take it with you every time you need to go to the bathroom. Music is also considered very important since a volume too high can cause problems when it comes to concentrating and being able to be productive.

- 1.4.7 Question 6 - Can you describe to me how you chose to work from a specific place? Do you take into consideration the reviews and comments of other people?

Approximately 30% of the interviewees mentioned that they consider reviews and comments of other people when choosing a place to work or study from. These recommendations come either from known people or they can be bad reviews/comments left by other clients. Moreover, a small percentage (around 10-15%) said that they look at photos of the place when they have to decide whether to work or study from there. On the other hand, around 40% of respondents prefer to go to already known and familiar places where they know they can find a good environment.

- 1.4.8 Question 7 - What are the reasons for not working/studying from home?

Interviewees often choose to work/study from a specific place outside their home to improve their concentration and productivity, to change their environment, and to socialize. Around 30% of the respondents prefer to work in cafes or other public places because they find it easier to focus and are less distracted by home-related tasks. They also enjoy the opportunity to interact with others and feel more inspired in a new environment (30%). Overall, 70% of the answers mention concentration/productivity as the main reason for not working/studying from home.

- 1.4.9 Question 8 - Do you know about Co-Working spaces here in Madrid?

Around 70% of the respondents know about the existence of co-working spaces in Madrid, but not all of them have used them or know much about them. Some have searched for them in the past (around 50%), and some have heard about them from others. The reasons for not using them vary, including not staying in Madrid for long enough or not needing a co-working space at the moment.

- 1.4.10 Question 9 - (If yes) Do you have experience with them?

Out of the 8 people who answered 'yes' to the previous question, around 60% have never used co-working places. One person has lived in the Netherlands and used co-working spaces there and found them preferable to the ones in Madrid due to missing features such as bike renting. Another one considered paying for one day to try it out but ultimately did not. Moreover, an interviewee's wife currently uses a co-working space in Madrid, but he never tried them. Two people have tried co-working spaces before, but not in Madrid specifically.

1.4.11 Question 10 - (If not) Explanation of Co-Working; From the description I gave to you, would you ever try working there? What are the motivations?

Out of the people who answered 'no' or 'just heard something about them', after hearing a short but specific description of co-working places, around 65% are not interested in trying them. The main reason cited is the cost associated with using them. Two people were deterred by the lack of partnerships and friendly atmosphere in co-working spaces, that instead can be found in cafes. In addition, one interviewee prefers the background noise of a café or bar to the relative quiet of a co-working space.

1.4.12 Question 11 - (Corporate) Do you miss something about working in an office that you would like to have, as a remote working person?

A majority (57%) of interviewees who answered this question, miss the social aspect of working in an office, like making friends, interacting with colleagues, and having company. Some also mentioned missing the confidence of having their own things (around 15%), while others miss having good internet connection (15%). Only one respondent did not miss anything about working in an office.

1.4.13 Question 12 - Do you prefer working/studying with other colleagues and friends?

From the answers provided by our interviewee, no clear majority preference for working/studying alone or with others emerges. Instead, there is a mix of answers with some preferring to work alone, others enjoying social interaction, and some saying it depends on the task or situation. Out of the answers collected, around 35% of the interviewees prefer to work alone, around 20% prefer to work with others, and around 45% have mixed preferences or say it depends on the situation.

1.4.14 Question 13 - (If not) Why do you consider working/studying alone better?

The majority of interviewees who answered 'no' to the previous question and were asked this one, prefer to work or study alone because they believe it is more efficient and productive (70%). Working or studying alone seems to allow them to focus better and avoid distractions, which ultimately leads to better results. Additionally, one person mentioned that working with others can sometimes lead to personal conflicts, which he would like to avoid. Finally, one interviewee mentioned that she has enough social interaction and prefers to be alone while doing individual tasks.

1.4.15 Question 14 - (If yes) What motivates you to work/study with other people?

The main trend obtained from the answers, is that people are motivated to work/study with other people because of social interaction, possibility to share ideas, and having someone to help and collaborate with. Specifically, 50% of the answers mention social interaction as a motivator, while around 30% mention the benefits of sharing knowledge and ideas with others. Finally, around 20% of the interviewees talked about the importance of having someone to help or collaborate with.

1.4.16 Question 15 - (Freelance) Have you ever considered collaborating with other professionals in your work?

The majority of the interviewees (70%) have collaborated with or have considered collaborating with other professionals in their work. Some have collaborated with lawyers, logistic partners, and other professionals in their field of work.

1.4.17 Question 16 - (If yes) If you have collaborated with other professionals, how did you do that?

The majority (85%) of the interviewees said they prefer to work with someone they already know or who has been recommended by a colleague. A minority (14%) searches for collaborators based on their expertise or experience, and 1 respondent mentioned collaborating in a specific location (a studio).

1.4.18 Question 17 - (If not) Why didn't you consider it?

The only interviewee who was asked this question answered that they didn't consider it because they only work with people inside their company.

1.4.19 Question 18 - Do you consider working from <place indicated before> a way to meet new people and interact with them?

Approximately 44% of the interviewees said they consider their workplace as a way to meet and interact with new people. However, the majority (55%) answered negatively. Interacting with new people can happen, but it's not the primary reason for working there. People who answered positively highlighted the possibility of meeting new people and having conversations with others, while those who answered negatively preferred to keep to themselves and often wore headphones.

1.4.20 Question 19 - Do you have breaks during your work/study?

Around 90% of the respondents answered positively, saying that they do take breaks during their work or study. Usually, they do not have a specific schedule or time management system to organize their breaks, so they take them whenever they feel

the need to. One interviewee mentioned not taking breaks when working outside of home but taking them when at home. Finally, only one person said that they do not take breaks in the specific location of the interview (Starbucks) but they took them if they are elsewhere (library).

1.4.21 Question 20 - How many and how long are they?

The duration and frequency of breaks varies significantly among interviewees. Approximately 45% of the people mentioned a duration of 10 to 15 minutes for their breaks, but it can be up to 2 hours. The amount and duration of the breaks depends on the workload, while one respondent said that they do not have a fixed break schedule and take breaks as they see fit.

1.4.22 Question 21 - Do you meet with other people during breaks, for example lunch breaks?

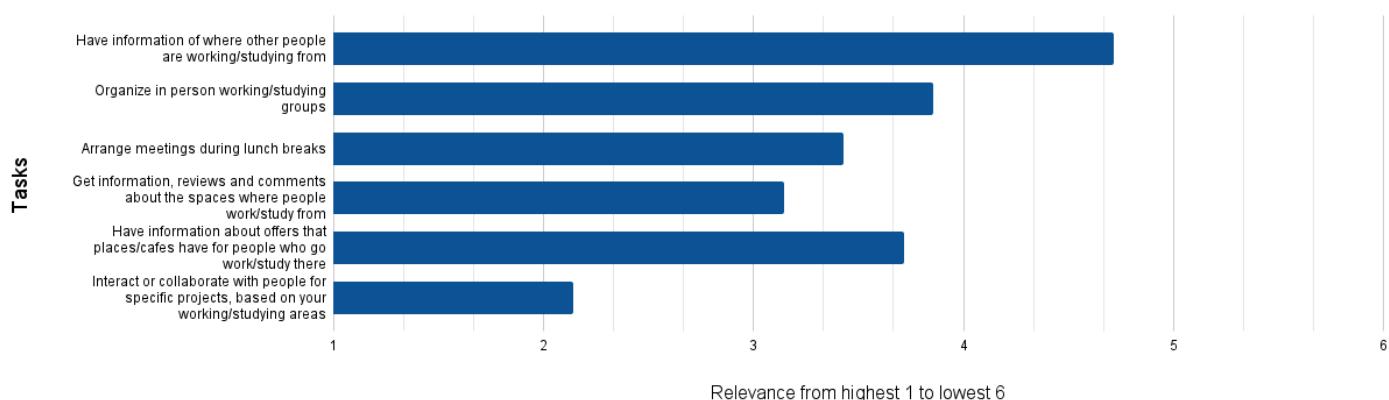
About 30% of respondents meet with other people during breaks, especially during lunch breaks, while around 50% do not. The remaining 20% have said that it depends on the situation or day. People who prefer to have their breaks alone might engage in activities such as studying, taking pictures, or playing games. On the other hand, others enjoy socializing and meeting new people during their breaks.

1.4.23 Question 22 - (if not) If you had the possibility would you like to have breaks with other people?

All three people who were asked this question answered that they prefer not to have breaks with other people. They like to have their breaks alone.

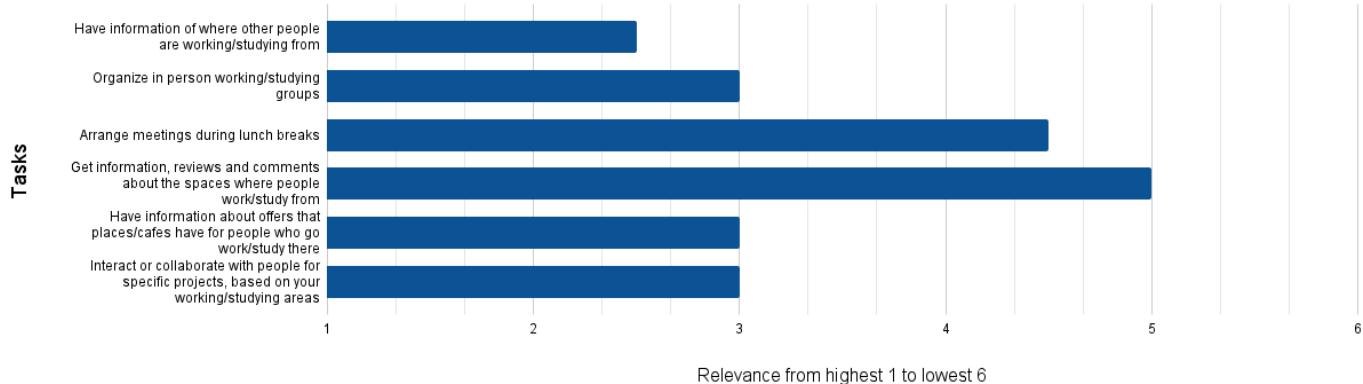
1.4.24 Question 23 - Could you order the following list of actions, in terms of importance for you?

Working people



The bar chart clearly indicates that the top priority for both Freelancers and Corporate workers is to "interact and collaborate with other people." Conversely, the task that is deemed least important by them is to "have information on where other people are working from".

Students



According to the bar chart, it is evident that the foremost concern of students is to acquire knowledge about the whereabouts of other people's workplaces. On the other hand, they consider obtaining information, reviews, and comments about places where people work to be the least significant task.

1.4.25 Question 24- Are there any actions that you would like to perform for your daily work/study that are missing from the aforementioned list?

Out of the 9 people interviewed, 6 said that they don't think there are missing activities or actions from the list. This means that around 70% of the interviewees are satisfied with the current list of actions. One person had specific concerns regarding the facilities provided during breaks, stating that they would like to know the different options/offers available. Another respondent suggested that it would be important to add a feature to check seat/table availability so to be sure to find space.

2 User analysis

After conducting our analysis, we have classified our project's users into three distinct profiles: students, freelancers, and corporate workers. While these profiles may share certain similarities, it is important to note that each group possesses unique needs, goals, and methods of performing their respective activities.

2.1 Profiles

2.1.1 Student

Description	This category of users comprises students who prefer studying in public locations such as cafes, libraries, or universities. They choose to study in these places because they often feel more productive, focused, and efficient as compared to studying at home.
Motivation	The users are motivated by a range of reasons, such as seeking inspiration to study, catching up with friends, taking a break between classes, expanding their social circle by meeting new people, and finding a productive work environment. Additionally, cafes provide a unique atmosphere that can be conducive to studying and the availability of food and beverages means that students can stay energized and focused without having to leave to get snacks or drinks.
Experience	<ul style="list-style-type: none"> • Comfortable in using navigation maps to locate places • Intermediate or expert in technology usage • Habitual user of chat applications
Frustrations	<ul style="list-style-type: none"> • Excessive noise levels in the study area • Lack of available seats in the study area • Uncertainty about the availability of tables with desired features, such as power outlets and adequate seating • Difficulty in finding study partners. • Unclear information about menu offerings at the location • Uncertainty about whether others are also studying in the area
Relevant abilities	<ul style="list-style-type: none"> • Good Knowledge of the English language
Use of similar systems	Users who fall into this category are well-versed in using various applications such as Google Maps to locate and navigate to destinations with ease. In addition to this, they rely on popular mobile applications such as WhatsApp to communicate with their colleagues. While they do not have a particular system in place for choosing a workspace, they utilize chat groups to connect and collaborate with their peers.
Demographic, psychologic, and physical characteristics	Student users are highly motivated to engage with new people and expand their social circle. They often seek out study partners or simply new friends to connect with. They may spend several hours or even entire days in their study environment, punctuated by short breaks. Being surrounded by others who are also working can increase their motivation to study, making it a more productive experience overall. However, on occasion, they may opt for studying in cafes or other public spaces due to their convenience and accessibility.

2.1.2 Freelancer

Description	The user profile is the one of Freelancers who prefer to work from cafes and seek human interaction. They are curious and open-minded, interested in exploring new places, meeting new people. They also tend to be independent and self-motivated, preferring to work on their own terms and schedule. They enjoy the freedom and flexibility that comes with freelancing, and often value the ability to work from anywhere, including cafes.
Motivation	Freelancers working in a cafe can provide a change of environment and break up the monotony of working from home. This can help to increase creativity and productivity by stimulating the mind with new surroundings. Additionally, the social aspect of being around other people can help to combat feelings of isolation and loneliness that can come with working from home and can be opportunities to be around other people and engage in casual social interactions. These interactions can help freelancers expand their network, potentially leading to new work opportunities, collaborations, or friendships. Finally, cafes also offer amenities like free Wi-Fi and access to food and drinks, which can be convenient for freelancers who may not want to pay for a separate office space or work from a noisy, crowded public library.
Experience	<ul style="list-style-type: none"> • Comfortable in using navigation maps to locate places • Intermediate or expert in technology usage • Habitual user of chat applications
Frustrations	<ul style="list-style-type: none"> • Difficulty in finding a suitable spot with access to power outlets and reliable Wi-Fi for work. • High levels of ambient noise that can be distracting and disrupt concentration. • Unclear information regarding the necessity of purchasing food or drinks to use the cafe as a workspace. • Feeling uncomfortable or isolated if there are no other people working in the cafe. • Uncertainty about whether other freelancers with similar jobs are working in the cafe. • Lack of clear information about the amenities and utilities of the cafe for work. • Difficulties in finding and meeting new people to collaborate with for projects.
Relevant abilities	<ul style="list-style-type: none"> • Good knowledge of the English language
Use of similar systems	Individuals in this category are highly proficient in using various applications such as Google Maps to easily locate and navigate to destinations. Additionally, they heavily rely on popular mobile

	<p>applications such as WhatsApp, Telegram, Microsoft Teams, Slack, and Email to communicate with their colleagues. While they do not have a predetermined system for choosing a workspace, they effectively utilize chat groups to connect and collaborate with peers. To expand their professional network and find new people to work with, they leverage online platforms such as Upwork and Fiver, or opt to work in Co-Working spaces.</p>
Demographic, psychologic, and physical characteristics	<p>The user freelancer comes from a variety of backgrounds and has a diverse range of experiences. However, they share a common trait of valuing freedom and flexibility in their work, which led them to pursue freelance work in the first place. The freelancer is outgoing and sociable, seeking out new connections and experiences. They are also quite independent and self-motivated, able to work on their own but also seek out human interaction when they need it. They usually carry a laptop and other mobile devices that allow them to work from anywhere. They may also be adaptable and flexible, able to work in different environments and adjust to different social situations.</p>

2.1.3 Corporate worker

Description	Corporate worker
Motivation	<p>Corporate workers like going to cafes for the environment they can find and to concentrate better, since at home there can be a lot of distractions. They like to be social and meet new people, but that is not the main purpose of working in a café, since they have colleagues and a team they are in constant touch with. They have a very flexible schedule and, if there is the opportunity, they like to interact and meet someone new during breaks. For corporate workers, cafes are a good alternative to co-working spaces, since they don't have to pay and have the possibility to buy drinks or food directly in the place.</p>
Experience	<ul style="list-style-type: none"> • Comfortable in using navigation maps to locate places • Intermediate or expert in technology usage • Habitual user of chat applications
Frustrations	<ul style="list-style-type: none"> • Music so loud that makes it difficult to concentrate on the work • High levels of ambient noise that can be distracting and disrupt concentration • Difficulty in finding a suitable spot with access to power outlets and reliable Wi-Fi for work. • Lack of clear information about the amenities and utilities of the cafe for work
Relevant abilities	<ul style="list-style-type: none"> • Good knowledge of English language

Use of similar systems	Users who fall into this category are well-versed in using various applications such as Google Maps to locate and navigate to destinations with ease. In addition to this, they rely on popular applications such as WhatsApp, Telegram, Microsoft Teams, Slack and Emails to communicate with their colleagues. While they do not have a particular system in place for choosing a workspace, they utilize chat groups to connect and collaborate with their peers.
Demographic, psychologic, and physical characteristics	The users corporate worker are likely to be employed in a corporate setting, meaning they work for a large organization or corporation. They tend to be outgoing and sociable, seeking interaction with others beyond their usual circle of colleagues and acquaintances. They may be looking for networking opportunities, new friendships, or simply a change of scenery. They are often seen carrying laptops, tablets, or smartphones, indicating that they are likely working remotely or have some flexibility in their work schedule.

3 Task analysis

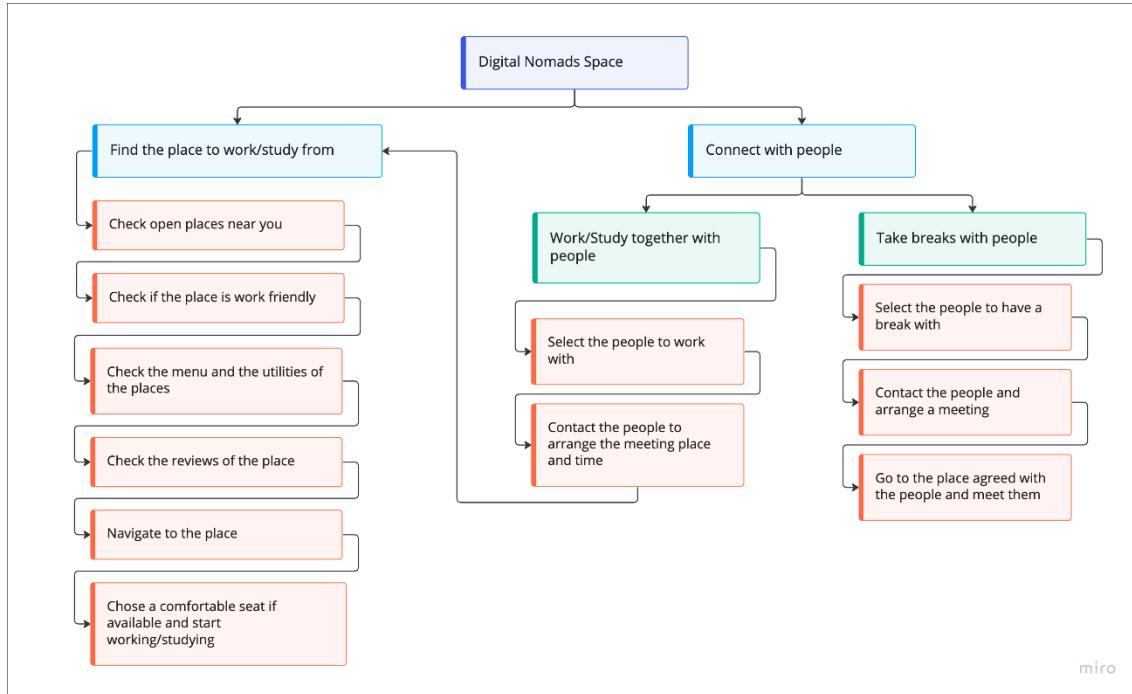
3.1 Task list

Provide a list of the tasks that the users of the system will perform. For each task, provide a name and a short description, using the table below.

Task	Description
Find the place to work/study from	To find a place to work or study from, people typically search online for coworking spaces, libraries, cafes, or other public places with Wi-Fi. They consider factors such as proximity, noise level, availability of amenities, and cost.
Check open places near you	Use of apps like Google Maps thanks to which they can check for open cafes near them.
Check if the place is work friendly	People look for factors such as a quiet environment, access to power outlets and Wi-Fi, comfortable seating, and the ability to concentrate without distractions using apps like Google Maps or going to the space website if available.
Check the menu and the utilities of the places	The menu can be consulted through online searches, social media, or physical visits to the location. It helps in making informed decisions and ensuring a pleasant experience.
Check the reviews of the place	People use online review platforms like TripAdvisor or Google Maps. They search for the place, read through reviews and ratings left by other users, and make an informed decision based on their findings.
Navigate to the place	People navigate to a place using mainly navigation apps like Google Maps. They enter the address or location and follow

	the instructions given by the app or map to reach their destination.
Chose a comfortable seat if available and start working/studying	The task involves selecting a seat that provides maximum comfort in a cafe or co-working space and starting work or study. This may include checking for a quiet corner, comfortable seating, access to power outlets, and good lighting to create an ideal working environment. If no suitable seats are available, continue searching or consider alternative work environments.
Connect with people	People connect with others using various platforms like social media, messaging apps, video conferencing, and phone calls.
Work/Study together with people	People use various digital tools to work or study together remotely. These tools include video conferencing platforms, project management software, and online collaboration tools like Google Docs. Collaborating with others in a physical workspace is becoming increasingly challenging due to factors such as remote work, scheduling conflicts, and limited resources.
Select the people to work/study with	People assess personal connections, evaluating skill sets, and identifying compatible work or study styles. The goal is to create an effective and productive team.
Contact the people to arrange the meeting place and time	People use various forms of communication to arrange a meeting place and time. This can include phone calls, text messages, emails, social media, and messaging apps. Once the details are confirmed, participants may also share their location or send reminders before the meeting.
Take breaks with people	People often take breaks during work or study. These breaks may involve grabbing a coffee, going for a walk, or engaging in a brief conversation to refresh the mind and recharge for the next task.
Select the people to have a break with	People select individuals to have a break by considering factors such as shared interests, availability, and compatibility.
Contact the people and arrange a meeting	Social media platforms, messaging apps, and group chat options provide convenient ways to initiate and plan breaks.
Go to the place agreed with the people and meet them	People communicate through phone or messaging to confirm details such as time and place. They then travel to the location and wait for the others to arrive.

3.2 Task organisation model



This task organization model involves a macro task of finding a suitable location, which can be achieved by breaking it down into several subtasks. Firstly, the user needs to check for available open places in proximity to their location. The second subtask is to ensure that the location is conducive to work or study. The third subtask involves checking the menu and amenities of the chosen location to meet the user's requirements. The fourth subtask is to navigate to the chosen location. Finally, the user must select a comfortable seat (if available) and begin working or studying. This task organization model aims to make the process of finding a suitable workspace or study spot more manageable and user-friendly.

The task organization model for the macro task of "Connecting with people" comprises two primary subtasks: working or studying with others and taking breaks with them. These subtasks are crucial for digital nomads and students seeking a social connection while working or studying. To accomplish the first subtask, "Work/Study together with people," users must select their preferred work or study partners and arrange a meeting time and place that suits both parties. For the second subtask, "Take breaks with people," users must choose their desired companions and set up a meeting time and place. Finally, they must attend the agreed-upon location to meet with their chosen individuals. This task organization model aims to make it simpler for digital nomads and students to connect with others by breaking it down into manageable steps that are easy to follow.

3.3 Task scenarios

3.3.1 Alberto – Student

Alberto is a design student attending his second year of bachelor. He is a very sociable and creative person who takes inspiration from everything he sees or hears. For this reason, he likes to be surrounded by people and despises when he has to study or do assignments alone and in silence. However, he doesn't have a way to get in contact with new people. So, he either ends up hoping to find someone in the cafe or he texts someone he already knows, usually via WhatsApp, so to be sure not to be alone. He would really like to have a way to contact and connect with new people like him, to study together. Alberto usually uses Google Maps to find a place to study from and he always tries to look at photos, before going there, to see if there is a big number of tables available. However, even if the place is big, it is impossible to know in advance whether he will find a free table and sometimes he ends up waiting for someone to leave. He likes to go to cafes and work from there also because he loves coffee and cakes, which he likes to have when studying. He likes to check the place's menu in advance, to know if it is affordable and if there is something that he could eat/drink while staying there. However, many places do not upload their menus, so Alberto has to hope to find something that he will like. For these reasons, he relies on suggestions and reviews from other people, especially from those that he knows, so he is sure to end up in a nice place.

3.3.2 Lucia - Freelancer

Lucia is a freelancer who works in the advertising field. She really likes being a freelancer, because that allows her to have a very flexible schedule and organize the work as she prefers. However, sometimes she feels lonely so she prefers spending the working hours in cafes, to break the monotony and get more creative. For this reason, she would like to know where other freelancers or people are working from, so she could choose the best café. To find a place where to work, she uses Google Maps. She likes to read reviews and comments because that is the only way she has to understand whether the place is what she is looking for. Wi-fi, sockets and a work-friendly environment are essential, since she has to spend a lot of hours working. She would like to know in advance the features of the possible places, but many of them do not specify, so she has to check in person or change alternative. Moreover, she doesn't like when she has to copy the link of a place and paste it in google maps, after checking their website. She would like to just go directly to the navigation without doing extra steps. Sometimes it might happen that Lucia needs collaborators to complete a project, so she uses applications like Fiverr or Upwork to look for someone with the right skills. In addition, she also uses Instagram to ask acquaintances whether they can recommend someone for the work she has to do.

3.3.3 Carlos - Corporate worker

Carlos is a corporate worker and he works at a big multinational company, in the field of Consulting. He is very meticulous and pays attention to the details of his work, always striving to produce the best results. Even though he is very sociable, the nature of his work is very demanding and stressful, as he is responsible for many projects that have strict deadlines. He doesn't like to have distractions while he is working, but he does seek a change of scenery every once in a while. Depending on his workday, he either wants to be completely concentrated on his work, or, when he doesn't have a heavy workload, he enjoys working from places that have a friendly-international energy. Most of the time, apart from his smartphone he carries with him his laptop, because a work issue might come up at any moment. Carlos's company offers him a great degree of flexibility in his work schedule, meaning that he can manage his own time, as long as he delivers the projects on time. He usually starts working early in the morning and his working day is full of work calls, oftentimes with very few possibilities for breaks. Currently, Carlos uses various applications like Google Maps in order to locate and navigate to the destinations where he wants to work from, like a work cafeteria. He also relies on popular applications like WhatsApp, Telegram, Microsoft Teams, Slack, and Emails to communicate with his colleagues. While he doesn't have a particular system in place for choosing a workspace, he utilizes chat groups to connect and collaborate with his peers. Even though the change of environment is important for him, he also faces frustrations when he is working outside of his home: the loud music at the coffee shops makes it difficult for him to concentrate on his work. In addition, he struggles to find a suitable spot with access to power outlets and reliable Wi-Fi for work. He would like to know in advance the amenities that a workspace offers, such as the availability of comfortable seats or the snacks and food menu. Carlos appreciates and enjoys meeting like-minded professionals. Since the nature of his work itself is very monotonous, he also appreciates places that have good architecture and ambience and make him work with increased productivity.

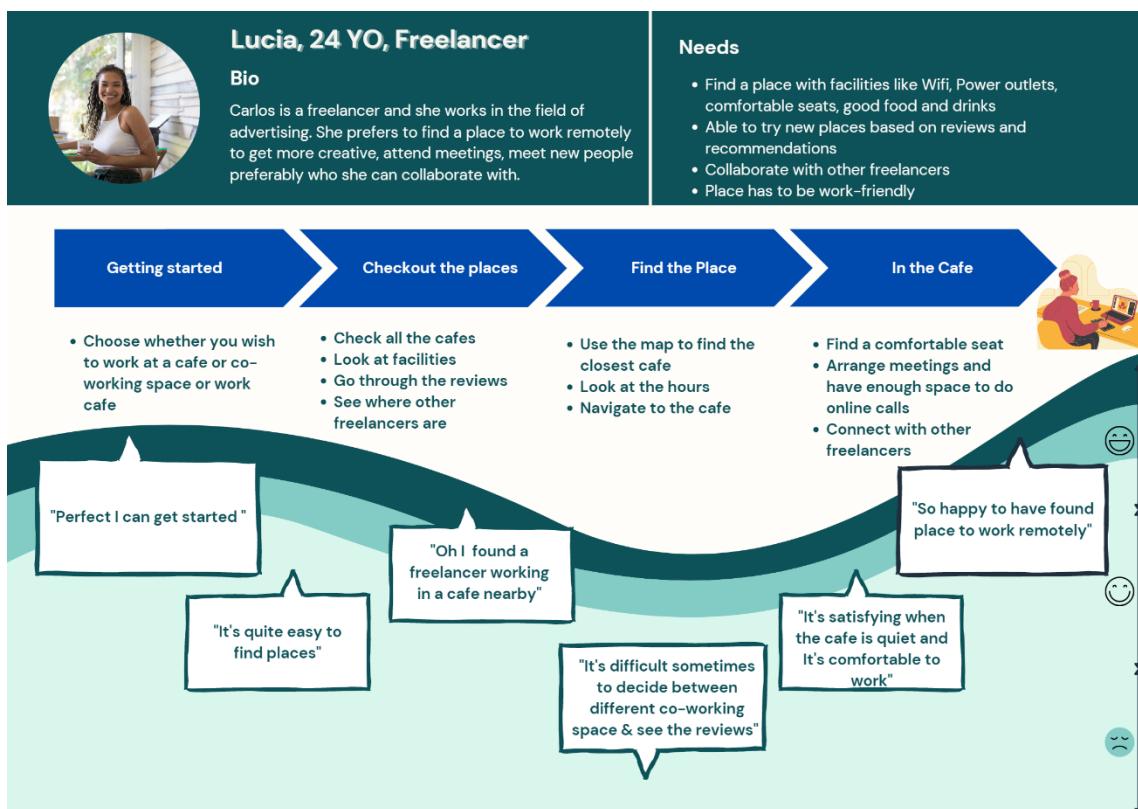
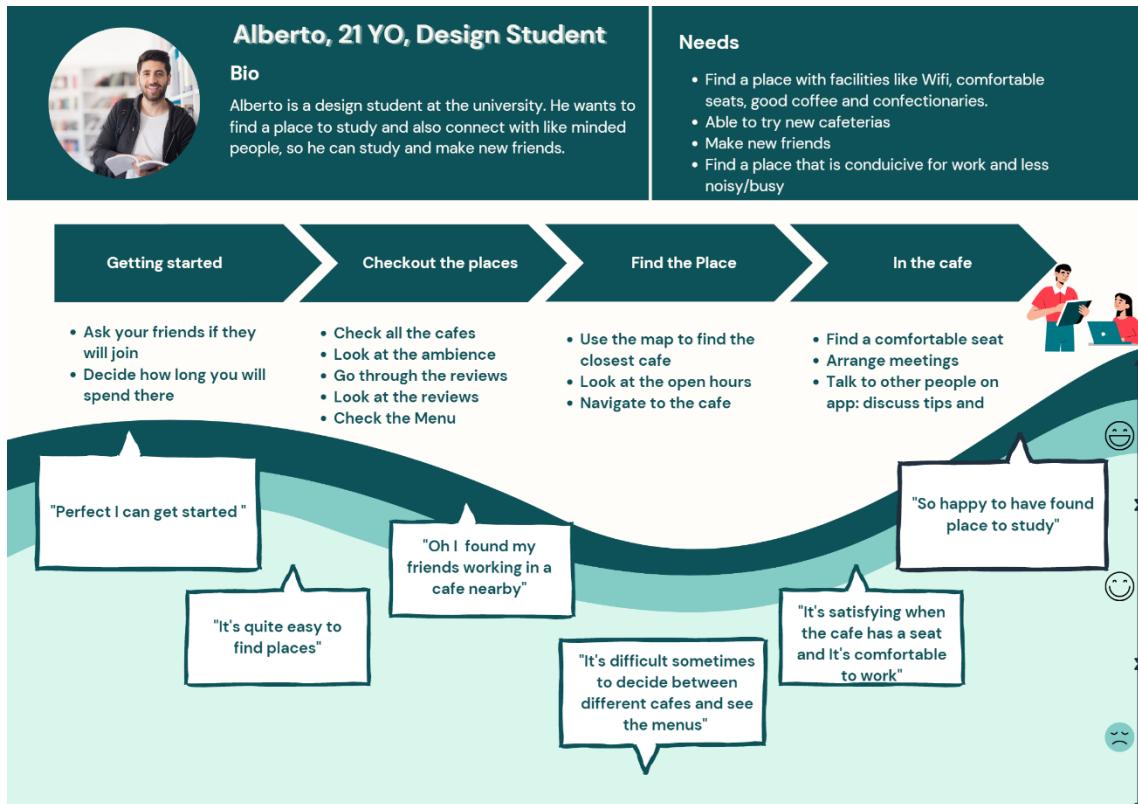
4 Environment analysis

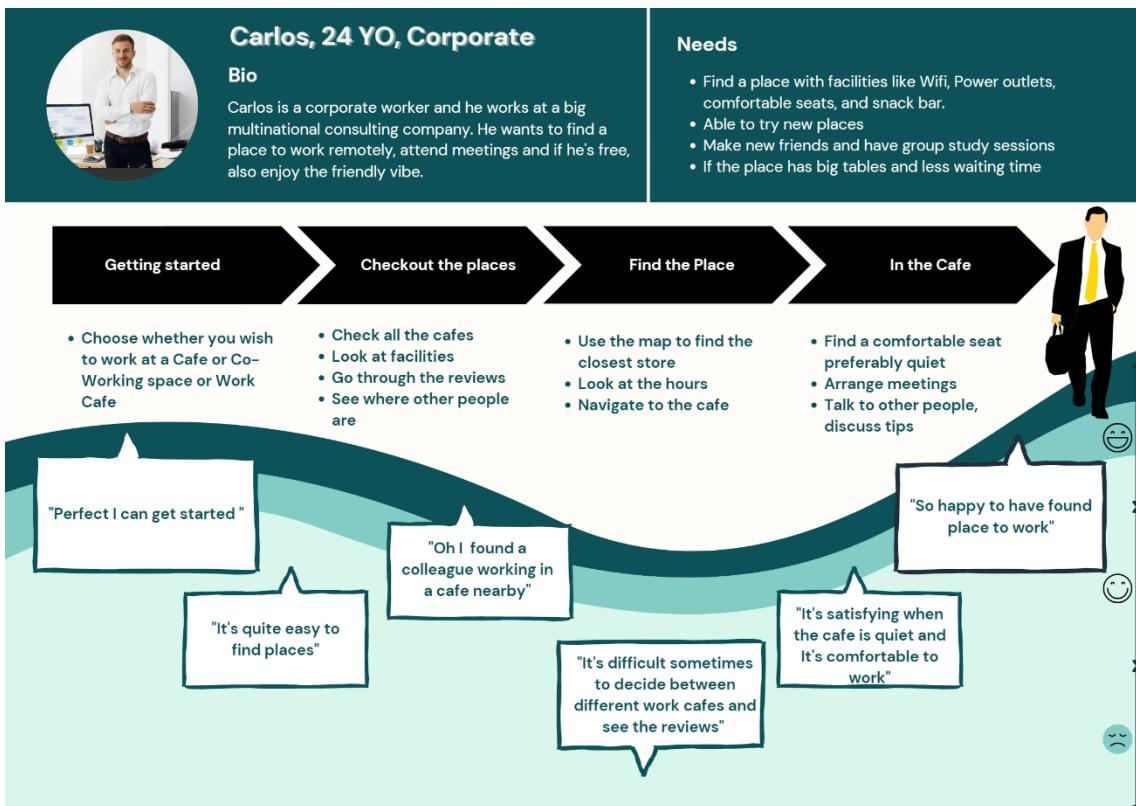
Social environment	<p>The expected usage is individual, but there could be cooperation by small groups of people in performing specific functionalities of the system. Some additional factors that can be considered are the following:</p> <p>Demographics – the average age of the users is 18-40, with high work/study schedule flexibility and a variety of different cultural or educational backgrounds.</p> <p>Behaviors – depending on the nature of work/study, users may be focused on networking and collaborating, or, on the other hand, personal tasks and productivity.</p>
---------------------------	--

Operational risks	<p>Users might make certain mistakes while using the system. These can result in the following consequences:</p> <ul style="list-style-type: none"> • Security consequences: In case a user shares personal or sensitive information within the system - for example personal passwords, address, or bank details - security risks could be imposed. • Economic consequences: In case the users share any financial (bank) details in the application, economic consequences could be imposed – for example, double booking by mistake.
Technological environment	<p>The people that we interviewed and observed use a diverse set of tech devices. Since all of them are either working or studying, they possess and use both small and big devices. Due to the “nomad” lifestyle, they usually carry around their laptops in their daily life. However, according to the observations, in order to complete tasks such as searching for a place to work or contacting their colleagues and friends they always opt for their mobile smartphone. We find that users prefer to use their smartphone over their laptop or tablet for certain applications, due to:</p> <ul style="list-style-type: none"> • the enhanced portability, since digital nomads in general are most of the time "on the move". • the accessibility, since they need a place to set up their laptop, while they have access to their phone all the time. Also, battery life is a restricting factor. • the efficiency, since some applications are more efficient on the phone, for example applications that require a lot of typing or applications that use location data. <p>As far as the devices are concerned there are the following restrictions, categorized by device:</p> <p>Mobile smartphone: The screen size of smartphones is typically ranging from 4 to 6.5 inches, making it difficult to view content or perform tasks that require a larger screen, such as viewing media or reading complex, long documents. Moreover, the keyboard of the smartphone is not physical, making the typing functions more fatiguing. Access to the camera and the voice audio is facilitated, and there can be use of cellular data apart from the Wi-Fi internet connection. The quality of the images, videos and other visual information is usually high. The mobile smartphones can be connected to a variety of peripherals, but the required ones are the charging cable (with the associated adapter) and in some cases the headphones.</p> <p>Laptop: The screen size of laptops is around 11-17 inches, covering a large part of the visual field and therefore making it easier to view visual content and read long text. Moreover, this type of</p>

	<p>device can support the full versions of Office apps as well as the stored files. However, due to its size, this device affects the portability options a lot as it is more difficult (in terms of weight, size) to carry around. Regarding the screen resolution, it depends on the specific model of the device – models with lower resolution display images and other visual content less sharply. The required peripherals of the device are the charging cable (with the associated adapter) and in some cases the headphones and the camera.</p>
Physical environment	<p>Physically, the usage of the system will take place in both indoor and outdoor environments: at the users' home or office, at a library, at a cafeteria, on public transport or in the street. Moreover, the usage of the system is happening while the users are moving around in non-static environments (for example walking in a busy street) and therefore users should be able to use the system with limited hand movements. Also, there will be reliance on time or location data for the system to be adapted and instantly relevant to the user. Since the usage of the system will also cover outdoor environments, it will be affected by diverse conditions: weather, temperature, noise and light conditions. In case of cold temperature, the use of gloves by the users will be likely and there will also be limitations on the type of movements the users can make. In the street or other locations where there is direct sun or light exposure, there will be an effect on the display of the system. In case of usage in the street or public transport, there will be an effect from the noisy setting, imposing limitations on the type of media/audio content that the users can hear. In an office or library, there might be dull or bright light conditions.</p>

5 User Journey Maps





Annex A: gathered data

Gathered data from the observations

		Date	Time	Location	Device	Task observation	General Notes	Motivations	Difficulties	
Participant 1	Task 1	21-02-2023	14:00	Starbucks - C. de la Princesa	Smartphone	Goes to google maps Types starbucks or santander or work cafe in general Views google maps and distances Selects the one that is closer and she likes the most		It is important that the place is close to her		
	Task 2	21-02-2023			Smartphone	Goes to whatsapp Enters the groups of work or uni Sends a message to contacts people directly there				
Participant 2	Task 1	21-02-2023	15:00	Starbucks - C. de la Princesa	Smartphone	Goes to google maps Searches for 'bibliotecas' Looks at reviews (especially to internet) Searches for cafeterias like Starbucks Select the one with better internet that is closer	Always looks for good connectivity and proximity to his place "Bibliotecas" they are beautiful but the internet is very bad there First he always looks for libraries because he loves the architecture.	Having good connection is fundamental		
	Task 2	21-02-2023			Smartphone	If he has to communicate for work, goes to whatsapp If he wants to contact people for personal reasons (like meeting to work together) opens telegram Sends a message		Telegram is less formal and is not so good to use it for work		
		Date	Time	Location	Device	Task observation	General Notes	Motivations	Difficulties	
Participant 3	Task 1	21-02-2023	16:24	Starbucks - C. de la Princesa	Smartphone	Goes to google Types 'working spaces for free' She sees the features (has to be cozy). Sees which ones are close to where she is located. She selects one, She sees the reviews, She checks the features (Only places "laptopfriendly"). She checks opening hours Goes to the social media to see the pictures Checks the menu, in case she wants to eat/drink. Copies the address and uses google maps to walk there.	She doesn't like when the cafe/bar looks just like an office. Sometimes she creates content at the cafe/bar so she likes spaces that have good aesthetics.	She is not going to pick a place too far which she has to take the metro		
	Task 2	21-02-2023			Smartphone	Uses an app for freelancers (either "upWork" or "Fiver") Publishes an offer People answer that they want to work with her Depending on her budget, she chooses. She uses also email to have a record of the conversations	Sometimes on Instagram, she posts a story to seek for recommendations	She wants to find the better person to work with without paying too much		
		Date	Time	Location	Device	Task observation	General Notes	Motivations	Difficulties	
Participant 4	Task 1	21-02-2023	17:30	Starbucks - C. de la Princesa	Smartphone	Goes to google maps Searches for coffee shops, bars, Checks that they have WiFi Searches for the closest one and selects it	Starbucks is always an option, because the WiFi is good	He wants a place that is close to him, doesn't want to walk a lot or take public transport	results are by popularity rather than closeness	
	Task 2	21-02-2023			Smartphone	Opens whatsapp Sends a message to arrange the meeting	If it's a formal meeting he would probably opt for emails	Wants a quick and efficient way to communicate		
Participant 5	Task 1	23-02-2023	12:30	Starbucks - Calle de Génova	Smartphone	Opens google maps to find the place to work from Looks on the map for the nearest place	If the place is not crowded is better	she wants a bar/cafe close to the place in which she is	Big and noisy places are a problem	
	Task 2	23-02-2023		Starbucks - Calle de Génova	Smartphone	Opens whatsapp Sends messages to see if someone is available to meet				
Participant 6	Task 1	23-02-2023	13:05	Starbucks - Calle de Génova	Smartphone	No application to choose If he wants to work in a cafeteria he just walks in the first one he finds	likes places which are quiet and with little noise			
	Task 2	23-02-2023		Starbucks - Calle de Génova	Smartphone	Opens microsoft teams Searches for their profile on the person he is looking for Calls or writes to set up a meeting		It is easier to contact people through Microsoft Teams		
		Date	Time	Location	Device	Task observation	General Notes	Motivations	Difficulties	
Participant 7	Task 1	23-02-2023	13:30	Starbucks - Calle de Génova	Smartphone	Opens Google Maps Searches for Starbucks Selects the closest one	the library is an alternative to Starbucks, but only if she cannot find one	starbucks is preferred because she really likes a drink that they have		
	Task 2	23-02-2023		Starbucks - Calle de Génova	Smartphone	Opens whatsapp Sends messages to see if someone is available to meet	uses also Whatsapp groups			
Participant 8	Task 1	23-02-2023	14:10	Starbucks - Calle de Génova	Smartphone	Opens Google Maps Looks for cafes Looks at the photos Selects the closest one that she likes	likes nice places but they also need to be not too far from where she is	nice places make her more creative		
	Task 2	23-02-2023		Starbucks - Calle de Génova	Smartphone	Open Teams Starts a chat with whoever they want Sets up a meeting	a call on the phone can be a nice alternative too, but Teams is preferred	It is really quick to use Teams	there are no suggestion for places similar to the ones you've already been	
Participant 9	Task 1	23-02-2023	14:40	Starbucks - Calle de Génova	Smartphone	Open Google Maps Chooses 'coffee' from the menu Selects the closest ones Checks images Selects the one he likes the most	closeness is important, no desire to move a lot		images are not always updated	
	Task 2	23-02-2023		Starbucks - Calle de Génova	Smartphone	Opens Microsoft Teams Finds the profile of the person he wants to meet Sends a message or calls		being quick and efficient		

Gathered data from the interviews

Interview 1

Project: Digital Nomads Space

Phase: Understanding Context of Use

Interview Number: 1

Location:	Starbucks – C. de la Princesa
Date:	21-02-2023
Time:	14:00
Participant:	Female, 20-year old student
Last Update:	21-02-2023

Legend for question colors

General	Working person		Student
	Freelancer	Corporate	

[Q1] Interviewer: Now, if it's not a problem, I'm going to ask you some personal questions just for demographic purposes. Would you mind telling your age and your occupation?

[A1] Interviewee: 20, works as a hostess of events

[N1] Notes: 20, works hostess event,

[Q2] Interviewer: Can you walk me through what a typical working/studying day is like for you?

[A2] Interviewee: I wake up early to attend my classes at Compultense University and hit the gym before heading home. I live with my parents as I don't feel the need to rent or share a house. My days are usually filled with studying, meeting up with my boyfriend and friends, and occasionally going out. On weekends, I have a job, but it's not a standard 9-5 schedule.

[N2] Notes: wake up go to the uni computer room, I go to the gym, live with my parents, with the flat, Study, meet with the boyfriend, Saturday and Sunday, not everyday job.

[Q2.2] Interviewer: (if not mentioned before) Where do you usually work from?

[A2] Interviewee:

[N2] Notes:

Observation

[Q3] What are the features that you would like to have in these applications, but are missing from them?

[A3] Interviewee: Idk I use the video call, today she has a video call but maybe some, the pool WhatsApp just incorporates that. Find a place that can be incorporate work together, maybe in Google Maps. In Google Maps can be another one to have places to work,

[N3] Notes:

[Q4] Interviewer: What are your motivations to work/study from a <place indicated before>?

[A4] Interviewee: The ambient was just what I was looking for, filled with young people working on their laptops. It had a great vibe, and I felt like I was surrounded by other office women who were pursuing similar profiles and interests. While I was hoping for someone to call me and meet up with me, being in this environment made me feel more connected to those around me.

[N4] Notes: I was looking for friends to call me, the ambient, young people with a computer the vibes, office woman.

[Q5] Interviewer: What is important for you to have in the working/studying place? And Why?

[A5] Interviewee: Food, drinks, she gets hungry when studying, likes mixing studying and enjoying the music/food.

[N5] Notes: Food, drinks, when I'm studying I'm hungry and the music.

[Q6] Interviewer: Can you describe to me how you chose to work from a specific place? Do you take into consideration the reviews and comments of other people?

[A6] Interviewee: With these places like Starbucks no because she knows them well, for other places (like coffee shops she doesn't know) she searches for reviews

[N6] Notes: With this place no because she knows it, but she reads the reviews, from starbucks and santander

[Q7] Interviewer: What are the reasons for not working/studying from home?

[A7] Interviewee: She has class at 3 so she has free hours to kill and it's the perfect opportunity, no need to go home, more concentrated here

[N7] Notes: mentions the vibes again. Because she has class at 3 pm and she can't go home and go back, she is more concentrated than at home.

[Q8] Interviewer: (For working people) Do you know about Co-Working spaces here in Madrid?

[A8] Interviewee: No, only in Santander she know some spaces that people can have meetings in

[N8] Notes: Not to study, In santander, she used it for studying. Because it has a place to have meetings.

[Q9] Interviewer: (If yes) Do you have experience with them?

[A9] Interviewee:

[N9] Notes:

[Q10] Interviewer: (If not) Explanation of Co-Working; From the description I gave to you, would you ever try working there? What are the motivations?

[A10] Interviewee: not really. if you have to pay to use them, she wouldn't want to try them

[N10] Notes:

[Q11] Interviewer: (Corporate) Do you miss something about working in an office that you would like to have, as a remote working person?

[A11] Interviewee:

[N11] Notes:

[Q12] Interviewer: Do you prefer working/studying with other colleagues and friends?

[A12] Interviewee: Yes

[N12] Notes: Yes she prefers

[Q13] Interviewer: (If not) Why do you consider working/studying alone better?

[A13] Interviewee:

[N13] Notes:

[Q14] Interviewer: (If yes) What motivates you to work/study with other people?

[A14] Interviewee: Because if I don't know something, my friend might know it, I can also explain it to her/him, easier for me to memorize

[N14] Notes: because if she does not know somethings they might know and can explain them how to know better.

[Q15] Interviewer: (Freelance) Have you ever considered collaborating with other professionals in your work?

[A15] Interviewee:

[N15] Notes:

[Q16] Interviewer: (If yes) If you have collaborated with other professionals, how did you do that?

[A16] Interviewee:

[N16] Notes:

[Q17] Interviewer: (If not) Why didn't you consider it?

[A17] Interviewee:

[N17] Notes:

[Q18] Interviewer: (Corporation) Do you consider working from <place indicated before> a way to meet new people and interact with them?

[A18] Interviewee: Yes, why not. But if they don't work in the same area as me, no

[N18] Notes: Yes she thinks it is a good way to meet new people if they don't work at the same job no

[Q19] Interviewer: (If not said previously) Do you have breaks during your work/study?

[A19] Interviewee: Yes

[N19] Notes: Yes

[A20] Interviewee: 2 hours

[N20] Notes: 2 hours monday

[Q21] Interviewer: Do you meet with other people during breaks, for example lunch breaks?

[A21] Interviewee: Goes to friend house and study together and goes back after

[N21] Notes: Yes with a friend with a house and then they come back together.

[Q22] Interviewer: (if not) If you had the possibility would you like to have breaks with other people?

[A22] Interviewee:

[N22] Notes:

[Q23] Interviewer: Could you order the following list of actions, in terms of importance for you?

- Have information of where other people are working/studying from (2)
- Organize in person working/studying groups (5)
- Arrange meetings during lunch breaks (3)
- Get information, reviews and comments about the spaces where people work/study from (6)
- Have information about offers that places/cafes have for people who go work/study there (1)
- Interact or collaborate with people for specific projects, based on your working/studying areas (4)

[A23] Interviewee:

[N23] Notes:

[Q24] Interviewer: Are there any actions that you would like to perform for your daily work/study that are missing from the aforementioned list?

[A24] Interviewee: No, not at the first sight

[N24] Notes: No at first sight.

Interview 2

Project: Digital Nomads Space

Phase: Understanding Context of Use

Interview Number: 2

Location:	Starbucks - C. de la Princesa
Date:	21-02-2023
Time:	15:00
Participant:	Male, Mexico
Last Update:	21-02-2023

Legend for question colors

General	Working person	Student
	Freelancer	Corporate

[Q1] Interviewer: Now, if it's not a problem, I'm going to ask you some personal questions just for demographic purposes. Would you mind telling your age and your occupation?

[A1] Interviewee: I'm 32, and I am a constructor. I work at an enterprise, build things, buildings.

[N1] Notes: Already made 2 masters in Madrid, one in Autonoma and one in Computense, left to start a business in Mexico, came to see if he can start a PhD, research, he likes numbers

[Q2] Interviewer: Can you walk me through what a typical working/studying day is like for you?

[A2] Interviewee: Wake up at 5.45am, go to gym, start working at 7.30, have breakfast at 11, finish my work at 23.00pm, take my nights to organize what is going to be my next day. From Monday - Saturday. When there is time, entertainment.

[N2] Notes: Wake up at 5:45 am Irony, start working at 7:30 breakfast at 11, finish the work at 13. Organize the day from Monday to Saturday and Sunday to prepare. Very funny

[Q2.2] Interviewer: (if not mentioned before) Where do you usually work from?

[A2.2] Interviewee:

[N2.2] Notes:

Observation

[Q3] What are the features that you would like to have in these applications, but are missing from them?

[A3] Interviewee: He doesn't know. Issues with security, his weak point

[N3] Notes:

[Q4] Interviewer: What are your motivations to work/study from a <place indicated before>?

[A4] Interviewee: It is near, good internet, good coffee

[N4] Notes:

[Q5] Interviewer: What is important for you to have in the working/studying place? And Why?

[A5] Interviewee: good internet, cause it is important for him

[N5] Notes: Good internet. seems to be really important.

[Q6] Interviewer: Can you describe to me how you chose to work from a specific place? Do you take into consideration the reviews and comments of other people?

[A6] Interviewee: No, he doesn't really consider reviews and comments

[N6] Notes: No he doesn't look at the reviews.

[Q7] Interviewer: What are the reasons for not working/studying from home?

[A7] Interviewee: Connection between "brain" and "activity". In cafeterias, your brain understands that you are going to perform an activity, to be more present

[N7] Notes: He doesn't want to be in the same place. He likes the 3rd place theory. When you are in a place you have to do a task.

[Q8] Interviewer: (For working people) Do you know about Co-Working spaces here in Madrid?

[A8] Interviewee: Yes, never tried them. If he stayed more time in Madrid, he would try them, to be more comfortable, not too much noise

[N8] Notes: He knows but he never tried. Not sure because he came just for one week. To be more comfortable, in Mexico he has a coworking membership, "We Work", when he finds one he goes there.

[Q9] Interviewer: (If yes) Do you have experience with them?

[A9] Interviewee:

[N9] Notes:

[Q10] Interviewer: (If not) Explanation of Co-Working; From the description I gave to you, would you ever try working there? What are the motivations?

[A10] Interviewee: In Mexico he has a coworking membership "We work", when he finds one he goes there. Since he is not staying a lot in Madrid, he doesn't want to pay to work from a place

[N10] Notes:

[Q11] Interviewer: (Corporate) Do you miss something about working in an office that you would like to have, as a remote working person?

[A11] Interviewee: Not really, maybe the confidence of having your own things. To be in an office, you lose time. He tries to be on-site, tries to avoid time consuming activities especially in the morning or night

[N11] Notes: Not really, maybe the confidence of having your own things. To be in office you're a losing time. He tries to avoid working in the morning or in the night.

[Q12] Interviewer: Do you prefer working/studying with other colleagues and friends?

[A12] Interviewee: No. Work problems become personal problems.

[N12] Notes:

[Q13] Interviewer: (If not) Why do you consider working/studying alone better?

[A13] Interviewee: because if you work together with other colleagues or friends there is the risk the work problems become personal problems.

[N13] Notes:

[Q14] Interviewer: (If yes) What motivates you to work/study with other people?

[A14] Interviewee: The abilities of other people, capacities, knowledge, intelligence

[N14] Notes: The abilities from other people.

[Q15] Interviewer: (Freelance) Have you ever considered collaborating with other professionals in your work?

[A15] Interviewee: yes. He actually is a freelancer himself.

[N15] Notes: Yes

[Q16] Interviewer: (If yes) If you have collaborated with other professionals, how did you do that?

[A16] Interviewee: Yes, he has partnerships, looking for bigger companies to continue learning and continue improving, always has to be looking to someone that is better, clever, bigger, either talking about money or knowledge or abilities

[N16] Notes: He has partnership, bigger companies contact him, to continuous learning, looking for new partnerships.

[Q17] Interviewer: (If not) Why didn't you consider it?

[A17] Interviewee:

[N17] Notes:

[Q18] Interviewer: (Corporation) Do you consider working from <place indicated before> a way to meet new people and interact with them?

[A18] Interviewee: No. That is why I always wear headphones.

[N18] Notes:

[Q19] Interviewer: (If not said previously) Do you have breaks during your work/study?

[A19] Interviewee: Always try to take breaks, also to organize. Now he works early because of the time difference.

[N19] Notes: That's not a break. He stopped working at 5 am.

[Q20] Interviewer: How many and how long are they?

[A20] Interviewee: Every 2 hours, at least a 15 min break to relax your brain

[N20] Notes:

[Q21] Interviewer: Do you meet with other people during breaks, for example lunch breaks?

[A21] Interviewee: No, he mostly does stupid things like coffee breaks or games

[N21] Notes:

[Q22] Interviewer: (if not) If you had the possibility would you like to have breaks with other people?

[A22] Interviewee: He used to do it in the past, mainly for coffee breaks. He was calling people. Now he doesn't want to

[Q23] Interviewer: Could you order the following list of actions, in terms of importance for you?

- Have information of where other people are working/studying from (6)
- Organize in person working/studying groups (5)
- Arrange meetings during lunch breaks (4)
- Get information, reviews and comments about the spaces where people work/study from (2)
- Have information about offers that places/cafes have for people who go work/study there (1)
- Interact or collaborate with people for specific projects, based on your working/studying areas (3)

[A23] Interviewee:

[N23] Notes:

[Q24] Interviewer: Are there any actions that you would like to perform for your daily work/study that are missing from the aforementioned list?

[A24] Interviewee: No

[N24] Notes:

Interview 3

Project: Digital Nomads Space

Phase: Understanding Context of Use

Interview Number: 3

Location:	Starbucks - C. de la Princesa
Date:	21-02-2023
Time:	16:24
Participant:	Female, Colombia
Last Update:	21-02-2023

Legend for question colors

General	Working person	Student
	Freelancer	Corporate

[Q1] Interviewer: Now, if it's not a problem, I'm going to ask you some personal questions just for demographic purposes. Would you mind telling your age and your occupation?

[A1] Interviewee:

32 years old. Digital Marketing, own business with agendas that she sells on Amazon. Works with Amazon warehouses. She does personalized coaching and on her Instagram page she has a lot of clients so she talks a lot about lifestyle etc. sometimes she develops websites for people

[N1] Notes:

[Q2] Interviewer: Can you walk me through what a typical working/studying day is like for you?

[A2] Interviewee: Wakes up around 8.00 or 9.00 and goes to the gym, after that she makes her breakfast, works on her computer, after that she studies coaching, in her room (that is where her office is), later she meets friends for Tapas, a drink. She does not have a specific schedule, no difference on weekends. She works any day, sometimes she takes a break on Monday and works on Saturday. It depends.

[N2] Notes:

[Q2.2] Interviewer: (if not mentioned before) Where do you usually work from?

[A2.2] Interviewee:

[N2.2] Notes:

Observation

[Q3] What are the features that you would like to have in these applications, but are missing from them?

[A3] Interviewee: access to google maps, she prefers to have the map IN the app, and not have to go out to use google maps. Also, she would like to interact with people in the app, a chat to make questions (like predefined questions). Something like a chatbot that can form questions and answer.

[N3] Notes:

[Q4] Interviewer: What are your motivations to work/study from a <place indicated before>?

[A4] Interviewee: WiFi, they understand that people come to work from here so there are pluggers, the atmosphere is good, you see many people with laptops so you don't feel weird.

[N4] Notes:

[Q5] Interviewer: What is important for you to have in the working/studying place? And Why?

[A5] Interviewee: Toilets, for example in a mall you have to move to another floor to go to the bathroom

[N5] Notes:

[Q6] Interviewer: Can you describe to me how you chose to work from a specific place? Do you take into consideration the reviews and comments of other people?

[A6] Interviewee: Yes. And the day. If it is Saturday, she doesn't like to go to Starbucks for example, she prefers something more chill like a terrace.

[N6] Notes:

[Q7] Interviewer: What are the reasons for not working/studying from home?

[A7] Interviewee: She works a lot at home, but when she works at something new she likes to go out to have her brain more inspired. At home her brain is occupied so she needs to change the atmosphere. She can meet people while working, get inspired.

[N7] Notes:

[Q8] Interviewer: (For working people) Do you know about Co-Working spaces here in Madrid?

[A8] Interviewee: Yes, when she arrived here she was searching for one. Some of them are 24 hours

[N8] Notes:

[Q9] Interviewer: (If yes) Do you have experience with them?

[A9] Interviewee: She lived in the Netherlands for one year and a half. There, she was paying for a place 1800/month. She can choose the area she works from. So she likes to switch between different atmospheres. Sometimes you can rent bikes. Also you can rent a room and have an office too. She made friends and partnerships, for example she booked her photographer there.

In Madrid, she didn't pick any of them mostly because they are far from her. They are mostly in the center. Also she is traveling a lot, so it is kinda worthless. They are similar to the ones in the Netherlands. They miss features that they have in the Netherlands, for example bike renting.

[N9] Notes:

[Q10] Interviewer: (If not) Explanation of Co-Working; From the description I gave to you, would you ever try working there? What are the motivations?

[A10] Interviewee:

[N10] Notes:

[Q11] Interviewer: (Corporate) Do you miss something about working in an office that you would like to have, as a remote working person?

[A11] Interviewee: To make friends. She misses interacting with people, seeing friendly faces, and complaining. Flexibility is great, but she misses interacting.

[N11] Notes:

[Q12] Interviewer: Do you prefer working/studying with other colleagues and friends?

[A12] Interviewee: Sometimes. "mostly I live in my bubbles". If I am working for a company, I prefer it. If for my own, I prefer to be alone.

[N12] Notes:

[Q13] Interviewer: (If not) Why do you consider working/studying alone better?

[A13] Interviewee: Save time is important. Money too, but time as well.

[N13] Notes:

[Q14] Interviewer: (If yes) What motivates you to work/study with other people?

[A14] Interviewee:

[N14] Notes:

[Q15] Interviewer: (Freelance) Have you ever considered collaborating with other professionals in your work?

[A15] Interviewee: Yes, through social media.

[N15] Notes:

[Q16] Interviewer: (If yes) If you have collaborated with other professionals, how did you do that?

[A16] Interviewee: First thing I do, I check with people I know, if they know somebody. Prefers to work with sb she knows. With the different apps, based on the reviews, experience, etc.

[N16] Notes:

[Q17] Interviewer: (If not) Why didn't you consider it?

[A17] Interviewee:

[N17] Notes:

[Q18] Interviewer: (Corporation) Do you consider working from <place indicated before> a way to meet new people and interact with them?

[A18] Interviewee: Yes. But mostly here everybody is concentrated on their own work. But it is a good option, I have mostly met people in other places.

[N18] Notes:

[Q19] Interviewer: (If not said previously) Do you have breaks during your work/study?

[A19] Interviewee: When I work outside of home, I do not do breaks. I work straight and then finish and have a break. At home, yes.

[N19] Notes:

[Q20] Interviewer: How many and how long are they?

[A20] Interviewee: 15 min. Maximum 2 times.

[N20] Notes:

[Q21] Interviewer: Do you meet with other people during breaks, for example lunch breaks?

[A21] Interviewee: Sometimes when she goes to other places, she likes to take pictures, meet people. She has met a painter for example,

[N21] Notes:

[Q22] Interviewer: (if not) If you had the possibility would you like to have breaks with other people?

[A22] Interviewee:

[N22] Notes:

[Q23] Interviewer: Could you order the following list of actions, in terms of importance for you?

- Have information of where other people are working/studying from (3)
- Organize in person working/studying groups (6)
- Arrange meetings during lunch breaks (2)
- Get information, reviews and comments about the spaces where people work/study from (1)
- Have information about offers that places/cafes have for people who go work/study there (4)
- Interact or collaborate with people for specific projects, based on your working/studying areas (5)

[A23] Interviewee:

[N23] Notes: She has never seen offers, but would of course like them. Arranging meetings during lunch time is important.

[Q24] Interviewer: Are there any actions that you would like to perform for your daily work/study that are missing from the aforementioned list?

[A24] Interviewee: What facilities does the space have, for example menu. Does it have lunch, or only snacks? She misses the different options.

[N24] Notes: She always likes to see the place on social media.

Interview 4

Project: Digital Nomads Space

Phase: Understanding Context of Use

Interview Number: 4

Location:	Starbucks - C. de la Princesa
Date:	21-02-2023
Time:	17:30
Participant:	male, Mexico
Last Update:	21-02-2023

Legend for question colors

General	Working person		Student
	Freelancer	Corporate	

[Q1] Interviewer: Now, if it's not a problem, I'm going to ask you some personal questions just for demographic purposes. Would you mind telling your age and your occupation?

[A1] Interviewee: 25 and law student. He still needs to give the last obligation to get his degree. Helps lawyers with financial issues.

[N1] Notes: 25 and he is a law student, he can be a lawyer. Law.

[Q2] Interviewer: Can you walk me through what a typical working/studying day is like for you?

[A2] Interviewee: Makes phone calls, after some meetings, usually goes to the cafeteria. has looked for some coworking places but hasn't been there. Prepares the documentation for next day

[Q2.2] Interviewer: (if not mentioned before) Where do you usually work from?

[A2.2] Interviewee:

[N2.2] Notes:

Observation

[Q3] What are the features that you would like to have in these applications, but are missing from them?

[A3] Interviewee: he likes the order of the coffee shops to be according to proximity (the closest one) instead of popularity. Whatsapp is great, has everything he needs

[N3] Notes:

[Q4] Interviewer: What are your motivations to work/study from a <place indicated before>?

[A4] Interviewee: He loves the city,

[N4] Notes: Loves the city

[Q5] Interviewer: What is important for you to have in the working/studying place? And Why?

[A5] Interviewee: Wifi, coffee and comfortable place and also privacy, that would be great when you have to focus.

[N5] Notes: He likes to have his own space in the place where he works, to be able to focus

[Q6] Interviewer: Can you describe to me how you chose to work from a specific place? Do you take into consideration the reviews and comments of other people?

[A6] Interviewee: Not really, if looks at some of them, I can't find nothing nearby than he goes to his house. More than the reviews, he values the photos and anything that can show the space

[N6] Notes:

[Q7] Interviewer: What are the reasons for not working/studying from home?

[A7] Interviewee: Taking new air, meet people, interact. Go for coffee

[N7] Notes:

[Q8] Interviewer: (For working people) Do you know about Co-Working spaces here in Madrid?

[A8] Interviewee: He knows some co-working places, there was one Urban Campus, he didn't go there but he thought it was a good idea. It is 250 a month

[N8] Notes: he screenshots the places he likes

[Q9] Interviewer: (If yes) Do you have experience with them?

[A9] Interviewee: He saw one that had a daily fee, he was thinking of paying for one day to see how it is but eventually didn't

[N9] Notes:

[Q10] Interviewer: (If not) Explanation of Co-Working; From the description I gave to you, would you ever try working there? What are the motivations?

[A10] Interviewee: The partnerships, the friendly vibe

[N10] Notes:

[Q11] Interviewer: (Corporate) Do you miss something about working in an office that you would like to have, as a remote working person?

[A11] Interviewee: he misses being able to be "social". He misses being in the office, the partnership, the friends, but just in the office, the social part of the work. But is great to manage your own time.

[N11] Notes:

[Q12] Interviewer: Do you prefer working/studying with other colleagues and friends?

[A12] Interviewee: He likes social interaction, would like to work in a same field as him, same levels of concentration and same effort

[N12] Notes:

[Q13] Interviewer: (If not) Why do you consider working/studying alone better?

[A13] Interviewee:

[N13] Notes:

[Q14] Interviewer: (If yes) What motivates you to work/study with other people?

[A14] Interviewee: Social interaction.

[N14] Notes:

[Q15] Interviewer: (Freelance) Have you ever considered collaborating with other professionals in your work?

[A15] Interviewee: Yeah he collaborates freelance, he is not a lawyer yet, but he has been working with lawyers. The company is working, There is always something that you have to ask someone else. International law, for example tax pay, is something he does a lot. He is more in finance, if there is something more in corporate and they work together and split the money.

[N15] Notes: They have a group in Mexico. There has to be an expert with every country (regarding to law), like this international law demands tax pay, they need analysis from both perspectives. When there is something more corporate (he is in finance), he searches for someone that he can collaborate with.

[Q16] Interviewer: (If yes) If you have collaborated with other professionals, how did you do that?

[A16] Interviewee:

[N16] Notes:

[Q17] Interviewer: (If not) Why didn't you consider it?

[A17] Interviewee:

[N17] Notes:

[Q18] Interviewer: (Corporation) Do you consider working from <place indicated before> a way to meet new people and interact with them?

[A18] Interviewee: No, he thinks is not a place to get to know someone.

[N18] Notes:..

[Q19] Interviewer: (If not said previously) Do you have breaks during your work/study?

[A19] Interviewee: He manage his time, not a specific schedule. He can do it whenever he wants, according to the schedule.

[N19] Notes: It is relative to the specific day.

[Q20] Interviewer: How many and how long are they?

[A20] Interviewee: He just has to manage a specific task, he arranges it during his day. There are days he works 16 hours in a row, others that he works only 2. So it depends. Could be 15 minutes break a 45 minute break.

[N20] Notes:

[Q21] Interviewer: Do you meet with other people during breaks, for example lunch breaks?

[A21] Interviewee: not really

[N21] Notes:

[Q22] Interviewer: (if not) If you had the possibility would you like to have breaks with other people?

[A22] Interviewee: no, he likes it this way

[N22] Notes:

[Q23] Interviewer: Could you order the following list of actions, in terms of importance for you?

- Have information of where other people are working/studying from
- Organize in person working/studying groups
- Arrange meetings during lunch breaks
- Get information, reviews and comments about the spaces where people work/study from
- Have information about offers that places/cafes have for people who go work/study there
- Interact or collaborate with people for specific projects, based on your working/studying areas

[A23] Interviewee:

[N23] Notes:

[Q24] Interviewer: Are there any actions that you would like to perform for your daily work/study that are missing from the aforementioned list?

[A24] Interviewee: No, It's okay.

[N24] Notes:

Interview 5

Project: Digital Nomads Space

Phase: Understanding Context of Use

Interview Number: 5

Location:	Starbucks - Calle de Génova
Date:	23-02-2023
Time:	12:30
Participant:	female - working (musician)
Last Update:	23-02-2021

Legend for question colors

General	Working person	Student
	Freelancer	Corporate

[Q1] Interviewer: Now, if it's not a problem, I'm going to ask you some personal questions just for demographic purposes. Would you mind telling your age and your occupation?

[A1] Interviewee: 26 - musician and music teacher

[N1] Notes:

[Q2] Interviewer: Can you walk me through what a typical working/studying day is like for you?

[A2] Interviewee: piano lessons in the afternoon. in the morning to cafeteria/library to make her own music. in the weekend she rests

[N2] Notes: mostly working from cafeterias/library in the morning

[Q2.2] Interviewer: (if not mentioned before) Where do you usually work from?

[A2.2] Interviewee:

[N2.2] Notes:

Observation

[Q3] What are the features that you would like to have in these applications, but are missing from them?

[A3] Interviewee: Google Maps is great, sometimes google maps says cafe is there but it is close. Sometimes there is no accurate information about times

[N3] Notes:

[Q4] Interviewer: What are your motivations to work/study from a <place indicated before>?

[A4] Interviewee: concentrate better in cafe than at home (at home you have a lot of distractions: tv, phone, etc are distracting). She likes to be around people

[N4] Notes: Explains with hand gestures that she has a lot of distractions at home, making her anxious

[Q5] Interviewer: What is important for you to have in the working/studying place? And Why?

[A5] Interviewee: music is important. if she doesn't have her earphones, she finds hard to concentrate if the music is loud or if she doesn't like it

[N5] Notes: She seems annoyed by the music, and people talking loud. Making music online is not more difficult, but is not typical working from a cafeteria.

[Q6] Interviewer: Can you describe to me how you chose to work from a specific place? Do you take into consideration the reviews and comments of other people?

[A6] Interviewee: She does. She looks at reviews and also recommendations from people she knows

[N6] Notes:

[Q7] Interviewer: What are the reasons for not working/studying from home?

[A7] Interviewee: less concentration at home. in cafeterias/bar is easier to socialize

[N7] Notes:

[Q8] Interviewer: (For working people) Do you know about Co-Working spaces here in Madrid?

[A8] Interviewee: knows about the existence, doesn't know exactly where they are or how they word

[N8] Notes: Skeptical, knows they exist but doesn't know much information

[Q9] Interviewer: (If yes) Do you have experience with them?

[A9] Interviewee: no

[N9] Notes: Seems uninterested in them

[Q10] Interviewer: (If not) Explanation of Co-Working; From the description I gave to you, would you ever try working there? What are the motivations?

[A10] Interviewee:

[N10] Notes:

[Q11] Interviewer: (Corporate) Do you miss something about working in an office that you would like to have, as a remote working person?

[A11] Interviewee:

[N11] Notes:

[Q12] Interviewer: Do you prefer working/studying with other colleagues and friends?

[A12] Interviewee: it depends. she likes to work alone but also likes to socialize. if she has to choose, she prefers to work alone

[N12] Notes:

[Q13] Interviewer: (If not) Why do you consider working/studying alone better?

[A13] Interviewee: in doubt. Just her preference. It can be faster to work alone

[N13] Notes: She doesn't know exactly the reasons behind the preference of working alone

[Q14] Interviewer: (If yes) What motivates you to work/study with other people?

[A14] Interviewee: when she finds someone who has shared interests she likes to work with him/her.

[N14] Notes: She prefers to work with like-minded people

[Q15] Interviewer: (Freelance) Have you ever considered collaborating with other professionals in your work?

[A15] Interviewee: yeah she collaborates with them.

[N15] Notes: She is sure about being open to collaborations

[Q16] Interviewer: (If yes) If you have collaborated with other professionals, how did you do that?

[A16] Interviewee: meet in a studio to make music/create content with other people

[N16] Notes:

[Q17] Interviewer: (If not) Why didn't you consider it?

[A17] Interviewee:

[N17] Notes:

[Q18] Interviewer: (Corporation) Do you consider working from <place indicated before> a way to meet new people and interact with them?

[A18] Interviewee: No, it is not a place where you would approach or interact with other people.

[N18] Notes:

[Q19] Interviewer: (If not said previously) Do you have breaks during your work/study?

[A19] Interviewee: Yeah

[N19] Notes:

[Q20] Interviewer: How many and how long are they?

[A20] Interviewee: She tries to work for 1 hour and rest for 10/15 minutes.

[N20] Notes: She seems flexible about her breaks

[Q21] Interviewer: Do you meet with other people during breaks, for example lunch breaks?

[A21] Interviewee: No she doesn't

[N21] Notes:

[Q22] Interviewer: (if not) If you had the possibility would you like to have breaks with other people?

[A22] Interviewee: Yeah, when is teaching she does have breaks with other people. But when she is in the café she prefers not to.

[N22] Notes:

[Q23] Interviewer: Could you order the following list of actions, in terms of importance for you?

- Have information of where other people are working/studying from (4)
- Organize in person working/studying groups (2)
- Arrange meetings during lunch breaks (6)
- Get information, reviews and comments about the spaces where people work/study from (5)
- Have information about offers that places/cafes have for people who go work/study there (3)
- Interact or collaborate with people for specific projects, based on your working/studying areas (2)

[A23] Interviewee:

[N23] Notes:

[Q24] Interviewer: Are there any actions that you would like to perform for your daily work/study that are missing from the aforementioned list?

[A24] Interviewee: nothing is missing

[N24] Notes:

Interview 6

Project: Digital Nomads Space

Phase: Understanding Context of Use

Interview Number: 6

Location:	Starbucks - Calle de Génova
Date:	23-02-2023
Time:	13:05
Participant:	Male, supply chain specialist
Last Update:	23-02-2023

Legend for question colors

General	Working person	Student
	Freelancer	Corporate

[Q1] Interviewer: Now, if it's not a problem, I'm going to ask you some personal questions just for demographic purposes. Would you mind telling your age and your occupation?

[A1] Interviewee: he is a supply chain specialist from Venezuela (working in Barcelona). He is 31, working at a company making electric scooters

[N1] Notes:

[Q2] Interviewer: Can you walk me through what a typical working/studying day is like for you?

[A2] Interviewee: works from the warehouse and sometimes works from home. Works remotely 2-3 days a week. He travels a few times a year. He works remotely whenever he wants, all day, very flexible.

[N2] Notes: His schedule seems flexible in terms of remote working, no foundation

[Q2.2] Interviewer: (if not mentioned before) Where do you usually work from?

[A2.2] Interviewee:

[N2.2] Notes:

Observation

[Q3] What are the features that you would like to have in these applications, but are missing from them?

[A3] Interviewee: He thinks teams is a really complete application

[N3] Notes:

[Q4] Interviewer: What are your motivations to work/study from a <place indicated before>?

[A4] Interviewee: he can work comfortably and have less formal clothes. The environment is less formal than the one of his place of work

[N4] Notes:

[Q5] Interviewer: What is important for you to have in the working/studying place? And Why?

[A5] Interviewee: the silence.

[N5] Notes: Silent environment of high importance

[Q6] Interviewer: Can you describe to me how you chose to work from a specific place? Do you take into consideration the reviews and comments of other people?

[A6] Interviewee: if someone gives bad reviews or talks bad about a place, he takes that into consideration and doesn't go there

[N6] Notes:

[Q7] Interviewer: What are the reasons for not working/studying from home?

[A7] Interviewee: change the place, sometimes he hates the wall of his house.

[N7] Notes: Considers change of environment important when it comes to working

[Q8] Interviewer: (For working people) Do you know about Co-Working spaces here in Madrid?

[A8] Interviewee: he knows them. his wife has experience with them

[N8] Notes:

[Q9] Interviewer: (If yes) Do you have experience with them?

[A9] Interviewee: his wife works in the co-working place. He has never used co-working places

[N9] Notes:

[Q10] Interviewer: (If not) Explanation of Co-Working; From the description I gave to you, would you ever try working there? What are the motivations?

[A10] Interviewee:

[N10] Notes:

[Q11] Interviewer: (Corporate) Do you miss something about working in an office that you would like to have, as a remote working person?

[A11] Interviewee: Sometime he misses the office and the relationship with colleagues (jokes, interactions and company)

[N11] Notes: Seems to reminisce some things from the office, the face to face communication

[Q12] Interviewer: Do you prefer working/studying with other colleagues and friends?

[A12] Interviewee: he prefers to work with other colleges.

[N12] Notes:

[Q13] Interviewer: (If not) Why do you consider working/studying alone better?

[A13] Interviewee:

[N13] Notes:

[Q14] Interviewer: (If yes) What motivates you to work/study with other people?

[A14] Interviewee: Sharing ideas, brainstorming, being social and having company

[N14] Notes:

[Q15] Interviewer: (Freelance) Have you ever considered collaborating with other professionals in your work?

[A15] Interviewee: No he didn't consider. He is collaborating with some logistic partner that is part of the job.

[N15] Notes: collaboration is part of his job, with the various partners

[Q16] Interviewer: (If yes) If you have collaborated with other professionals, how did you do that?

[A16] Interviewee: partnership and friendship

[N16] Notes:

[Q17] Interviewer: (If not) Why didn't you consider it?

[A17] Interviewee:

[N17] Notes:

[Q18] Interviewer: (Corporation) Do you consider working from <place indicated before> a way to meet new people and interact with them?

[A18] Interviewee: yes why not.

[N18] Notes:

[Q19] Interviewer: (If not said previously) Do you have breaks during your work/study?

[A19] Interviewee: yes, but it depends He can stop working and taking breaks whenever he wants.

[N19] Notes: Flexible break schedule

[Q20] Interviewer: How many and how long are they?

[A20] Interviewee: it depends on the day. sometimes he takes them, sometimes he cannot take them because he has to work

[N20] Notes:

[Q21] Interviewer: Do you meet with other people during breaks, for example lunch breaks?

[A21] Interviewee: yes

[N21] Notes:

[Q22] Interviewer: (if not) If you had the possibility would you like to have breaks with other people?

[A22] Interviewee:

[N22] Notes:

[Q23] Interviewer: Could you order the following list of actions, in terms of importance for you?

- Have information of where other people are working/studying from (3)
- Organize in person working/studying groups (1)
- Arrange meetings during lunch breaks (6)
- Get information, reviews and comments about the spaces where people work/study from (4)
- Have information about offers that places/cafes have for people who go work/study there (5)
- Interact or collaborate with people for specific projects, based on your working/studying areas (2)

[A23] Interviewee:

[N23] Notes:

[Q24] Interviewer: Are there any actions that you would like to perform for your daily work/study that are missing from the aforementioned list?

[A24] Interviewee: team work. like 'how important it is to work with a team' or 'do you like it'

[N24] Notes:

Interview 7

Project: Digital Nomads Space

Phase: Understanding Context of Use

Interview Number: 7

Location:	Starbucks Arguelles – Calle de Génova
Date:	23-02-2023
Time:	13:30
Participant:	female – student
Last Update:	23-02-2023

Legend for question colors

General	Working person	Student
	Freelancer	Corporate

[Q1] Interviewer: Now, if it's not a problem, I'm going to ask you some personal questions just for demographic purposes. Would you mind telling your age and your occupation?

[A1] Interviewee: 19 years old female from spain, student (business and engineering school).

[N1] Notes:

[Q2] Interviewer: Can you walk me through what a typical working/studying day is like for you?

[A2] Interviewee: classes in the afternoon. library or cafe to study in the morning.

[N2] Notes:

[Q2.2] Interviewer: (if not mentioned before) Where do you usually work from?

[A2.2] Interviewee:

[N2.2] Notes:

Observation

[Q3] What are the features that you would like to have in these applications, but are missing from them?

[A3] Interviewee: functionality to see available tables/desks (and their dimensions: small, high) to be sure there is free space and the possibility to book them (for the time you need)

[N3] Notes:

[Q4] Interviewer: What are your motivations to work/study from a <place indicated before>?

[A4] Interviewee: if she has to memorize something, she comes for a drink, and the mood where everyone is working, and you can also work with your friend. the environment is nice, everyone is working, you can talk with friends

[N4] Notes:

[Q5] Interviewer: What is important for you to have in the working/studying place? And Why?

[A5] Interviewee: have a coffee, being able to work in groups and talk, you have the feeling you are working and not at the same time. Having internet connection is nice

[N5] Notes: "Feeling like you are working but you are not at the same time"

[Q6] Interviewer: Can you describe to me how you chose to work from a specific place? Do you take into consideration the reviews and comments of other people?

[A6] Interviewee: not really. if she goes to a safe place, the usual one, she doesn't need to read reviews. You know starbucks is always the same and you know you will always find international people

[N6] Notes: She feels like Starbucks is a safe place to work to, international environment

[Q7] Interviewer: What are the reasons for not working/studying from home?

[A7] Interviewee: she usually studied from home, but now she lives far from the university, her parents drive her in the city and she spends the morning in cafes studying or working on assignments

[N7] Notes: Mostly the time schedule is the reason, prefers to come before uni

[Q8] Interviewer: (For working people) Do you know about Co-Working spaces here in Madrid?

[A8] Interviewee: yes, she knows about their existence. she also knows the location of some of them

[N8] Notes:

[Q9] Interviewer: (If yes) Do you have experience with them?

[A9] Interviewee: tried them, but never in madrid. it would be a nice alternative if cafes/cafeterias are full. If it is free she might try them.

[N9] Notes: In her hometown, she went to co working spaces to study with her classmates

[Q10] Interviewer: (If not) Explanation of Co-Working; From the description I gave to you, would you ever try working there? What are the motivations?

[A10] Interviewee:

[N10] Notes:

[Q11] Interviewer: (Corporate) Do you miss something about working in an office that you would like to have, as a remote working person?

[A11] Interviewee:

[N11] Notes:

[Q12] Interviewer: Do you prefer working/studying with other colleagues and friends?

[A12] Interviewee: yes. she like having company. she can ask for help, talk. She prefers that besides the day before the exam.

[N12] Notes: She seems to enjoy social interactions while studying

[Q13] Interviewer: (If not) Why do you consider working/studying alone better?

[A13] Interviewee:

[N13] Notes:

[Q14] Interviewer: (If yes) What motivates you to work/study with other people?

[A14] Interviewee: if doing the same things, it is nice to have someone that can help you. if doing different things, it is just nice to know you have someone to talk with

[N14] Notes:

[Q15] Interviewer: (Freelance) Have you ever considered collaborating with other professionals in your work?

[A15] Interviewee: No. She never worked. Right now she is a program in Deloitte, she will do a competition and they are going to do groups.

[N15] Notes:

[Q16] Interviewer: (If yes) If you have collaborated with other professionals, how did you do that?

[A16] Interviewee:

[N16] Notes:

[Q17] Interviewer: (If not) Why didn't you consider it?

[A17] Interviewee:

[N17] Notes:

[Q18] Interviewer: (Corporation) Do you consider working from <place indicated before> a way to meet new people and interact with them?

[A18] Interviewee: yes. she likes meeting new people and it is possible to meet someone new in starbucks. People that works here are similar to each other.

[N18] Notes: She is open to it, she never thought about it but yes

[Q19] Interviewer: (If not said previously) Do you have breaks during your work/study?

[A19] Interviewee: yes. not in starbucks, mainly if she is the in the library

[N19] Notes:

[Q20] Interviewer: How many and how long are they?

[A20] Interviewee: working 1h and 30 min and breaks of 10/15 min. 30 min for lunch.

[N20] Notes:

[Q21] Interviewer: Do you meet with other people during breaks, for example lunch breaks?

[A21] Interviewee: yes, she likes to have breaks (and lunch) in company. she doesn't like to take breaks alone

[N21] Notes:

[Q22] Interviewer: (if not) If you had the possibility would you like to have breaks with other people?

[A22] Interviewee:

[N22] Notes:

[Q23] Interviewer: Could you order the following list of actions, in terms of importance for you?

- Have information of where other people are working/studying from (6)
- Organize in person working/studying groups (5)
- Arrange meetings during lunch breaks (2)
- Get information, reviews and comments about the spaces where people work/study from (4)
- Have information about offers that places/cafes have for people who go work/study there (3)
- Interact or collaborate with people for specific projects, based on your working/studying areas (1)

[A23] Interviewee:

[N23] Notes:

[Q24] Interviewer: Are there any actions that you would like to perform for your daily work/study that are missing from the aforementioned list?

[A24] Interviewee: no, the most important things are already on the list.

[N24] Notes:

[Closing] Thank you for your participation, your answers are valuable for our research. To end this interview: is there anything else you would like to add, or do you have any further comments or questions? If not, thank you again and have a good day!

Interview 8

Project: Digital Nomads Space

Phase: Understanding Context of Use

Interview Number: 8

Location:	Starbucks – Calle de Génova
Date:	23-02-2023
Time:	14:10
Participant:	female – working
Last Update:	23-02-2021

Legend for question colors

General	Working person	Student
	Freelancer	Corporate

[Q1] Interviewer: Now, if it's not a problem, I'm going to ask you some personal questions just for demographic purposes. Would you mind telling your age and your occupation?

[A1] Interviewee: 23 - business administer

[N1] Notes:

[Q2] Interviewer: Can you walk me through what a typical working/studying day is like for you?

[A2] Interviewee: it depends on the day. Sometimes she works from home or remotely, going to cafeteria

[N2] Notes:

[Q2.2] Interviewer: (if not mentioned before) Where do you usually work from?

[A2.2] Interviewee:

[N2.2] Notes:

Observation

[Q3] What are the features that you would like to have in these applications, but are missing from them?

[A3] Interviewee: In google maps, missing a smart feature to propose similar coffees to the ones you have been to

[N3] Notes:

[Q4] Interviewer: What are your motivations to work/study from a <place indicated before>?

[A4] Interviewee: you have internet connection and sockets. you can stay for hours and no one say anything. the seats are comfortable

[N4] Notes: Pluggers, flexible in time, they don't "kick you out" after a specific time if you don't have a drink

[Q5] Interviewer: What is important for you to have in the working/studying place?
And Why?

[A5] Interviewee: good Wifi, she uses her phone and good music not too loud

[N5] Notes: Good wifi and silence

[Q6] Interviewer: Can you describe to me how you chose to work from a specific place? Do you take into consideration the reviews and comments of other people?

[A6] Interviewee: yes. how many stars users give to the place it is important

[N6] Notes:

[Q7] Interviewer: What are the reasons for not working/studying from home?

[A7] Interviewee: at home get distracted by everything you have to do. she starts looking for other things, going out for the sunlight.

[N7] Notes:

[Q8] Interviewer: (For working people) Do you know about Co-Working spaces here in Madrid?

[A8] Interviewee: yes. know about them.

[N8] Notes:

[Q9] Interviewer: (If yes) Do you have experience with them?

[A9] Interviewee: no, never tried them

[N9] Notes:

[Q10] Interviewer: (If not) Explanation of Co-Working; From the description I gave to you, would you ever try working there? What are the motivations?

[A10] Interviewee: no. She prefers to go places she knows. Co-working places are too quiet, it might be nice to have some noise (not too much) around.

[N10] Notes: She just goes to the place that she knows, so she doesn't bother looking anywhere else. Also, noise, distractions

[Q11] Interviewer: (Corporate) Do you miss something about working in an office that you would like to have, as a remote working person?

[A11] Interviewee: not really, because if she wants, she can go to the office. the only thing she misses and would like to have is the good internet connection.

[N11] Notes: the remote -home ratio is flexible, she can do whatever she wants.

[Q12] Interviewer: Do you prefer working/studying with other colleagues and friends?

[A12] Interviewee: it depends on the task but mainly alone.

[N12] Notes: It depends on the task, mainly alone.

[Q13] Interviewer: (If not) Why do you consider working/studying alone better?

[A13] Interviewee: because she already has a lot of meetings because in the office you have the whole team.

[N13] Notes:

[Q14] Interviewer: (If yes) What motivates you to work/study with other people?

[A14] Interviewee:

[N14] Notes:

[Q15] Interviewer: (Freelance) Have you ever considered collaborating with other professionals in your work?

[A15] Interviewee: yes, it happened that she collaborated with other professionals

[N15] Notes:

[Q16] Interviewer: (If yes) If you have collaborated with other professionals, how did you do that?

[A16] Interviewee: a colleague introduced the person to collaborate with

[N16] Notes:

[Q17] Interviewer: (If not) Why didn't you consider it?

[A17] Interviewee: just works with people inside the company, not with external people

[N17] Notes:

[Q18] Interviewer: (Corporation) Do you consider working from <place indicated before> a way to meet new people and interact with them?

[A18] Interviewee: it can be, it depends. not always.

[N18] Notes:

[Q19] Interviewer: (If not said previously) Do you have breaks during your work/study?

[A19] Interviewee: yes.

[N19] Notes:

[Q20] Interviewer: How many and how long are they?

[A20] Interviewee: it depends, they can be flexible. It depends from the amount of work and when she feels like it

[N20] Notes: If one day you need one hour it is ok, you can do it and next day you can work more

[Q21] Interviewer: Do you meet with other people during breaks, for example lunch breaks?

[A21] Interviewee: yes. Usually with friends

[N21] Notes:

[Q22] Interviewer: (if not) If you had the possibility would you like to have breaks with other people?

[A22] Interviewee:

[N22] Notes:

[Q23] Interviewer: Could you order the following list of actions, in terms of importance for you?

- Have information of where other people are working/studying from (3), (5)
- Organize in person working/studying groups (4), (2)
- Arrange meetings during lunch breaks (6), (3)
- Get information, reviews and comments about the spaces where people work/study from (3), (4)
- Have information about offers that places/cafes have for people who go work/study there (5), (6)
- Interact or collaborate with people for specific projects, based on your working/studying areas (2), (1)

[A23] Interviewee:

[N23] Notes:

[Q24] Interviewer: Are there any actions that you would like to perform for your daily work/study that are missing from the aforementioned list?

[A24] Interviewee: Maybe add the possibility to see the availability of seats/tables to be sure to find place to work.

[N24] Notes:

Interview 9

Project: Digital Nomads Space

Phase: Understanding Context of Use

Interview Number: 9

Location:	Starbucks - Calle de Génova
Date:	23-02-2023
Time:	14:40
Participant:	male - working
Last Update:	23-02-2021

Legend for question colors

General	Working person	Student
	Freelancer	Corporate

[Q1] Interviewer: Now, if it's not a problem, I'm going to ask you some personal questions just for demographic purposes. Would you mind telling your age and your occupation?

[A1] Interviewee: 42- business administer

[N1] Notes:

[Q2] Interviewer: Can you walk me through what a typical working/studying day is like for you?

[A2] Interviewee: everydays is different, drive to the office and lunch and then work until, work from starbucks or home.

[N2] Notes:

[Q2.2] Interviewer: (if not mentioned before) Where do you usually work from?

[A2.2] Interviewee:

[N2.2] Notes:

Observation

[Q3] What are the features that you would like to have in these applications, but are missing from them?

[A3] Interviewee: google maps should be more precise to indicate whether or not a coffee shop is for workers (are they going to kick me out after one hour)

[N3] Notes:

[Q4] Interviewer: What are your motivations to work/study from a <place indicated before>?

[A4] Interviewee: You have connection in every seat and you can stay for hours, and flexibility.

[N4] Notes:

[Q5] Interviewer: What is important for you to have in the working/studying place?
And Why?

[A5] Interviewee: places where it is not allowed to speak too loud, and conform. not people screaming or talking too loudly

[N5] Notes:

[Q6] Interviewer: Can you describe to me how you chose to work from a specific place? Do you take into consideration the reviews and comments of other people?

[A6] Interviewee: No, preferably go to known places

[N6] Notes:

[Q7] Interviewer: What are the reasons for not working/studying from home?

[A7] Interviewee: it is easier to concentrate and seeing other people working helps in that. It is nice to have the possibility to buy food and coffee

[N7] Notes:

[Q8] Interviewer: (For working people) Do you know about Co-Working spaces here in Madrid?

[A8] Interviewee: Something. Heard someone talking about them but doesn't know much.

[N8] Notes:

[Q9] Interviewer: (If yes) Do you have experience with them?

[A9] Interviewee:

[N9] Notes:

[Q10] Interviewer: (If not) Explanation of Co-Working; From the description I gave to you, would you ever try working there? What are the motivations?

[A10] Interviewee: probably not. doesn't like the idea of paying, prefers going to cafeterias or bar, where it is free.

[N10] Notes:

[Q11] Interviewer: (Corporate) Do you miss something about working in an office that you would like to have, as a remote working person?

[A11] Interviewee: The only thing is the wifi and maybe, maybe the music a bit lower since in some places can be very loud.

[N11] Notes: Good connection is key. The intensity of the music is also important.

[Q12] Interviewer: Do you prefer working/studying with other colleagues and friends?

[A12] Interviewee: He prefers to work alone

[N12] Notes:

[Q13] Interviewer: (If not) Why do you consider working/studying alone better?

[A13] Interviewee: already have a lot of meeting and calls, so it might be nice to be alone and not have a lot of people around

[N13] Notes:

[Q14] Interviewer: (If yes) What motivates you to work/study with other people?

[A14] Interviewee:

[N14] Notes:

[Q15] Interviewer: (Freelance) Have you ever considered collaborating with other professionals in your work?

[A15] Interviewee: sometimes it might happen to have external support

[N15] Notes:

[Q16] Interviewer: (If yes) If you have collaborated with other professionals, how did you do that?

[A16] Interviewee: a colleague introduced the person to collaborate with. I choose mainly from recommendations from other colleagues

[N16] Notes:

[Q17] Interviewer: (If not) Why didn't you consider it?

[A17] Interviewee:

[N17] Notes:

[Q18] Interviewer: (Corporation) Do you consider working from <place indicated before> a way to meet new people and interact with them?

[A18] Interviewee: not really. but sometimes it can happen that you meet new people and interact with them

[N18] Notes:

[Q19] Interviewer: (If not said previously) Do you have breaks during your work/study?

[A19] Interviewee: yes

[N19] Notes:

[Q20] Interviewer: How many and how long are they?

[A20] Interviewee: he works in a very flexible environment, the important thing is to do your work and finish it. so he can do how many breaks as he wants

[N20] Notes:

[Q21] Interviewer: Do you meet with other people during breaks, for example lunch breaks?

[A21] Interviewee: not always, but it can happen. Usually he meets colleagues if they are near where he is working from

[N21] Notes:

[Q22] Interviewer: (if not) If you had the possibility would you like to have breaks with other people?

[A22] Interviewee:

[N22] Notes:

[Q23] Interviewer: Could you order the following list of actions, in terms of importance for you?

- Have information of where other people are working/studying from
- Organize in person working/studying groups
- Arrange meetings during lunch breaks
- Get information, reviews and comments about the spaces where people work/study from
- Have information about offers that places/cafes have for people who go work/study there
- Interact or collaborate with people for specific projects, based on your working/studying areas

[A23] Interviewee:

[N23] Notes:

[Q24] Interviewer: Are there any actions that you would like to perform for your daily work/study that are missing from the aforementioned list?

[A24] Interviewee: nothing to add. The actions are okay.

Gathered data from Question 23

Interview 1

Could you order the following list of actions, in terms of importance for you?

2	Have information of where other people are studying from
5	Organize in person studying groups
3	Arrange meetings during lunch breaks
6	Get information, reviews and comments about the spaces where people study from
1	Have information about offers that places/cafes have for people who go study there
4	Interact or collaborate with people for specific projects, based on your studying areas

Interview 2

Could you order the following list of actions, in terms of importance for you?

6	Have information of where other people are working from
5	Organize in person working groups
4	Arrange meetings during lunch breaks
2	Get information, reviews and comments about the spaces where people work from
1	Have information about offers that places/cafes have for people who go work there
3	Interact or collaborate with people for specific projects, based on your working areas

Interview 3

Could you order the following list of actions, in terms of importance for you?

3	Have information of where other people are working from
6	Organize in person working groups
2	Arrange meetings during lunch breaks
1	Get information, reviews and comments about the spaces where people work from
4	Have information about offers that places/cafes have for people who go work there
5	Interact or collaborate with people for specific projects, based on your working areas

Interview 4

Could you order the following list of actions, in terms of importance for you?

6	Have information of where other people are working from
3	Organize in person working groups
1	Arrange meetings during lunch breaks
5	Get information, reviews and comments about the spaces where people work from
4	Have information about offers that places/cafes have for people who go work there
2	Interact or collaborate with people for specific projects, based on your working areas

Interview 5

Could you order the following list of actions, in terms of importance for you?

4	Have information of where other people are working from
2	Organize in person working groups
6	Arrange meetings during lunch breaks
5	Get information, reviews and comments about the spaces where people work from
3	Have information about offers that places/cafes have for people who go work there
1	Interact or collaborate with people for specific projects, based on your working areas

Interview 6

Could you order the following list of actions, in terms of importance for you?

3	Have information of where other people are working from
1	Organize in person working groups
6	Arrange meetings during lunch breaks
4	Get information, reviews and comments about the spaces where people work from
5	Have information about offers that places/cafes have for people who go work there
2	Interact or collaborate with people for specific projects, based on your working areas

Interview 7

Could you order the following list of actions, in terms of importance for you?

6	Have information of where other people are studying from
5	Organize in person studying groups
2	Arrange meetings during lunch breaks
4	Get information, reviews and comments about the spaces where people study from
3	Have information about offers that cafes have for people who go study there
1	Interact or collaborate with people for specific projects, based on your studying areas

Interview 8

Could you order the following list of actions, in terms of importance for you?

3	Have information of where other people are working from
4	Organize in person working groups
6	Arrange meetings during lunch breaks
1	Get information, reviews and comments about the spaces where people work from
5	Have information about offers that places/cafes have for people who go work there
2	Interact or collaborate with people for specific projects, based on your working areas

Knowing how many seats are available

Interview 9

Could you order the following list of actions, in terms of importance for you?

5	Have information of where other people are ^{WORKING} studying from
2	Organize in person ^{WORKING} studying groups
3	Arrange meetings during lunch breaks
4	Get information, reviews and comments about the spaces where people study from
8	Have information about offers that places/cafes have for people who go ^{WORK} study there
1	Interact or collaborate with people for specific projects, based on your ^{WORKING} studying areas

Annex B: modifications to schedule

Informed Consent

Informed Consent for Participant of Research Project

Universidad Politécnica de Madrid, Spain Title

of Project: **Digital Nomads Space**

Investigators: Alessandro Cavallotti, Fani-Marina Kalamara, Shubhankar, Jessica Zanella

I. THE PURPOSE OF THIS RESEARCH/PROJECT

You are asked to take part in a study which aims at understanding how people who work or study online decide the place in which spend their working/studying hours and the way in which they interact with colleagues. By gathering this information, we want to better understand the experiences of different people, which means that there are no incorrect answers. This research is being conducted as part of a Human-Computer Interaction project, which itself is part of the Master's Degree in Digital Innovation: Human-Computer Interaction track taught at the Polytechnical University of Madrid.

II. PROCEDURES

Upon arrival, you will be given an introduction to our interview, its main purpose, and some relevant information to make you feel more comfortable with this interview.

After this, the interview will begin. You will be asked about your routine when working or studying, your preferences and other information related to the topic. It is asked of you to provide truthful and elaborate responses to the questions that will be asked.

During the interview, you will be asked to perform two specific tasks and we will observe you, taking notes and eventually asking questions to understand better.

III. RISKS

There will be no risks involving our study. For concerns about the usage of your personal data, see Section V.

IV. BENEFITS OF THIS PROJECT

Your participation in this project will provide us with the information required to understand how people who work or study online decide the place in which spend their working/studying hours and the way in which they interact with colleagues. No guarantee of benefits has been made to encourage you to participate, except the benefit of having helped university students with their research.

V. EXTENT OF ANONYMITY AND CONFIDENTIALITY

The interview will be analyzed for getting some interesting results related to the topic of Digital Nomads. Every personally identifiable information about you will be known only by our team and will be removed.

VI. CONFIDENTIALITY

This interview will not be directly published online, but the results and findings of the research studies may be published, and that includes your comments. However, the data used in the final report will be anonymous, which means you will not be identifiable and your comments will be confidential. Your answers will be all located in a shared folder in Google Drive to which only the four members of the group and the professor have access, to keep it confidential. Later, the results will be sent to the professor via Moodle.

VII. COMPENSATION

Your participation is voluntary and unpaid.

VIII. FREEDOM TO WITHDRAW

You are free to withdraw from this study at any time for any reason. As researchers, we will not ask you for the reason for your withdrawal and respect your decision. Moreover, we would delete all the information retrieved, immediately.

Email address (OPTIONAL)

Should I have any questions about this research or its conduct, I may contact the investigators:

Alessandro Cavallotti
EIT Student, Computer Science
Department (HCID)
Email: a.cavallotti@alumnos.upm.es

Fani-Marina Kalamara
EIT Student, Computer Science
Department (HCID)
Email: f.kalamara@alumnos.upm.es

Shubhankar
EIT Student, Computer Science
Department (HCID)
Email: shubhankar.s@alumnos.upm.es

Jessica Zanella
EIT Student, Computer Science
Department (HCID)
Email: jessica.zanella@alumnos.upm.es