

Chapter 7

Perspectives and Trends Relating to a Bibliometric Analysis of Hot–Desking Using VOSviewer

Belen Maria Moreno-Cabezali

 <https://orcid.org/0000-0002-6013-3310>

Rey Juan Carlos University, Spain

Cristina Carrasco-Garrido

 <https://orcid.org/0000-0003-4234-1519>

Rey Juan Carlos University, Spain

Antonio Martínez Raya

 <https://orcid.org/0000-0002-4878-396X>

Universidad Politécnica de Madrid, Spain

ABSTRACT

This chapter examines hot desks, a workspace strategy in which employees use available workstations instead of assigned desks. This has gained importance due to its potential for cost savings and flexibility. The chapter uses VOSviewer to analyze literature on hotdesking from 2010 to 2024. It highlights a peak in publications between 2016 and 2018, followed by a decline during the COVID-19 pandemic. Key contributors include researchers from England, the United States, and New Zealand, which demonstrate significant international collaboration and high impact. The chapter explores key issues such as employee reactions, communication, job satisfaction, open-plan offices, and office design. It emphasizes the need for strategic implementation to maximize benefits and address hot-desk challenges.

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This bibliometric analysis provides a foundation for future research and practical applications in workspace management, highlighting the importance of international collaboration and adaptation to emerging challenges.

1. INTRODUCTION

Hot-desking represents a strategic approach to office resource management that gained importance in the 1990s. This methodology has fundamentally redesigned organizational practices in the use of workspaces. In a hot-desking system, employees do not have designated desks; instead, they use any available desk within the office. The main objective behind implementing hot-desking is to facilitate reductions in real estate expenditures for organizations (Fulton, 2005; Maraslis et al., 2016; Selwyn-Rowland, 2021). Although hot desks offer notable advantages in terms of workspace flexibility and efficient utilization, they also introduce specific challenges that require strategic planning and adaptation by both organizations and employees.

The literature review of hotlines predominantly includes three primary research areas. First, there is a substantial body of research that examines the influence of hot desk practices on employee health and overall well-being. Some studies have indicated that the transition to shared workspaces can have significant implications for employee physical and psychological health, highlighting the importance of careful design and implementation of such environments. Berelson et al. (2018) promote a system that facilitates the temporary allocation of desks to employees, considering individual preferences, spatial constraints, and temporal dynamics, to optimize both well-being and productivity. Similarly, Maraslis et al. (2016) introduce an intelligent hot-desking model that uses occupancy sensor data to facilitate real-time desk assignments, to improve working conditions and productivity.

Second, the evolution of organizational workspaces over time, its impact on employee teams, and organizational identification have been the subject of academic investigation. Research has shown that employees with designated desks tend to place greater value on face-to-face communication and exhibit stronger identification with their immediate team, while those without assigned desks tend to prioritize electronic communication methods and identify more closely with the broader organization (Millward et al., 2007).

Lastly, the importance of physical workspace in influencing employee productivity, mindset, and team cohesion has been a focal point of academic investigation. Despite the inherent benefits of hot desks, such as increased flexibility, they also present challenges, including spatial restrictions, feelings of marginalization among employees, and potential disruptions to social processes (Selwyn-Rowland, 2021). Fulton (2005) further emphasizes that mobile workers, commonly referred

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