DIFFERENT WAVES OF COFFEE HOUSES AS THIRD PLACES AND THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGY DEVICES IN THESE SETTINGS: A CROSS- CASE STUDY IN ANKARA

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ABSTRACT

DIFFERENT WAVES OF COFFEE HOUSES AS THIRD PLACES AND THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGY DEVICES IN THESE SETTINGS: A CROSS- CASE STUDY IN ANKARA

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The concept of 'third place', introduced by Ray Oldenburg in 1999, explains the need for an escape point where people can socialize, interact, have a conversation and spend time other than home or working place. In this context, the long history of coffee houses and their social role for the city are substantial. At the same time, increasing number of coffee houses, coffee shops and street cafés in urban context draw attention. Furthermore, the integration of technology to everyday life, especially the Information and Communication Technologies (ICTs), changes the dynamics of cities and coffee houses. To that end, this thesis aims to investigate (1) the types of coffee houses and to what extent they exhibit the third-place characteristics and (2) effects of ICT use on third place characteristics in the coffee houses.

This research aims to put forward the variables of third places and make suggestions to support these variables to provide quality spaces for socialization. Thus, this study examines three different waves of coffee houses through a cross-case method by collecting data via site observation, survey questionnaire and Third Place Index, formed in the light of literature review. A traditional coffee house (the first wave), a

coffee shop (the second wave) and a street café (the third wave) in Ulus and Bahçelievler districts in Ankara were selected as cases. Selected coffee houses were investigated to develop a better understanding of the similarities and differences between coffee houses in terms of third place characteristics and the relationship between the third-place characteristics and the use of ICT devices in these settings.

Keywords: the concept of third place, coffee houses, traditional coffee house, coffee shop, café, third place characteristics, Information and Communication Technologies

ÖZ

ÜÇÜNCÜ YERLER OLARAK FARKLI DALGA KAHVE EVLERİ VE BU MEKANLARDA BİLGİ VE İLETİŞİM TEKNOLOJİSİ CİHAZLARININ KULLANIMI: ANKARA'DA BİR ÇAPRAZ VAKA ÇALIŞMASI

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1999 yılında Ray Oldenburg tarafından tanıtılan "üçüncü yer" kavramı, insanların evleri ya da iş yerleri dışında sosyalleşebilecekleri, diğer insanlarla etkileşim kurabilecekleri, konuşabilecekleri ve zaman geçirebilecekleri bir kaçış noktasına duyulan ihtiyacı açıklamaktadır. Bu bağlamda, kahvehanelerin uzun tarihi ve şehirdeki sosyal rolü çok önemlidir. Aynı zamanda, kentsel bağlamda artan sayıda kahvehane, kahve dükkânı ve sokak kafesi dikkat çekmektedir. Ayrıca, teknolojinin, özellikle Bilgi ve İletişim Teknolojilerinin gündelik hayatla bütünleşik hale gelmesi, şehirlerin ve kahve evlerinin dinamiğini değiştirmektedir. Bu amaçla, bu tez, (1) kahvehane türlerini ve bu mekanların üçüncü yerin karakteristik özellikleri ne ölçüde sergilediklerini ve (2) kahve evlerinde Bilgi ve İletişim Teknolojisi aletleri kullanımının bu mekanlardaki üçüncü yer özellikleri üzerindeki etkilerini araştırmayı amaçlamaktadır.

Bu araştırmanın temel amacı, üçüncü yer göstergesi olan değişkenleri ortaya koymak ve kaliteli sosyalleşme mekanları sunmak için bu değişkenleri destekleyen önerilerde bulunmaktır. Bu nedenle, bu çalışma, üç farklı dalga kahve evini, çapraz vaka yöntemi doğrultusunda literatür taraması ışığında oluşturulan anket, üçüncü yer

indeksi ve alan incelemesi yoluyla veri toplayarak incelemektedir. Ankara'da Ulus ve Bahçelievler mahallelerinden seçilen kahvehane/ kıraathane (birinci dalga kahve evi), kahve dükkanı (ikinci dalga kahve evi) ve sokak kafesi (üçüncü dalga kahve evi) çalışma alanı olarak seçilmiştir. Seçilen kahve evleri, aralarındaki benzerlikleri ve farklılıkları üçüncü yer karakteristik özellikleri bağlamında ortaya çıkarmak ve bu yerlerde Bilgi ve İletişim Teknolojisi cihazları kullanımının karakteristik özellikleriyle olan ilişkisini daha iyi anlamak için incelenmiştir.

Anahtar Kelimeler: üçüncü yer kavramı, kahve evleri, geleneksel kahve evi (kahvehane/ kıraathane), kahve dükkanı, kafe, üçüncü yer karakteristikleri, Bilgi ve İletişim Teknolojileri

To the coffee lovers

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TABLE OF CONTENTS

APPENDICES

LIST OF TABLES

TABLES

LIST OF FIGURES

FIGURES

LIST OF ABBREVIATIONS

ABBREVIATIONS

ICT	Information and Communication Technologies
SPSS	Statistical Package for the Social Sciences
TPI	Third Place Index

CHAPTER 1

INTRODUCTION

1.1. Problem Context

Humans are social beings and they spend time together in urban public spaces. Only if there are high quality public spaces in cities, it would be possible for people from various backgrounds to engage with each other. The importance of public space for community life begins here. Spaces, which allow gathering or being with other people and active or passive engagement, create a *social activity*. Activity can be defined as the situation of doing something individually or as a group; thus, various circumstances, when people exist in urban space, create social activity. Gehl (2011), explains social activities briefly by denoting that they vary according to context. They can occur as a result of active interaction, such as having a conversation with others who have similar interest; or passive interaction such as meeting eyes for a second when people come across in the street, hearing others' talking as a background voice (Gehl, 2011). Informal public spaces allow these social activities.

Oldenburg talks about places where people spend time other than their home or workplace, as settings where they can relax and have the feeling of home. According to Oldenburg, this concept, named '*third places*', is playing a key role in daily life as an informal gathering place. They are providing an escape point from the daily rush and also for society by fostering socialization. Moreover, these places are taking part between home (first place) and work (second place), or in a literary sense, they host "a life between buildings" (Oldenburg, 1999; Gehl, 2010).

In urban context, some examples to third places are public squares, bars, diners and coffee houses. The role of coffee houses in urban context has attracted the interest of various scholars (see Habermas, 1989; Hattox, 1985; Ellis, 2004; Cowan, 2005;

Pendergrast, 2011; Sennett, 1977). Coffee houses have a long history with their importance for the social life. They were once a destination point for meeting with friends and socialization. They were known with their reputation for providing cheap beverage, giving the feeling of home and being equal with the others (Oldenburg, 1999). They were also the places where one can easily had social activity spontaneously. However, over time, these places became settings where people can go alone just to enjoy a coffee, study and communicate with their friends via their laptops or mobile phones. For some people, they are still part of the daily routine but in a different way (Akarçay, 2012). Technological developments, thus changing ways of producing, consuming, serving or doing things, have influenced the design and use of coffee houses. These changes observed in coffee houses necessitates today's researchers to evaluate the functional characteristics of coffee houses differently compared to how researchers were assessing traditional coffee houses.

The most obvious technological development is the invention and use of coffee machines in coffee houses. These machines have the option to offer multiple cups of coffees at a time, increasing the service speed. Making easier to process the coffee beans, machine technology helps to increase the income for coffee houses. Growing income level leads increasing numbers of coffee houses and they become chain coffee houses, which can also be named as coffee shops. In city scape, one can see number of chain coffee shop (borrowed from English) establishments almost in every neighborhood (Holm, 2010). Spread of coffee houses, mass production and fast consumption of coffee led concerns about the quality of coffee and ethics of process (Waridel, 2002). After 1980, a new type of coffee house, called third wave coffee house or café (borrowed from French), has emerged (Tucker, 2017). With machine technology, brewing styles has diversified. However, machine technology is not the only factor which affects coffee house dynamics. The way of communication and getting information has also gained a new facet with information and communication technologies such as, mobile phones, television, laptops and other smart devices. Some researchers argue that the use of technological devices harm the importance of

face-to-face relations, charm of public spaces, going there and interacting with strangers. People have the option to stay at home rather than joining the public life outside, because devices like mobile phones, smart televisions and personal laptops enabled them to access information and communicate. Moreover, these devices discourage people to interact with the others even if they are in the same space (Simon, 2011, pp. 105-108; Gehl, 2011; Oldenburg, 1999; Reither 2018). All these approaches base on the assumption that technology use degrades the characteristics of third place.

On the other hand, some researchers discuss the positive effects of technology on social relations and urban space. They claim that technology brings society back into public space because they provide wide range of activities which foster socialization and it has created a new way of communication, interaction and gaining knowledge (Castells, 2004; Memarovic, et al. 2013; Felton, 2018; Çakı& Kızıltepe, 2017; Stadler, 2013; Abdel-Aziz, et al.,2015). For example, today, some coffee houses serve as settings where one can easily observe the integration of technology. They provide wi-fi for the customers, sockets for the laptop users, mobile apps for discounted coffee, various apps for following the events happening in different coffee houses and so on.

Other than the positive and negative impacts of ICT devices, Barlas& Şentürk (2007) states that the use of ICT has affected the functions of urban space and the way of experiencing these settings by the society. In this sense, coffee houses became one of the main meeting points in the city since "a shift is observed from the exterior to interior in terms of meeting places" after the use of ICT devices (p.119). Thus, different physical settings of coffee houses, ICT devices in these settings, and provided activities as a result of physical combinations of coffee houses and the way people using ICT devices are significant.

This research focuses the relationship between the concept of third place and various types of coffee houses; and technological device - information and communication technology devices - usage and coffee houses. A review of the literature shows that there are a number of studies focusing on the same relationships. For example, in her

book *Filtered: Coffee, the Café and the 21st-Century City,* Felton (2018) focused on the reasons affecting people's preference of different coffee houses and the role of mobile phone, laptop, wi-fi network, social media usage in such places by questioning how a café promotes itself with the help of technology. Similarly, Woldoff and her colleagues (2013) questioned the changing form and function of coffee houses throughout time. They asked "(1) *in the era of portable technology, to what extent do coffee houses serve the social purpose of a third place? and* (2) *in what ways do independently-owned and chain-based coffee houses differ?".* Nevertheless, none of these studies discuss different types of coffee houses like traditional, second-wave and third wave in relation to their third-place characteristics and use of Information Communication Technologies in these settings.

This thesis aims to compare three types of coffee houses –first-wave (traditional), second-wave and third-wave – regarding to their third-place characteristics; and technological device usage in them. Also, in the context of the concept of third place, it is aimed to objectively provide various discussions to integrate technology, which is inevitable to use at some point in daily life, into coffee houses.

1.2. Purpose of the Study and Research Questions

The aim of this research is to provide a general understanding of *third place*, its characteristics and variables by conceptualizing coffee houses as third places; to discuss technology era and changing means of communication with *Information and Communication Technologies (ICTs)*; and to understand conceptual relations between ICT device usage and coffee houses. In this context, it would be possible to bring out variables for third place clearly and foster those aspects to provide places for socialization as an input to urban design field.

This study will be carried out in the light of two main research questions. The first research question is; ***to what extent do different waves of coffee houses exhibit the characteristics of third places?*** This question will help to create an overall understanding of attributes, components and indicators, which support third place

characteristics in the framework of different coffee house categories, defined by the theoretical background of this study. Moreover, it will provide a comprehensive input for the second research question which is; ***to what extent do the use of Information and Communication Technology (ICT) devices, which exist in different waves of coffee houses, enhance the characteristics of third places?*** This question will be answered to explain the role of ICT devices in social life and third places as a social urban space.

Sub research questions of the study are;

1. What are the characteristics of third places?
2. Regarding the way the coffee is served and consumed (e.g., with/without the use of ICT, full-service/self-service), what types of coffee houses do people experience in daily life?
3. What is the role of ICT in affecting customers' preferences for visiting particular coffee houses?

Answers for these sub research questions would be guiding the general theoretical and conceptual framework to define the role of coffee houses as third place in urban context and its relationship with ICT device usage in these places.

1.3. Configuration of the Research

This thesis consists of five chapters. Chapter 1 is the introductory part, which defines the problem with reference to self-observation and literature, main objectives of the research, research questions and research methodology. Chapter 2 discusses various concepts like built environment, space, place and third place. Following this discussion, the characteristics of third places are discussed. Next, to conceptualize coffee houses as third places, historical and contemporary role of coffee houses throughout time and changing dynamics coming with technological developments are mentioned. This discussion provided a basis for categorizing coffee houses. Furthermore, to understand the integration of technology in urban space and the

relationship between people, place and technology *urban informatics* and use of Information and Communication Technology devices are discussed. The chapter concludes with a final remark about how such information contributed to the research design. Chapter 3 focuses on the methods used to gather and analyze data. The chapter is followed by the presentation of the findings in Chapter 4. Lastly, Chapter 5 critically discusses the findings and their implications for urban design.

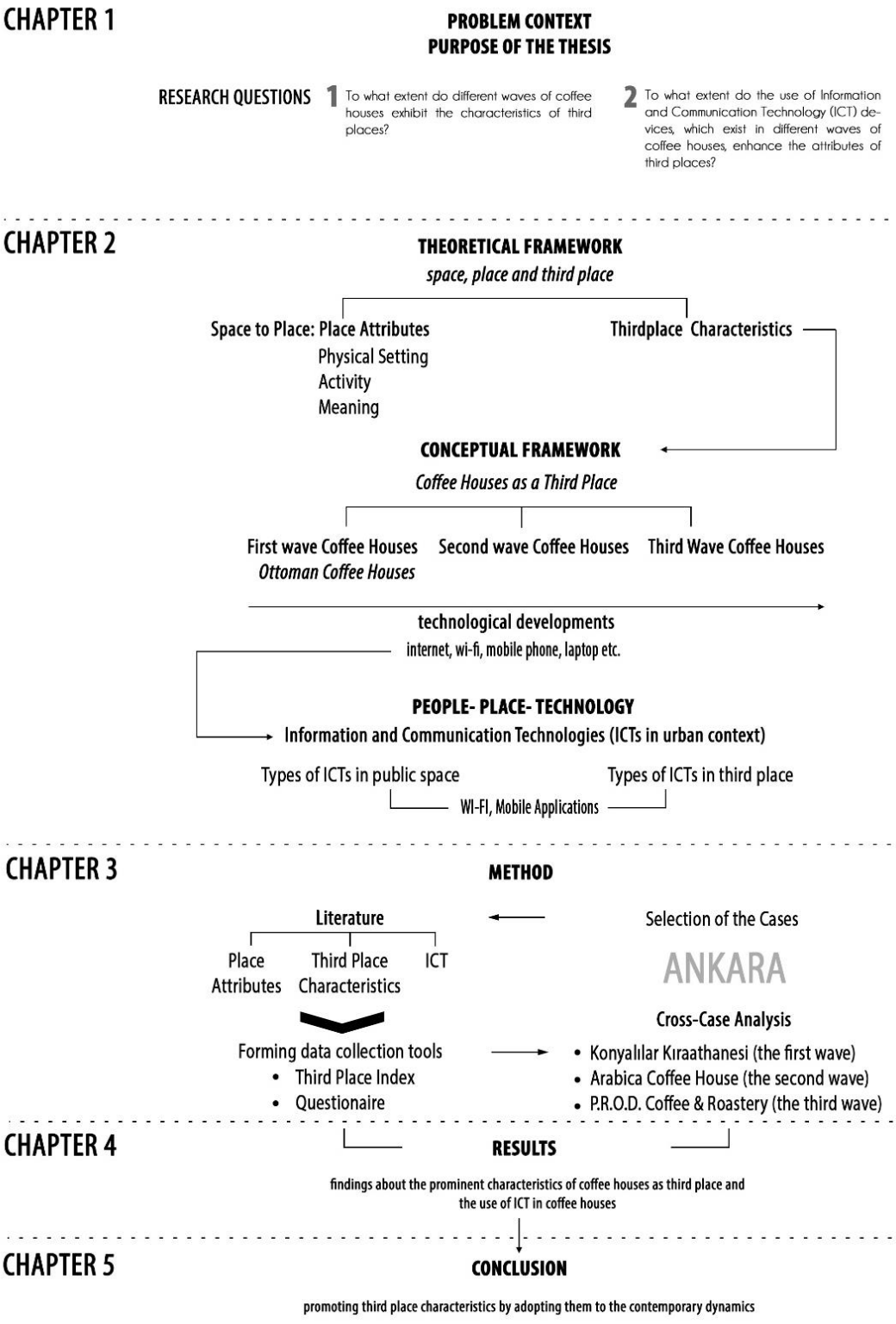

Figure 1.1. Thesis Structure

CHAPTER 2

THEORETICAL FRAMEWORK

This chapter aims to provide a theoretical framework to answer the following main questions: to what extent do different waves of coffee houses exhibit the characteristics of third places? And, to what extent do the use of Information and Communication Technology (ICT) devices, which exist in different waves of coffee houses, enhance the characteristics of third places? The chapter starts with a discussion of the concepts of built environment, space, place and third place. Next, it investigates the characteristics of third places. Thereafter, the study focuses on coffee houses as third places, and provides a brief history of these settings to inform their categorization. Finally, it discusses the role of Information and Communication technologies in the atrophy/enhancement of public spaces and how these technologies are integrated in coffee houses. The chapter concludes with a final remark about how such information shaped the research design.

2.1. The Concept of Environment and Built Environment

This study is about how people experience a particular type of place, coffee houses. However, a thesis, which deals with human behavior and their relationship with their surroundings, necessitate, first, explaining the concepts of environment, space and place.

The Merriam-Webster dictionary defines environment as “the circumstances, objects, or conditions by which one is surrounded” (Merriam-Webster, 2018). This definition implies that the environment is a setting where humans and other species, and the interactions of these organisms exist. Koffka (1935: 31) supports this argument by stating that “behavior takes place in a geographical environment”. Barlas (2006) adds that “it is impossible to define environment independent from human behavior”

(Barlas, 2006: 21). Thus, it can be concluded that human behavior and environment are intertwined and should be discussed together.

In explaining the relations between environment and built environment Jon Lang (1994) proposes a guide. He defines environments based on their components as: **terrestrial environment** , which corresponds the earth's nature and its continuity; **the animate environment** , which refers to the all living formations on the terrestrial environment; and **the social environment** refers to the relationship between humans (and the other organisms), behavioral patterns created by this interaction and "cultural artifacts" generated by these relations. In this context, as a part of the terrestrial environment, **the built environment** is a generated and cultural artifact (Latham, 1964 as cited in Lang, 1994, p. 19). It is human-made, therefore artificial, composed of different layers – physical, social and cultural – and can be transformed based on its users' needs and demands (Lang, 1994). Lang (1994, p. 23) explains the latter quality of built environments as follows:

> "*The patterns and qualities of the surfaces afford different manipulations by people…in turn, afford different human activities and aesthetical displays. We change these patterns and qualities to afford different purposes as our needs change or new patterns are perceived to fulfill existing needs in a better way.*"

This quotation can be interpreted briefly as the built environment can be shaped by societies' changing needs to provide affordance. Built environments meet the needs of the society since they are convenient for various types of activities (Barlas, 2006).

Barlas (2006, p. 26) notes "The built environment has meaning because humans attribute meaning to it". To explain what it is meant by meaning, the concept of schema should be explained briefly. As Neisser explains, it is the basic common behavior pattern and algorithm which help people to perceive, recognize and behave. Also, it may adapt to different experiences, which means, it accepts the change. In short, a schema is a set of algorithms guiding behavior in an environment (Neisser,

1977 as cited in Barlas, 2006). Also, different behavior types and patterns and people's reaction to this rest on the categorization of the environment and the components of it, relations between people and environment in time and consolidations people can have in return (Lang, 1987, as cited in Barlas, 2006).

The importance of explaining meaning and schema is to fully grasp the human-environment relationship and to understand how to deal with socialization in a built environment in the framework of continuously changing environment and thus assigned meanings to it. All in all, "the built environment clarifies social roles and relations. People know better who they are and how they ought to behave when the arena is humanly designed rather than nature's raw stage" (Tuan, 1977, p. 102). When it is talked about meaning and categories of environment, it should be explained the concepts of space and place.

2.1.1. The Concept of Space

Norberg-Schulz (1979) defines the space concept basically as a three-dimensional combination of various components. According to him, there are five types of spaces: pragmatic space, perceptual space, existential space, cognitive space and abstract space.

> *"The pragmatic space of physical action, the perceptual space of immediate orientation, the existential space which forms man's stable image of his environment, the cognitive space of the physical world and the abstract space of pure logical relations. Pragmatic space integrates man with his natural, "organic" environment, perceptual space is essential to his identity as a person, existential space makes him belong to a social and cultural totality, cognitive space means that he is able to think about space, logical space, finally, offers the tool to describe the others."*(Norberg-Schulz, 1979, p. 11)

Relph (1976) broadens the space concept by categorizing them as; pragmatic or primitive space, which refers to the space that living organisms move and behave without conscious and instinctively; perceptual space, which is a space interweaved

with meaning and experience and cannot be thought without them; existential/lived space, refers to a space which is a constant process of change and evolvement due to the experience and needs of individuals and groups; sacred space, is continuously varied with different meanings and symbols; geographical space is “a reflection of men’s basic awareness of the world, his experiences and intentional links with his environment” (p.16). It can be interpreted that space can transform, evolve in time with the needs of people and their behavioral pattern in space.

Porteous (1977) defines space based on the concept of territoriality: territorial ranges of a person may vary depending on his/her characteristics like age and gender; the boundaries of a space are affected by the territorial ranges of individuals. Accordingly, there are three types of space: micro-space, meso-space and macro-space. Micro space refers to the personal space which one carries with themselves. It is protected against the strangers and it is the basic minimum space needed for existence. Meso-space refers to home base area such as home, neighborhood or nest, where its users spend time, entertain, eat, rest or sleep. It refers to a bigger area than micro space. Lastly, macro space refers to a home range area, where is used for satisfying different needs besides the basic ones. Different than the others, this one is not defended by individuals or groups since it is more public.

Newman (1972) proposed a model consisting different levels of territory as private, semi-private, semi-public and public. Private spaces refer to spaces which are personalized and own by somebody. Semi-private and semi-public spaces are the ones in between the private and the public spaces. Semi-private spaces can belong to someone and/or personalized. Semi-public spaces do not belong to someone; however, it can be still personalized. Public spaces are the ones that belongs to public and is not personalized. Semipublic and semiprivate spaces are intermediary spaces (Barlas,2006).

The reason to mention different space definitions in the literature is to better understand the relations between different behavior patterns, interactions, needs and

change in space. With this understanding, it would be possible to enrich this research in the light of different variables. According to many scholars, including Tuan (1977), the concept of space is essentially related with the concept of place. Therefore, to understand the concept of space better, it should be discussed together with the concept of place.

2.1.2. The Concept of Place

Norberg-Schulz (1979) defines place as a setting where acts and occurrences take place. According to Relph (1976, p. 34) "people are their place and a place is its people, and however readily they may be separated in conceptual terms, in experience they are not easily differentiated".

Tim Creswell (2004) showed how the concept of place is both simple and complicated to define (p.128). According to him, it is simple because it is used in daily-life language without knowing what it means as in the example "I am coming from that place" or "The students ranked in the third place are…" It is complicated because it should be thought with multiple layers, different from only geographical location. According to Creswell's definition, "place" does not have to be a geographical location, defined physical space, piece of land, instead it should have different definition from physical explanation, geographical location or coordination. It may refer a position in hierarchy, a location, idea of belonging and order (Cresswell, 2004).

The space becomes a place when individuals start experiencing and assign meanings to the space (Tuan, 1977). In our daily life, there are various concreate phenomena, which can be defined as tangibles. Places also include an abstract phenomenon; feelings (Norberg-Schulz, 1979). Feelings are defined by Heller as "involvement with anything, with others and/or with us". Without feelings it is not possible to act, perceive, understand, experience, recollect (Heller, 2009, p. 5). This involvement makes us experience the space and create and assign meaning to it. In a more simplistic explanation, it can be said; when a space causes an individual to feel upset, comfortable, happy, sad and so on, the space becomes a place.

The most used and known definition of place is “a meaningful location” (Cresswell, 2004) and it is at the core of existence (Norberg-Schulz, 1979), co-extensive with the body (Mendell, 1987, p. 209), socially produced by the community who live in, experience and know them (Rodman, 1992). As Malpas (2012) says, place is seen as “a function of human experience… through notions of process, interconnection, and diversity” (pp. 193-194), and it is an interactive form which provides involvement and interplay between people and their environment, through which they can participate in (Malpas, 2012). In other words, people experience their environment, they assign memories, meanings which is the outcome of existence. This process creates a meaningful location which is named place.

John Agnew (2005) has mentioned three important elements of place, which are; location, locale and sense of place, as a location with meaning. Firstly, place is seen as location, where something is located, and it connects other locations due to the interplay and movement between them. Examples for this can be the cities and neighbor cities around them. Secondly, locale is the appearance of place where everyday life occurs. It can be said that it is an aspect in between because location is not defined, but it is helpful to develop the social life of the community. Workplaces, homes, churches are the given examples. Last one is the sense of place, which can be identified by the people, it is unique due to the different perception and experience. In this context, each place is unique (Agnew, 2005). At this point, the understanding of place is a changed concept of our regular ways of thinking about ourselves, our personal experiences and our involvement in the world (Malpas, 2012).

2.2. From Space to Place: Attributes of Place

Previous parts explained the concepts of space and place; however, these two concepts are intertwined. Now, it should be made clear how spaces become places. Place has a meaning different than a location or a space on earth. No doubt location and space are the components of place. As Tuan (1977, p. 6) notes “What begins as undifferentiated space becomes place as we get to know it better and endow it with value…if we think

of space as that which allows movement, then place is pause; each pause in movement makes it possible for location to be transformed into place". Moreover, Relph (1976) emphasizes that lived experience builds meaning which are essential for place. Infusing meaning with societies, space become place. Tuan (1977) also introduces the term 'topophilia', which emphasizes the importance of given meanings and values by society who experience the space. In a wider definition, meaning occurred with individual and social process in space creates place (Altman and Low,1992). In Stedman's (2003) point of view, space is turned into place according to people's social relations, feelings and experiences. Additionally, a place is between the layers of human activities, social and psychological processes and physical setting (Stedman, 2002; 2003; Hashemnezhad et al. 2013). Thus, it is possible to define the general framework of a place as the continuous balance between interaction between society, their social context and the physical settings they are in (Stedman, 2002). According to Gieryn (2000), it is possible to say that place has three main features as; *geographic location, material form* and *investment with meaning and value.* The author explains them as follows; geographic location is a defined point of place in Earth, material form is the physical settings of place which provides and guides social activities and processes, and investment with meaning and value which is one of the fundamental features of creating a place (Gieryn, 2000). Also, Relph (1976) adds that each place has their unique place identity, and to create place identity places have three fundamental attributes: *physical settings, activities* and *meanings* ascribed to them (Relph, 1976). Some scholars referred Relph's study and added to place attributes the features of 'activity', 'form' and 'image' (Montgomery, 1998) and 'function' and 'meaning' (Canter, 1997). Moreover, according to Lang (2005), Rapoport (1997) emphasized the concerns for place as 'instrumental aspects' which are the visible elements that show itself, 'activities' going on in the space and 'meaning' as a hidden dimension (Rapoport, 1997, as cited in Lang, 2005, p. 13). Carr et al. (1992, p. 85) explains the relationship between physical settings and activity and meaning clearly by saying:

"*An emphasis on physical settings alone gives a simplistic, deterministic conception of the functioning of public places, one that has tended to be limiting in many respects. Our view is centered on understanding the interaction of people and places and how this affects the ways settings function.*"

As cited in Hashemnezhad et al. (2013), creating a place depends on the relations developed between people and the others and people and their environment. In this sense, Steele (1981) defines two categories for place creation: different factors affecting cognition and perception and the physical settings. According to these categories, space settings gain importance. In this framework of place categories, Jorgensen (2001) discusses place with three dimensions: *emotional dimension* which includes people's sensations about a place, *cognitive dimension* includes the formation or physical setting of a place and *behavioral dimension* includes the provided function or activity occurred in place (Steele, 1981; Jorgensen, 2001, as cited in Hashemnezhad et al. 2013). It can be said that three-dimensional approach to place phenomenon covers the categories of physical settings and formation, activities and functions and meaning and sensation. In the light of above-mentioned information, it is possible to create a matrix showing the dimensions, attributes and components of a place.

	Sensing place dimensions	Place Attributes					Components
		Canter (1997)	Relph (1976)	Rapoport (1997)	Montgomery (1998)	Punter (1991)	
Dimensions of Place	Cognitive	Physical setting	Physical setting	Instrumental Aspect	Form	Form	1.Claim, 2.Change 3.Accessibility 4.Permeability 5.Scale 6.Intensity 7.Comfort 8.Relaxation
	Behavioral	Activity	Activity	Activity	Activity	Function	1.Capabilities, 2.Variety of activities 3.Events 4.Opening hours
	Emotional	Conceptions	Meaning	Meaning	Image	Meaning	1.Symbolic (Perception), 2.Psychological access 3.Imegability

Figure 2.1. Attributes, Components and Dimensions of Place

Above figure (Figure 2.1) is adapted from Hashemnezhad et al. (2013) and it shows the place attributes according to Canter (1997), Relph (1976), Rapoport (1997), Montgomery (1998) and Punter (1991). To form cognitive dimension for place, physical aspects and form is taking role. Since the physical settings shape the perception of a space and helps people to understand their surroundings, it is one of the key attributes of place. Steele (1981) suggests "size, color, shape, scale, diversity, noise, temperature, decoration" as physical settings which affects the way people perceive their environment (Steele, 1981, as cited in Hashemnezhad et al. 2013, p. 8). To form behavioral dimension, activity in a space or the function of a space gains importance. The interaction between human-environment and human-human can be possible via activities. At this point, for making a place, activities are one of the key attributes. When a space offers various activities encouraging socializing, people start to have memories in the context of the interaction with others and thus the space itself. According to Hashemnezhad et al. (2013), if there is a routine event or activity such as celebration, festivals, workshops which brings various people together, it is highly possible that people feel attached to the place since they assign meanings upon their experiences. As emotional dimension of place attributes; meanings, images or conceptions are defined. In Table 2.2 (adapted and developed from Tesfaye, 2010), some of the components are mentioned which is contained by place attributes.

Attributes of Place	Components	Indicators
Physical settings	Comfort	• Furnitures, Lightnings etc.
	Relaxation	• Small Scale Details, • Naturel element usage, distance from noise
	Active-Passive Engagement	• Active street façade or frontage • The presence and size • The degree of transparency for perception
	Size and Shape	• Enclosing size • Building age
	Ambience	• Temperature, Light, Smell • Relation with its surrounding
	Connection	• Public transportation opportunities • Location in the city
	Claim/Disposition of Elements	• Movable chairs, tables etc.
	Detailed Design	• Small scale design in space, such as furniture or accessories
	Variety	• Availability of various activity options • Land-use variety
	Accessibility/ Permeability	• Existence of barriers (visual or physical)
Activities	Activity Variety/Usage variety	• Different type of activities for socialization
	Availability	• Availability of various price options
	Opening Hours	• Availability of opening and closing hours
	Events	• Existence of evening and night time activities
	Discovery (Carr, et. al., 1992; Carmona et. al.,2003)	• Lunch-time concerts •Art exhibitions •Street theatre •Festivals •Parades •Markets •Society events and/or trade

Meaning	Representation	• Different values assigned to the space
	Place Identity	• Identity of a space perceived by users
	Ambience	• Furnitures giving the feeling of home

Figure 2.2. Components and indicators of Place Attributes

2.2.1. Physical settings

As one of the main place attributes, physical setting is important to create perception of space by various physical components. As mentioned in Hashemnezhad et al. (2013, p. 8), "Physical parameters in addition to respond the existing functions in place, by creating meaning, cause the formation of sense of place".

According to Carr et al. (1992), there are fundamental needs that people seek in good places. They defined them as; "'comfort'; 'relaxation'; 'passive engagement with the environment'; 'active engagement with the environment' and 'discovery'" (Carr et al., 1992; Carmona et al. 2003, p. 165). To better understand the indicators, it should be briefly mentioned about the components defined.

Comfort is seen as a must for a good place that people can spend time. Since it is the determinant of the time spent by people in that space[1]. Thus, physical design of space gains importance at this point. To provide comfort, different factors such as "environmental factors (e.g. relief from sun, wind, etc.); physical comfort (e.g. comfortable and enough seating, etc.); and social and psychological comfort" takes role in physical setting (Carmona et al. 2003, p. 166). Relaxation is another component which can be counted as a psychological comfort. It can be provided via natural elements such as plants, water and trees. Also, the distance from the noise should be considered. Creating permeable visuality both from inside and from outside helps people to feel relaxed and safe (Carr. et al., 1992). Moreover, keeping the balanced

[1] At this part of the study (place attributes), the term ' space' can still be used since through the attributes and the components, space becomes place.

relationship between inside and outside of spaces or indoor and outdoor spaces with physical elements such as stairs, steps or porches in front of the building are some of them which will mediate between different realms (Punter,1990). Another component of physical setting is passive/active engagement in space. A successful space should provide people a chance to passively engage with their environments, such as watching people passing by. On the other hand, a space should provide an active engagement opportunity which requires more involvement and experience with environment. Elements or indicators such as active street façades, public art or furniture arranged to make people interact can create a social interaction between people. However, the balance between these elements are important to keep the comfort and relaxation. As Gehl (1996) suggests, "transitional forms between being alone and being together" should be provided for different levels of interaction intensity.

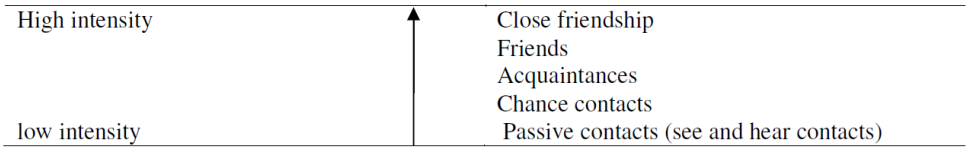

Figure 2.3. Various interaction forms according to different contact intensities (Gehl, 2011, p. 15)

Carmona et al. (2003, p. 18) mentions about the guiding elements of urban design in the context of physical settings of *place*. These are 'enclosure and continuity', which clearly defines and separates public and private spaces and 'legibility' which means easily understandable space. To enhance these elements, 'size', 'shape' 'connection and good location', 'claim/disposition of elements', 'detailed design', 'variety' and 'accessibility/ permeability' (Steele,1981; Gehl, 1996; Whyte, 1980; Carmona et al., 2003) should be added to the list. As Gehl (1996) notes, these are the elements which will define the quality for public space. This is important because it will lead to continuous and various human activities in a space.

Indicators for size and shape are important to provide a perceivable space for people. Also, different sizes and shapes create an environment for different types of activities

and spaces ranging from public to private (Jacobs, 1961, as cited in Montgomery 1998). According to Tibbalds (2001), human scale provides a protection feeling which make people feel more relaxed and they spend more time. Simonds (1998) also emphasizes the importance of human scale in space by saying that if furniture in space are located relatively to the size of the space, it feels more overwhelming (Simonds, 1998, as cited in Tesfaye, 2010). No doubt, to attract people, existence of different ways to reach a space is important. In his book "The Social Life of Small Urban Spaces" Whyte (1980) defined the indicators of the most sociable spaces as a result of his observations in the field. A good location is important to attract people, thus a space should either be on a busy line or on the transportation route, in other words it should be easily accessible by society. Also, it should be accessible both physically and visually. Besides the location and connection, claim or disposition of elements plays a key role for a space to gather people. If a space has movable furniture (chairs, tables, benches etc.) their ability to use the space becomes more flexible, which will lead to better use of space according to people's desires or needs (Whyte, 1980). Adaptive environments according to the needs of society are easier to personalize since it allows group of people or different individuals a chance for "engagement with space … *it gives* meaning as 'place', at least to the extent of differentiating it from other places" (Carmona et al. 2003, p. 98: emphasis added).

Relating to disposition of elements, small scale design or detailed design component in space takes role. Personalization in space is in a way putting a special mark on someone's environment. Carmona et al. (2003, p. 98) explain this as "Typically this occurs at, and makes explicit, the threshold or transition between public (group) and private (individual) domains, where small-scale design details contribute to the symbolism or delimitation of space". As an indicator for detailed design, existence of movable furniture, comfortable furniture, plants or decorative elements can be given. In variety component, again different sized and shaped spaces take role since they provide different environment for various activities ranging from individual to public activities. Moreover, the context of space, in other words surroundings of a space, is

important. As cited in Montgomery (1998, p. 99), Jacobs (1961) and Comedia (1991) notes that "the extent of variety in primary land uses, including residential" proposes a rich activity option in space, since "…the more highly connected the spatial system, the greater the choice of routes through it, and therefore the greater the chance of meeting people." (Bentley and Watson 2007, pp 263, as cited in Tesfaye, 2010). Again, to emphasize the role of variable space, authors say "the availability of spaces, including gardens, squares and corners to enable people-watching and other activities" (Montgomery, 1998, p. 99) place a role for successful spaces. As a last component of physical settings of place, accessibility and permeability are discussed in literature. At this part as an indicator, visual or physical barriers (such as sign tables forbidding dogs, guards at the entrance or some physical elements like big trees which will block the visibility of a space) should be mentioned. Kayden (2005) emphasizes that barriers affect people's behavior. The author gives examples such as, a guard at the entrance creates the feeling for privatized space, which the perception of a space will not be public; vegetation in front of the entrance of a space may cover the gate, causing visual barrier. In terms of permeability, Tibbalds (2001) suggests arcades, courtyards and other kinds of openings to make access and movement in space flexible. For the indoor spaces, it can be modified as the permeability inside space and its indicator can be enough space for movement. As a last component for physical settings *ambience* is mentioned in the literature. White (1999, p. 195) emphasizes that "place ambience is shaped by the character and condition of the architecture forming the space, by the activity and energy there, and by a wide variety of contextual circumstances". In this sense, age of the structure, light, smell, transparency to the outside, decoration and colors may be the indicators for place ambience. They define the quality of a place with their inviting or uninviting appearance. Punter (1990) draws attention to the role of ambience (in terms of lighting, interior design, comfortable furniture etc.) in creating active public realm. He claims if the space enriches the eyes, symbols assign to the space will be deeper and more meaningful for the society.

2.2.2. Activities

As Canter (1997), Relph (1976), Rapoport (1997) and Montgomery (1998) denote, activity in a space turns the space into a place. All in all, places are holders for relationship between one and the other (Altman and Low, 1992). Activities in a space plays a role to set the functional relationship between environment and people. They offer various options for people and in behavioral dimension it shapes the relations between individuals and society. According to Jacobs (1961) they also play a role in enhancing the quality of urban design.

One of the criteria of success for cities is variety of uses and activities. It offers a wide range of opportunity to use the space and create different types of interaction. As Tibbalds (2001) notes *variety of uses and activities* have a key role for lively spaces. Also, those spaces give the feeling of friendliness to people (Tibbals, 2001). Also, Jacobs (1961) emphasizes "Enhanced by a diversity of activities and functions, that naturally create peopled places" (As cited in Carmona et al. 2003, p. 121). Indicators for various uses and activities can be said as the number of activities (such as, movie nights, workshops, live concerts, shows etc.) happening in space. Besides the importance of activities in space, access to these activities, timing or *opening and closing hours* are important. A good quality space should be mostly accessible in a day time. As Kayden (2005) mentions the role of opening and closing house by saying it is a kind of denial for public access to a space. Montgomery (1998) mentions the indicator for lively space as the opening and closing hours and activities in that time span. Thus, as an indicator it can be looked for the number of afternoon or night activities besides the times to opening and closing times of a spaces[2]. Moreover, the *availability* of prices invites more people. Various options should be provided for products sold in space. As cited in Montgomery (1998, p. 99), Jacobs (1961) and Comedia (1991) said "the availability of cinemas, theatres, wine bars, cafe's, pubs, restaurants and other cultural and meeting places offering service of different kinds at

[2] In the context of this study indoor spaces will be dealt more. Thus, opening and closing hours is crucial for accessibility to a space.

varying prices and degrees of quality" are one of the indicators for availability. Existence of *events* is another component for activities. Buchanan (1988) comments on the role of events by saying that "Urban design is essentially about place-making, where places are not just a specific space, but all the activities and events which made it possible (Buchanan, 1988, p. 33, as cited in Montgomery, 1998, p. 96). To understand the indicators for events component White (1999), as cited in Carmona& Tiesdell (2007, p. 186) gives an insight. He says:

> *"Certain pathway spaces serve as sites for periodic civic events such as parades, flea markets, farmer's markets, craft fairs, speeches, art shows, concerts, and welcoming dignitaries. On these occasions, path is transformed to urban room, a place not just for circulation but for being and belonging."*

Of course, events can happen in spaces. However, to discover them when there is variety or change in events is also a component. Carmona et al. (2003), propose 'discovery' element for people to satisfy their needs in space based on researches from different scholars. According to the authors, discovery is looking for something new to see in different spaces. Most of the time, new events depend upon the season or special days or the management of the space. If a space has something new to discover, those spaces can have a sedative role on society. Sedative places are described as spaces which provide interaction between different cultures, different age groups, different tastes by setting rules different than norms and creating escape points from everyday life routine. Discovery includes "lunch-time concerts, art exhibitions, street theatre, festivals, parades markets, society events and/or trade promotions, across a range of times and venues"(Carmona, et al. 2003, p. 169).

2.2.3. Meaning

As emotional dimension of place, meaning takes part. People assign meaning to spaces after they spend time in it. Space, after being experienced for some time, turns into lived-in place with symbols and qualities (Carmona et al. 2003). A space should let people to put their own mark which is called personalization of place. Actions,

activities, interactions, intentions happen in places which is a “focus where we experience the meaningful events of out existence” (Norberg-Schulz, 1971, p. 19). Actions or events happening in places mean something in its own context and these meanings are given because of the place characteristics. Thus, places are the combination of human experience in space and given meanings by them. In other words, meaning is given as a result of human existence and its relationship with environment. World is experienced, and this experience is inseparable from its meanings (Relph, 1976).

Cresswell (2011, p. 136) defines place as “a way of seeing, knowing and understanding the world” through meanings. People see the world with experiences and meanings. Needless to say, experiences and meanings vary depending on different environments or different people. However, these are the fundamental components of place making.

Cresswell (2004) mentions that one of the ways to assign meaning is naming the space, then it will become place. All of the place attributes and components are interrelated. Each of them is nested in each other. Thus, it is possible to say, meanings are created with the physical settings and activities since they allow people to engage, interact or keep their privacy if needed and they offer an image. “It can furnish the raw material for the symbols and collective memories of group communication” (Lynch quoted in Pile, 1996, p. 219). All in all, as Cresswell (2004, p. 85) denotes ‘place and memory …are intertwined’ and it is what make things meaningful.

2.3. From Place to Ray Oldenburg’s Concept of Third Place: Its Meaning, Characteristics and Functions

In aforementioned sections, the phenomena of space and place is discussed to set the background to perceive the concept of third place. In space and place discussion, third place takes part as an intermediary space which can be thought as extensions of streets, and a space to increase the possibility for interaction between people (Barlas, 2006; Gehl, 2011; Oldenburg, 1999).

In its simplest definition, a third place is a highly accessible social setting that can be appropriated by its users. Different than the home ("first place") and the workplace ("second place"), which can also be highly accessible and social, third places serve the public interest. Oldenburg (1999) has criticized the ignorance and underestimation of importance of *third places* specifically in the United States. However, it is also mentioned that there are still some places for the community to gather, places "where community is most alive, and people are most themselves" (Oldenburg,1999, p.44). In other words, Oldenburg (1999) views third places as a natural ground where people do not feel they have to act, rather they can behave as they feel. Addison argues that when society gather to enjoy their company, it can serve something good since it fosters conversation, engagement and relaxation (as cited in Oldenburg, 1999).

Oldenburg states "The *raison d'etre* (justification for existence) of the third-place rests upon its differences from the other settings of daily life and can best be understood by comparison with them" (Oldenburg, 1999, p. 45). Thus, these places can manifest themselves by the defined characteristics of third places as; "on natural ground, a leveler, conversation is the main activity, accessibility and accommodation, the regulars, a low profile, the mood is playful a home away from home "(Oldenburg, 1999, pp. 45-61).

In his book "The Great Good Place" Oldenburg (1999), explains some of the characteristics of third places: a neutral ground, a leveler, conversation is the main activity, accessibility and accommodation, the regulars, a low profile, the mood is playful, a home away from home. According to him, third places have similar characteristics all over the world. If one can "cross the boundaries of time and culture", similar pattern and the relationship of "the Arabian coffeehouse, the German bierstube, the Italian taberna, the old country store of the American frontier, and the ghetto bar" can be realized (p. 44).Characteristics may change based on a number of factors, such as time, day, season, weather and light. However, still *the characteristic* of a place is the atmosphere of a space defined by the settings of that space. In other words, "*Character is determined by how things are, and gives our investigation a*

basis in the concrete phenomena of our everyday lifeworld…character of a place is a function of time; it changes with season, the course of the day, and the weather." (Norberg-Schulz, 1996, p.418; p.420). Thus, if place is a process which evolve in time, that makes characteristics are also a process and they can evolve and adapt due to societies' needs.

2.3.1. Third place as a Neutral Ground

Firstly, Oldenburg (1999) states third place is on a *neutral ground*, where people can enter and leave as they wish. There is no hierarchy between individuals as in the working place such as boss and workers. Thus, people in third places feel comfortable like they are in their own house. A neutral ground, which provides involvement to public life outside the living places, is needed to make possible intimate relationships between individuals. Also, it protects the hierarchical setting of public and private life. Sennett (1977) and Jacobs (1992) argue that it is possible to socialize if people can protect themselves from the others, because, after all, no one wants to be bothered. At this point, it is important to see the role of neutral grounds as a host to the social relationships, engagements and different kinds of activities and they encourage people to unite (Oldenburg, 1999). Neutral ground is also essential to provide variety of options where people can use the space as they want. This will create the opportunity to provide the feeling of comfort for people who chose to come that space. Association between people is easier if they feel comfortable and lack of neutral ground may reduce the informal social life outside the house. Oldenburg complains about the fact that planners and reformers mostly ignore the potentials of neutral ground. However, he emphasizes the importance of this ground to play host for social interaction, conversation and socialization (Oldenburg, 1999). It can be said that; this characteristic is an opening point from exaggerated private life to the public life where people normally never meet gathers in a big table. It also fosters the unity of societies and neighborhoods.

2.3.2. Third place as a Leveler

Another characteristic of third places is that it is *a leveler,* which is defined as "a) one favoring the removal of political, social, or economic inequalities and b) something that tends to reduce or eliminate differences among individuals" (Leveler [Def. b:c], n.d.). Also, as mentioned by Oldenburg (1999), this name was given by a left-wing party, whose aim was to repeal the hierarchical difference between men. In that period, coffee houses were becoming places to gather, talk, interact with the others, thus it can be counted as a leveler (Oldenburg, 1999). The baseline and the idea of coffee houses were conversation, which people can last it for long times. Talking, listening, discussing with strangers, which brings together different kinds of people and also various ideas (Green, 2017, March). Oldenburg (1999, p. 47) adds;

> "*Quite suddenly, each man had become an agent of England's newfound unity. His territory was the coffeehouse, which provided the neutral ground upon which men discovered one another apart from the classes and ranks that had earlier divided them.*"

Third places as a leveler gives a wide context, which neglects any difference between the individuals and gives priority to the qualities free from status. This makes people feel closer to other people and feel comfortable in third places. Since, such places neglect the hierarchical order, people are able to know each other better and enjoy being together (Oldenburg, 1999). In "*The sociology of Georg Simmel",* Simmel and Wolff (1950) also mention the leveling factor of society. However, they claim that society brings an average for individuals and to be able to cross that average, border is effective on people's life. At the end, it may turn into a problem of individuals in society, in other words individuals versus society (Simmel and Wolff, 1950). However, in the framework of third places, the aim is the exact opposite, which is to free each individual and build community by bringing joy with the characteristics of third place.

2.3.3. Main Activity is Conversation in Third Places

While, neutral ground makes possible for people to feel themselves as they really are, and being a leveler remove the differences between people, conversation locates itself in the center of third places. As cited in Oldenburg (1999), economist Scitovsky made several visits and observations to coffee houses, shops, parks and other various public places in 1970, and concluded that conversation and socializing with others seem much more important than just eating or drinking. Furthermore, Oldenburg (1999) suggests that conversation affects the quality of a third place. It is claimed that talking topics in third places are different than the other parts of life. People talk to enjoy, get to know each other, and in this period, they don't even realize time is passing. However, if there is a disruption of conversation, it means there is something uneasy for third places. Oldenburg (1999) gives loud music or crowd of people and electronic devices as an example. According to him, this kind of distractions destroy the quality of conversation.

2.3.4. Accessibility and Accommodation of Third Places

Third places are expected to be open long intervals in the day-time. So that, people are able to reach there whenever they want. Oldenburg (1999) states that third places should be ready to accommodate people as soon as they escape from their daily life responsibilities and would like to relax. In this context, location of a third-place gains importance. According to Oldenburg (1999), if a place is far from the neighborhood, it is unlikely for people to choose to go there because it is not time and money efficient. At this point, accessibility should be optimum for a third place. Mostly, third places, which are located in a neighborhood, fits this description (Oldenburg, 1999).

2.3.5. Regulars in Third Places

Importance of *regulars* is emphasized by Oldenburg as the following lines; "The third place is just so much space unless the right people are there to make it come alive, and they are the regulars" (p.55). Places gain meaning with their regulars in it. In third places, regulars also welcome *the others,* or strangers (Oldenburg, 1999). According

to Laurier (2013), a regular is an individual who goes to one place repeatedly. Regular person is not an employee or a resident of that place, however, they continue to go there because they want to and enjoy being there. At the end, regulars are the ones who define the characteristics of a place. Oldenburg (1999) gives coffee house as an example of common place in city life. Regulars are one of the common participators. They build a social relationship between the other regulars and the baristas (Laurier, 2013).

2.3.6. A low profile in Third Places

Another characteristic of a third place is that third places have *a low profile*, which makes third places simple and modest. In such places, there is no need for high investments because people, who define that place as a third place, do not prioritize fanciness; for them, conversation activity is the base. However, Oldenburg (1999) states that new places try to locate themselves in the most active streets to attract lots of customers, and to do so they invest more to the fanciness rather than they prioritize the activity inside. He claims that if there is even a bit of fanciness, "people become self-conscious" (Oldenburg, 1999, p. 58). According to Oldenburg's (1999) definition of a third place, to become the place of daily-life routine, they should be plain and modest.

2.3.7. Playful Mode in Third Places and Feeling of Home away from Home

Playful mood is fostered by the other characteristics defined by Oldenburg. This mood makes people go to that place again, which in turn help create its regulars. If one feels down, they choose to go to their favorite third-place where they can talk with the others, enjoy and laugh. In this way, they feel like home, also defined by Oldenburg (1999), *home away from home.* Giving the feeling of friendly and warm environment, third places can be supplementary to homes. Although the public-private context is different, there is still basic similarities between them. For example, home is private, and the relations are different than a public sphere, while third places are public, and activities provided by these places are relatively less (Oldenburg, 1999). David

Seamon (1979) discusses how individuals establish attachment with places as they become familiar and feel like ‘at home’ in them. He also pointed some of the sub characteristics, such as (a) *rootedness*, which people are able to organize as they wish, and home is the center for departure and arrival, (b) *appropriation*, which people are in charge in their living place, they have the control over space, (c) *regeneration*, which people can refresh their environment as they feel according to their needs, at the end everybody needs change after some time, and (d) *warmth*, which gives the feeling of happiness, support, motivation and energy (Seamon, 1979).

As Oldenburg (1999) defined, these main characteristics of third places seem to be world-wide and they have an essential part in informal public life. However, still for one place becoming a third place depends on people. “Where third places are prolific across the urban topography, people may indulge their social instincts as they prefer. Some will never frequent these places. Others will do so rarely. Some will go only in the company of others. Many will come and go as individuals” (Oldenburg,1999, p.55).

2.4. The Coffee House as a Third Place

Different types of social and public spheres are discussed in the literature by various researchers (see Habermas, 1989; Sennett, 1977, 1994; Oldenburg, 1999). In these discussions, coffee houses are taking a part. This makes coffee houses a place to focus on since they foster communication, interaction and socialization. As mentioned in the third-place definition, coffee houses are one of the third places which offers an environment like home away from home or an escape point when people stop by when they are on the way from home to work. It is a place to have a conversation with friends while drinking coffee. Also, after the wide and easy use of technology, it is a meeting point where people can call their friends, or where they can go with their laptops or mobile phones to be alone and focus on their study. There are recently observed activities and workshops which are taking part in coffee houses; thus, these

are the places for entertainment. Moreover, these places foster socializing since they are offering lots of activities.

Habermas' ideas on the public sphere helps to better understand the importance of coffee houses in public life. According to Habermas (1989), the public sphere allows people to gather and create their public opinion and acts as a mediator between the communities and the states. At this point, coffee houses manifest themselves. Although there are subtle parts in the whole picture, coffee houses had important roles on the transformation of public sphere (Habermas, 1989, as cited in Laurier& Philo, 2007). Sennett (1977) also sees these places as a stage where people interact with each other and most importantly emphasizes on the ways of people's expressions of themselves to the others emotionally which in a long term will end up with social trust and powerful social relations in a society (Sennett, 1977).

Coffee houses are places which provide great variety of activity for daily life. They give the required stage for conversation and interaction. As Oldenburg (1999) said, conversation is the base for those places. Furthermore, they provide the environment for being private in the public sphere. "The ascendancy of the cafe is synonymous with the contemporary city and, as semipublic space, it supports either solitude - through anonymity - or sociability" (Felton, 2012, p.1). Finding the intersection of public and private sphere in coffee houses creates coffee house regulars since they can use the space to both socialize or be solitude.

In a study conducted in England, Manzo (2010) found that people consider coffee houses as a socializing and gathering place. Also, Cowan (2005) notes the importance of coffee houses as a part of urban form since they were public places other than pubs, taverns and commercial houses (Cowan 2005). There is a great deal of literature, which discusses the importance of these settings as a public space (see, e.g., Biederman 2013; Ellis 2004; Cowan 2005; Hattox 1985; as cited in Pozos- Brewer, 2015; Habermas, 1989; Heise, 1987; Tezcan, 1994; Holm, 2010).

Until the end of 19th century, coffee houses were considered as places where men go to have political discussion or do informal commercial activities (Hattox 1985; Ellis 2004). Women were excluded from these settings. However, after changes in the social context in twentieth century they were also customers in coffee houses (Haine, 1998). Social context was not the only factor which is changing. Technology also had an important effect on coffee houses by creating alternative usages for various users by providing different types of activities, which can be done individually or as a group such as working with a mobile device, communicating with a cell phone via social apps, using different technological devices or reading (Hampton &Gupta, 2008). Literature shows that after the use of technological devices, coffee houses are welcoming more people than before (Stadler, 2013).

Oldenburg (1999) compares his definitions of coffee houses and pubs/bars by stressing that beverages containing caffeine encourages different type of behavior than the beverages which contain alcohol. In a coffee house, when one drinks a coffee, he/she can have a calm conversation, read a book, relax and have an intellectual development (Oldenburg, 1999). Thus, different than pubs or bars, coffee houses host different types of activities and behaviors. Also, as Hattox (1985, p. 115) notes "The effects of caffeine were doubtless considered to have contributed as well to the proverbially loquacious behavior of the coffeehouse patron". This quote also shows that, fostered type of talking ability may create socialization thanks to the relaxing effect of caffeine on conversation.

Conceptualizing coffee houses as third places requires an understanding of how it all started, what is the role of coffee houses for the city and the society and how they developed in time with the changing factors over time. Following part aims to give insight about mentioned concerns.

2.5. A Brief History of Coffee Houses

There are several references about the starting date of coffee and how it spread in the world. Since it is not possible to define a certain point for the use of coffee in history,

all of the findings from various scholars will be mentioned. The coffee culture traces its roots back to the 12th century (Oldenburg, 1999; Hattox, 1985), also there are data claiming that in Ethiopia, people started to use coffee (Deniş, 2011). For some researchers, its starting point was Yemen (see Hattox, 1985; Ceylan, 1995) and for some, original starting point of coffee is Ethiopia (Pendergrast, 1999). According to Cohen (2004), because of the geographical reasons, it seems more likely to accept Yemen (as cited in, Şahbaz, 2007). At those times the coffee was used for healing purposes, especially during Sufi's religious ceremonies. In the 15th century, with the help of traders from Yemen, coffee started to be brewed in other Middle Eastern country cities like Mecca and Cairo (Hattox, 1985). After its journey to the mentioned cities, coffee had a part in religious rituals since it was mostly used by dervishes. Thus, a religious dimension was emerged, and coffee was promoted with religious feelings and coffee drinking became widespread. (Evren, 1996). As mentioned by Hattox (1985), coffee has spread over the Muslim countries via pilgrim's journey and trade by the beginning of 16th century. The journey after Mecca and Cairo follows Aleppo, Damascus and İstanbul (Hattox, 1985). Heise (1987) claims the introduction of coffee to İstanbul starts from the era of Selim the first, which is around 1512. Coffee, traded by Muslim traders from Cairo, Mecca, Yemen, has been transported via ships and stored in Eminönü and distributed to İstanbul from that point (Evren, 1996). After the wide use of coffee, a public house need has emerged because coffee was fostering the urge to talk and socialize. Thus, coffee houses, as the most important part of coffee drinking culture (Bulduk& Süren, 2008), developed as a place where people can have a conversation, trade, entertain and develop themselves intellectually (Hattox, 1985; Pendergrast, 2011).

Records show that coffee has traveled to Europe via Mediterranean traders who carry coffee from Anatolia in the 17th century (see Hattox, 1985; Toros, 1998; de Lemps, 1999). As Toros(1998) notes, coffee was carried with coffee sacks for the first time to Italy in 1624 by a Turkish diplomat. However, in this period the amount of the coffee was few, thus the real introduction of coffee to Venice started from the 1640s by coffee

import from Turkey. It is said that coffeehouses, opened in the beginning 1660s, became viral all over Italy by the mid-1660s (Toros, 1998). After Venice, Parisian met coffee around 1669s via a Turkish ambassador, who is described as arrogant yet have social skills, Süleyman Mustafa (Braudel, 1992; Toros, 1998).

Coffee truly became popular after Ottoman's second Vienna invasion in 1683. They left coffee sacks in Vienna and they opened coffeehouses in multiple locations (Toros, 1998).In the Journal of History and Society, it is stated that coffee habit has spread throughout Europe and the western world until the middle of the 17th century, and later in Marseille, Lyon, Paris, London, and then Vienna and Sweden (Kahve-III, 1985, p. 94, as cited in Balcı, 2019; Holm, 2010). Around the 17th and 18th century, coffee trade in France was one of the biggest and it led coffee to travel to "South America, Central America, India, Indonesia, Vietnam, and Africa… and Cuba, Guatemala, Venezuela, and Colombia after the 1740's" (Heise, 1987; Canaran, 2018).

The merchants played a key role on transportation and introduction of coffee. No doubt, throughout the journey of coffee in different countries, coffee drinking gained various ways to serve since it has affected by different cultures. Thus, it should be discussed what the different ways to serve coffee and different types of coffeehouses to understand their role in social life are.

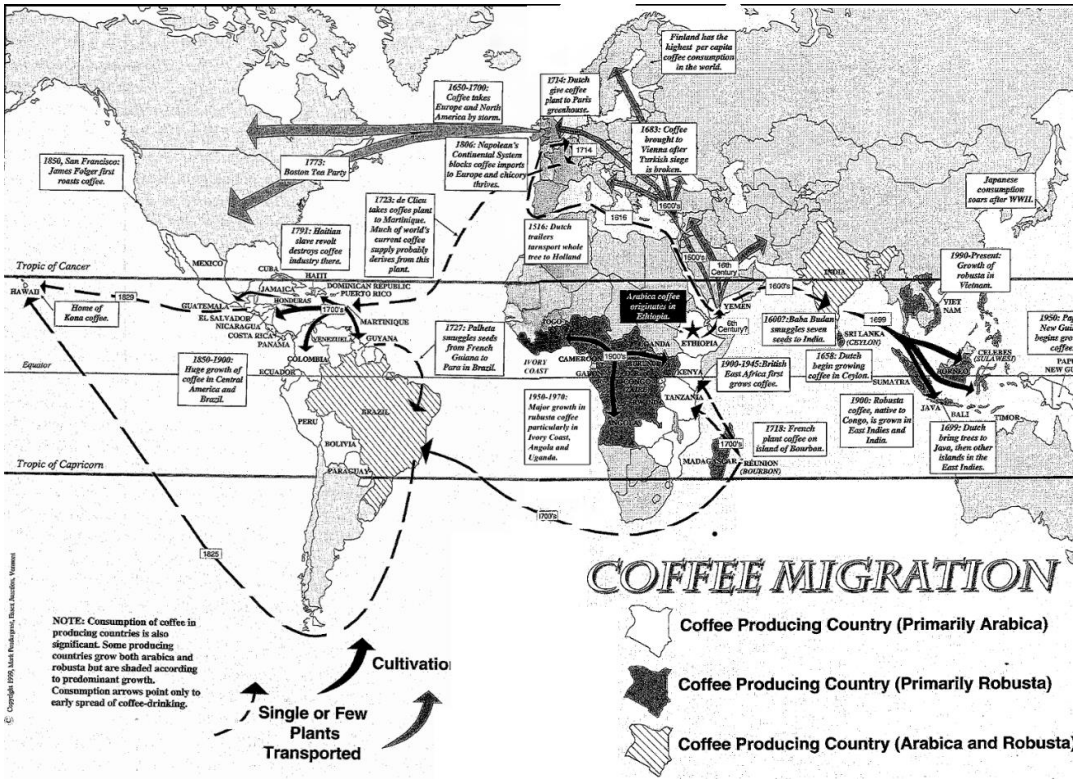

Figure 2.4. Route of Coffee in the World (Pendergrast, 1991)

2.5.1. From the First Wave to the Third Wave Coffee and Coffeehouses

Throughout time, way of production and consumption changes, and for coffee it is the same. In this context, '*waves'* represents the overlapping periods of coffee production, consumption and coffee houses (Rosenberg et al. 2018; Manzo, 2010). According to Trish Skeie (2003), there are three stages (or waves), in the development of coffee serving styles and coffeehouses. The starting point, the first wave, was the introduction of coffee to industry in around 15th century. Little amounts of coffee were produced; the patrons of coffee houses were considered only for providing quality space and well brewed coffee to keep their regulars. Some resources denote that beginning of first wave is around 1940s with low quality and low-price coffee which mass production owns coffee market (see Weissman 2008; Borella et al. 2015; Craft Beverage Jobs, 2016). However, this study would be based on traditional coffee houses as first wave,

which coffee started to be used as a social drink. The next wave follows a bit later. This era is when the coffee became specialized and different types of coffees were introduced to different parts of the world (such as espresso, americano were introduced in franchised coffee shops). In this era, coffee shops aimed to introduce different tastes all around the world. The focus was more on the consumption and less on the enhancement of the social capital in high-quality settings. The third wave has emerged around late 1980s. The aim in these third and the final wave has been to keep things local. The focus has been on the quality of coffee roasting types and ethics of production process (Skeie, 2003; Hartmann, 2011; Craft Beverage Jobs, 2016).

2.5.1.1. The First Wave of Coffee and Coffee Houses

Coffee use in various cities required a space to drink it. It led to foundation of coffeehouses. As Pendergrast (2011) notes, France and Germany met coffee around 1670s, and they had coffeehouses in the big cities by 1720s. In 1950, coffeehouse was opened in Oxford University, England by a Lebanese. Then, it spread over the country (Pendergrast, 2011). According to Oldenburg (1999) although the pioneer of coffee houses has found in Arabia, Turkey (İstanbul) and Austria (Vienna), coffee drinking became a viral in England. Coffee houses in England were providing a place for people who can share their own thoughts and discuss with the others, low prices which any income group could enjoy the beverages and be a part of coffee society and opposite concept from the pubs and taverns which keeps people awake rather than make them drunk. As Wild (2004) says "...coffee had become the fuel of the Enlightenment" (p.124, as cited in Holm, 2010, p.41). Oldenburg (1999) also denotes that, towards the end of 17th century, coffee houses were so common in England that one could find them in the next street. In the following years, government asked for them to create their own money system, because an economic crisis was turning up. Then, coffee houses started to use coins that produced from different materials. Thus, in those times, coffee houses were known as Penny Universities. Price for an intellectual discussion, a newspaper to read, a cigar to smoke and a coffee to drink was one penny.

> *"The coffeehouse of the seventeenth century was the precursor of the daily newspaper and home delivery of mail; it was the prototypical club at which many Englishmen conducted business affairs…many Londoners dropped into the coffeehouse several times a day in order to keep abreast of the news."* (Oldenburg, 1999, p. 185)

This shows the importance of coffee houses in daily life routine. People were joining the society to get informed or announce their ides to the crowd in those places. This educative, informative level of coffee houses may be another reason to call them as Penny University (Figure 2.5). They were attracting people since the hierarchy was alleviated and all of them are at the same level and it was affordable since they have their own trade system. In addition, Cowen (2005) adds the differentiation between public and private were not as strict as before, because coffee houses were normally a part of the owner's property or their own houses. In other words, any clear line was missing between the publicly used coffee house and privately-owned personal house. These places were not following the rules of spatial hierarchy. However, this defined a behavior pattern in the coffee house. People both have the feeling of home and behavior as they are in the public area.

Figure 2.5. England's Coffee Houses or known as Penny Universities (Wordsworth, Jan 2013)

England was not the only place that coffee houses have an important role in social life. As trade brought coffee culture from Middle East to England, it also spread these cultures to the other countries. France, Australia, Italy, Scotland, Ireland and other countries gave a part to coffee houses in the urban context. French cafes also functioned as a place where "regulars picked up talk about the private lives of public figures" (Darnton, 2010). The speech that people used is known as “anecdotes". These were used to discuss the daily issues which are censored or banned to be published. "Whether exchanged orally in a café, scribbled on a scrap of paper, or combined as paragraphs in a newssheet, anecdotes operated as the primary unit in a system of communication" (Darnton, 2010). Also, German Cafés (known as *Kaffeekranzche- or coffee circles*) helped to change the status of women in German society. They were respected and listened more (Biderman, 2013).

Figure 2.6. People having discussion over a newspaper and war in French Coffee Houses[3]

[3] Image at the top retrieved from: https://www.nybooks.com/daily/2010/03/18/blogging-now-and-then/; Image below retrieved from http://www.wikizeroo.com/index.php?q=aHR0cHM6Ly9lbi53aWtpcGVkaWEub3JnL3dpa2kvRmlsZTpQYXJpc0NhZmVEaXNjdXNzaW9uLnBuZw Access Date: 27 Sep 20

Figure 2.7. First Coffee House in Vienna (Source: Heise, 1987)

In her study, Pozos-Brewer (2015) follows the dynamics of gender, culture and the decline of coffeehouses before the second-wave of coffee. In order to understand the overall dynamics in these places, it will be followed the same order.

Gender

In 17th and 18th century, records don't show any data about active women participation in coffee houses, yet there were no strict rules about it. Although, it can be said that these places were leveler, it is only in the level of social status rather than gender. Cowen (2005) says that while coffee houses were secured by the male regulars and it is called *public sphere*, women had their tea tables, mostly located in a private area. "The coffeehouse was a key site of masculine social discipline" (Cowan 2005, p. 244). In other words, women were not restricted legally but at the same time not welcomed as a part of society in the first wave coffee houses. (Biderman, 2013). Reitz (2007) notes that European coffee houses were places where man can show their virility and they were reproducing itself.

Culture

Although, the importance and the idea of coffee house concept is the same in each culture, each of them introduced something new to the concept. For example, English coffee houses were different than the Parisian Cafés. Ellis (2004) notes that, French cafés were popular with beverages containing alcohol. Parisian Cafés were the starting point for today's *bloggers*. People were discussing the daily news which are not allowed to be mentioned any medium. If one wants to talk, they would prepare a paragraph about their speech and discuss them with the crowd (Darnton, 2010, March). Researchers say that coffee houses were the core place for daily discourses and news in the city. They were both creating a discussion and spread it over the city (Cowan, 2005; Ellis, 2004; Biderman, 2013; Pozos- Brewer, 2015). In the period of English Restoration, between 1660- 1675, rulers of England were concerned about the activities in coffee houses, since there is a great potential for different groups of people can unite and revolt. Even, they tried to forbid coffee house activities, it has continued as an important part of everyday life (Cowan, 2005). In other words, selling or drinking coffee may seem a daily activity, but the ***social organization*** comes along was something more important.

Italy's coffee culture records show that coffee has imported from Middle East to Venice (Lillie, 2013, Nov 4). First people were using it for medical aims, and after the trade of coffee became popular, it was easier to find it in most cities in Italy. The importance of coffee houses for Italian society was their *Neapolitan tradition.* According to this tradition people pay for two cups of coffee, but drink one of them. So that, the other cup of coffee was served to a stranger in the house (Lillie, 2013, Nov 4). Therefore, in the Neapolitan tradition, coffee houses functioned as a place that establish connections between members of the community.

Tea and Decline of Coffee Houses

After the sensational period in 17th century, popularity of coffee started to decrease around the world due to the tea imports. Then after, tea started to take part in coffee

houses as well. However, social effect of tea was not the same with the coffee, because it was consumed mostly at private spaces with small group of people. “The private and intimate arena of tea drinking, with few men and women gathered around the tea-table in the salon or garden of a private house, limited to the members of one’s colleague” (Ellis et.al. 2015; 45). After its sudden popularity, tea overtook the coffee in city. As Hattox (1985) notes, Persian coffee houses later turned into teahouses. Tea has spread quickly because it was easier to make it rather than dealing with pealing the coffee beans, roasting and grinding them. Thus, declining coffee consumption led to produce low price and quality coffee. However, the role of coffee houses for society, city and social engagement in its history, and its memory have been reflected to the next coffee shops, cafés (Ellis, 2004; Pozos- Brewer, 2015). Coffee houses gained back their popularity with the coffee houses opened in Vienna around 1680s and took place in daily life by focusing on social interaction (Hämäläinen, 2018).

General information about first wave coffee houses, generally focuses on Europe. In the context of this research, the next sub-part will investigate Ottoman Coffee Houses, their role for society and inner dynamics of the coffee house detailly in order to provide comprehensive understanding for the later parts of the research.

2.5.1.1.1. Ottoman Coffee Houses

Historical records show that coffee plant discovered in Ethiopia and spread to Saudi Arabia (Hattox, 1985). It is possible to trace it from Arabia to İstanbul and then to Europe in the period of Ottoman Empire, location advantages led people to trade coffee since they define coffee, or known as "kahve”, as their wine. Also, Turkey was the bridge between Middle East and Europe for coffee trade (Ellis, 2004; Oldenburg, 1999; Yağbasan& Ustakara, 2008). According to Myhrvold (2018, June 28), coffee houses were first emerged under the name of *qahvehkhanehs* (kahvehane) in Mecca and then İstanbul. As cited in Çağlayan (2012), Gregoire (1999, p. 16) says that coffee drinking behavior spread after the increased use of public spaces near the complexes and mosques since the other people also were being attracted by this crowd and join

them. With these developments, it can be said that people had a new sphere where they can be together, and a sharing-based field of activity began to form (Çağlayan, 2012).

> "*They became popular meeting places where men of learning often gathered to converse, play chess or backgammon-type games, sing and dance, listen to music, discuss politics and news of the day, and smoke and drink. They became known as "schools of wisdom" ... The drink had already become ingrained in daily ritual and culture*." Myhrvold (2018, June 28).

The first coffee house (*kahvehane*) is believed to be opened in 1554 by Hakem and Şems in Tahtakale (Saraçgil, 1999, p. 33, as cited in Çağlayan, 2012). Tahtakale was chosen because of its location and closeness to Golden Horn (Özkoçak,1997 as cited in Yaşar, 2003). In this way, coffee trade and coffeehouse, opened by these two people, officially accepted and the basis for today's coffeehouses has been built (Çaglayan, 2012). It is also said that, modern culture for coffee houses has emerged in Ottoman Empire (Holm, 2010). Then it spread to İstanbul. In these places, the people and the dervishes who had the knowledge of coffeehouses, went to chat with the others, the poor for sheltering, some of the young boys to gossip and janissaries to show themselves (Açıkgöz, 1999, pp. 153-154). In addition to those who go to coffeehouses to drink coffee, some tramps played backgammon and chess in coffee houses. It is also believed that religious man was against the coffee houses since they believed they are worse than the alcohol serving places. In the period of Murat, the third, it is known that some coffee houses were running illegally. At those times, the number of people who are out of work was also high. With the combination of spread coffee houses which can be found in each neighborhood and leisure time people had, high numbers of regular coffee consumer in coffee houses have emerged. After people started to gather with the others from different social groups, it was unpreventable to discuss political issues and protest the rulers. This led Murat the third to close coffee houses in 1583 (Büyük Larousse, 1986, p. 6196, as cited in Yağbasan& Ustakara, 2008).

In the period of I. Ahmet (1603-1617) the rule to forbid coffee houses was introduced, however it did not last long. With another rule, coffee houses were closed and replaced by rooms for singles, blacksmith and tanner shops. Determination to forbid coffee houses lasted around thirty years, however in 1663 they were opened again (Çağlayan, 2012). Despite the several prohibitions of these spaces, spread of the coffee houses in the society as a part of daily life, could not be prevented. Also, coffee houses, when they first appeared, counted as spaces where represents the modernization and socialization by bringing lots of people together (Işın, 2000). This time, the number of coffee houses in İstanbul and country's other cities, towns and villages have increased. There were large and small coffeehouses in almost every neighborhood (Çağlayan, 2012).

The Spatial Location and Physical Settings of Ottoman Coffee Houses

First coffee houses in Tahtakale, İstanbul (Turkey) had a central location (see Çağlayan, 2012; Yaşar, 2003). Because of its location, the use of coffee house increased and took part in urban life (Yaşar, 2003). In his study, Yaşar (2003) revealed the records of shopkeepers in 1794 and emphasized that the highest number of shopkeepers are the coffee house owners. Another important data, derived from the old records provided by Yaşar, was the location of coffeehouses in the city. Yaşar (2003, pp. 26-28) says;

> *"**The public squares** and …nearly all **the market areas** and neighborhoods had at least one coffeehouse, and usually more than one or more coffee house was in **the commercial focus of the area**. Indeed, coffeehouses were situated in **nearly every street** of the city."*

Moreover, coffee houses were more specifically located near madrasah, palace and mosques, which are the foundations representing the Ottoman Era Turkish culture (Açıkgöz, 1991, as cited in Yaşar, 2003). Because coffee houses have a deep history in urban life, these spaces spread all over the country and accepted by people. Ulama also found a way to make benefit from the coffeehouse and to develop their own

community; they established coffeehouses next to their mosques (Çağlayan, 2012; 104). Besides the variety of activities provided by coffeehouses, it is mentioned that old coffeehouses included barber corner, which extends the usage area of coffee houses (Ünver, 1996, as cited in Yaşar, 2003). Social and commercial life around the coffeehouses began to develop, and the coffeehouse that lived in the first periods with the mosque was freed from its dependence on the religion and the mosque and proved its prominence by linking the bazaar and the market to itself (Çağlayan, 2012). As Kırlı (2003) states that near the public parks, at the edge of the cities, near the rivers and in the street open-air coffee houses, which have beautiful sight, existed. This provided a space to observe the street life while enjoying conversation and coffee.

Spatial information of coffee houses also helps to understand the physical qualities of them. As Yaşar (2003) cites, bigger coffee houses were located near the central parts of the city, offering wider interior which provides to host larger number of people. Smaller coffee houses are located in the neighborhoods. Due to their various types, coffee houses had their own architectural characteristics (such as "well internal decoration, divan around the periphery of a large room, fountain in the middle[4]" (Yaşar, 2003, pp. 29-30) which was effective to create public opinion since these places provided a spacious venue to accommodate large numbers of people (Açıkgöz, 1999, pp. XIII-XIV, Yağbasan& Ustakara, 2008).

[4] These physical elements of Ottoman coffee houses are defined from the depiction of the space (Figure 2.8) by the author.

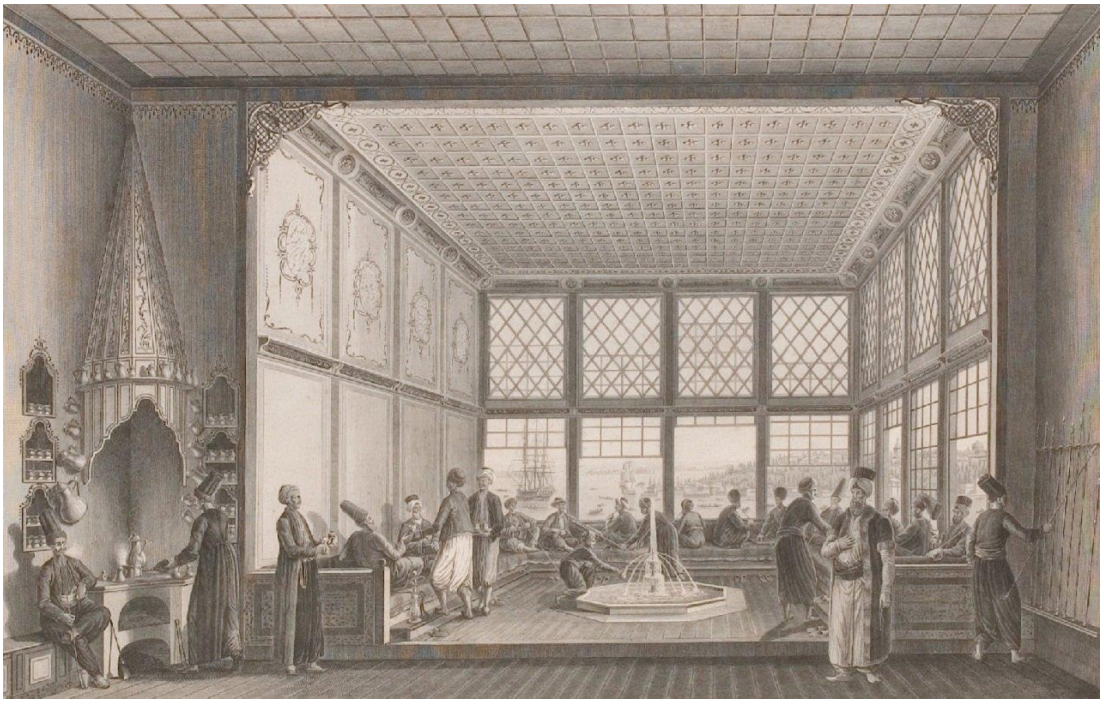

Figure 2.8. Portrait describing the inside of an Ottoman Coffee House (Melling, as cited in Yaşar, 2003)

Neighborhood Ottoman Coffee Houses are said to be one story on the street level, have a small pool in the center and wooden structures inside. Despite of their different location and size, the interior design of the coffee houses was quite similar (Yaşar, 2005, as cited in Canaran, 2018). After Tanzimat period, they started to use tables and sitting places to provide comfort inside coffee houses rather than the big couches. Coffee houses in Istanbul, which were popular till recently, were opened and closed in different periods and today, they are known as places where everybody, except women, spend time (Ana Britannica, 1994, p. 388, as cited in Yağbasan& Ustakara, 2008). These characteristics of coffee houses, which bring people together with its volume and number of seating and provide a stage for a mind opening discussion (Duyan, 2007, as cited in Yağbasan& Ustakara, 2008).

Figure 2.9. Ottoman Coffee House (kahvehane) with detailed interior design (Özeren, 2018)

The Role of Ottoman Coffee Houses in Daily and Social Life

The basis of coffee's immediate fame can be said that the life of the Ottoman people. Coffee Houses put forward the use of coffee as a social drink and the coffeehouse as a public space where coffee will be consumed with the existence of other people. Thus, the space which can be counted as a regular shop, transformed into a place of meeting and entertainment and started to transform itself through social relations (Çağlayan, 2012). Apart from the Turkish baths and taverns, the coffeehouses provided an alternative social space, by expanding the boundaries of everyday life, where people can gather and ensured the participation of the people in the social life. After arrived in İstanbul, coffee consumed outside of the house despite the possibility to drink it at home (Balcı, 2019). Coffee houses were places where people gather and discuss daily life. As it became popular and created alternative public space as a social institution

in the urban life (Yaşar, 2003), it attracted more people from different social levels. In the newly conquered cities, to show the modesty of their government, Ottoman rulers built a big coffeehouse (Ellis, 2004). This shows that Ottoman Empire used coffee houses as their symbol of modesty and yet again the importance of coffee houses for the society.

User profile of coffee houses were various. Customers of first coffee houses in İstanbul were elites and bureaucrats, before the wide use of coffee houses as a part of daily life. The social relations which were developing in different public spaces such as mosques and baths, had a new twist in coffee drinking places. Thus, a structure that lasted for hundreds of years has emerged. Within this new sphere, these areas appeared as the places where the hierarchical structure and respect were temporarily removed (Çağlayan, 2012). People who like to have leisure time, begun to gather together and organize crowded meetings thanks to the coffeehouses (Ceylan, 1995; Saraçgil, 1999; Yaşar, 2003). Also, these spaces provided a belonging feeling to a larger community, a social group with provided activities, (such as conversation and group games) (Tezcan, 1994, as cited in Şahbaz, 2007). In time, as Yaşar (2003, p. 1) states;

> *"The coffeehouses set other public spaces apart in terms of their effectiveness in becoming an innovative social institution in the urban setting and opening to a wide variety of clientele of both high and low social statuses".*

The coffeehouses, which are highly integrated public spaces and public life in Turkish society, have been mediating social communication with socialization, leisure, communication, political and cultural functions for nearly 500 years (Taşpek, March, 2007; Düzgün, 2007, as cited in Yağbasan& Ustakara, 2008).

Activities in Ottoman Coffee Houses

After people started to drink coffee any time of the day, coffeehouses have become an important tool for meeting people, exchanging ideas, chatting and having fun (Balcı, 2019). In a short period of time, coffee houses became places to socialize and do something other than religious matters. Coffee houses offered people a space to spend

time at night, invite their guests without spending so much money, spend special time with their friends. Thus, coffeehouses were no longer just a space for coffee, it became the place that people can talk prohibited issues in daily life (Topik, 2009; Balcı, 2019). Among the main activities in coffee houses, there were reading books, poems or pieces from the literature besides the plays of backgammon and chess. This shows that coffee houses also gained an intellectual position in urban life (Saraçgil, 1999).

Hattox (1985) discusses the importance of coffeehouses for Turkish society under the categories of *patrons (the regulars)*, *activities and entertainment* and *conversation*. He emphasizes the existence of different social groups in Turkish coffee houses, by mentioning the existence of people " from almost every segment of society" in the same place (p. 93). People who choose to go there, enter that place without hesitation since they know they are already a part of that society. Some of them go there to chat with strangers. They find this activity as a cheap entertainment. Under the entertainment and activities category, he gives reference to İbrahim Peçevi. According to him, the activity of having people over for big dinners has shifted to coffee houses. Thus, hospitality was not only being showed in personal space but also in a public space. This also changed the perception of a public space, since one can invite people and feel like they are belonged to that place. Kafadar (2014) mentions that coffee houses provided them an excuse and attracted people outside. Thus, they could spend time during day and night (Kafadar, 2014; Canaran, 2018). The last category for Hattox was **conversation**. Coffee houses were places for a daily talk and discussions mainly. He says that “the coffeehouse was above all a place for talk: serious or trivial, high-minded or base, that place more than any other seemed to lend itself to the art of conversation” (p.100). A new public and social life and social setting can be created by shaping around conversation and it is named as *polymorphous sociability* by Aries (1989, pp. 3-4). Since, coffee gives people a relaxation, they were feeling freer than the public baths or mosques. Also, its interior was available to relax and talk to the others. No doubt, the conversation was not always prosaic. There were political discussions over a newspaper, intellectual discussions over a book. Findings even

show that writers were giving their final work to coffee houses to get a feedback from public. Science, art and other categories were among the discussions. Thus, these places turned into a stage where information spread so easily (Hattox, 1985). It is said that having a conversation while drinking coffee in the coffee houses has changed the aim of coffee houses. Now they are not only a space to drink coffee, but a meeting place where people can gather and spend time with the others (Kologlu, 1986; Hattox, 1985). Although, today in traditional coffee houses in Turkey, activities are mostly to play games and have a conversation, they still take a huge role in everyday life as a social space.

In the next part of the study, it will be mentioned how coffee became a popular beverage and consumed by masses and how chain coffee shops emerged as second wave of coffee houses.

2.5.1.2. The Second Wave of Coffee and Coffee Houses

After the fall of popularity of coffee, in 1950s instant coffee were being used because of easy preparation (Bramah, 1972, as cited in Morris, 2017). Coffee business was dominated by this new type of beverage. Revival of fresh coffee began with the introduction of espresso. Ellis (2004) and Holm (2010) notes that after the espresso machine has increased the quality of coffee, "coffee bars" started to emerge and espresso machines with its aesthetical and artistic view created a modern typology for coffee houses. However, physical aspects were not the only one for coffee houses, they also gained the social reputation and importance for the society back (Ellis, 2004, as cited in Pozos-Brewer, 2015; Holm, 2010). Role of coffee bars[5] for the city is important in a way to create both a place to welcome strangers and comfort for the individuals (Holm, 2010). Meanwhile in 1963, after feminist movements, women had more freedom in public space. So, they were actively taking part in coffee houses. It

[5]Coffee bars are serving coffee like the coffee houses and coffee shops, but the interior is designed like bars providing a quick shot of coffee while people are standing when they sip their coffee. Origin of coffee bars is in Ital, but it is also possible to see various examples in different countries (Goodwin, 2017).

is presumed that women were majority in coffee houses during feminist movement, although there is no scientific finding about coffee since it was not as popular as before (de Koning, 2006; Franklin, 2013, as cited in Pozos-Brewer, 2015). Thus, women started to be welcomed as a patron to coffee houses.

Popularity for coffee has increased after the introduction of chain coffee shops such as Starbucks, Gloria Jeans, Arabica and so on. Starbucks opened at 1971, and it was the only coffee shop in Pike Place Market (Seattle, WA), one of the oldest public farmers market in the United States. After Howard Schultz joined the group, Starbucks had a shift in coffee market. Schultz's idea was to gather people in coffee shops, providing them an environment where they can go and have a conversation with the others. The idea came from Italian espresso bars, where people meet, have conversation, have fun. Also, this approach affected the way of coffee consumption by focusing on "experience" (Holm, 2010; see Pine& Gilmore, 1999). "This in turn changed the discourses, the face and the functions of the modern city" (Holm, 2010, p.46). He was actually thinking to **create a third place** for people after work and house. It is said that Starbucks didn't only provided a good coffee and a rich coffee culture, but also a new type of experience (Starbucks Corporation, n.d.).

> "*We feel that we are in the business of human connection and humanity, creating communities and a third place between home and work*." - Howard Schultz, Chairman and CEO of Starbucks (Interview on "60 Minutes," June 2006)

"Our tiny 700-square-foot store, near the entrance of Seattle's tallest building, became a gathering place. We were filling a void in people's lives" (Schultz 1997, 88, as cited in Holm, 2010, p.49). As Hartman (2011) states, Starbucks aimed to provide "real coffee" by roasting and grinding the beans and educate baristas for well- educated professionals, which will be authentic at the same time (Hartman, 2011, p. 168). Today, Starbucks is known all around the world, since they have a shop nearly in each country. Their branching strategy is to provide people coffee shops without making

them cross the street when they are going to work. Thus, they are located in most parts of the city (Reddan, Sep 2017). They are familiar stops for tourists, travelers and locals with different coffee options and free Wi-Fi. "Without paying for publicity, Starbucks had become synonymous with fine coffee, hip hangouts, and upscale image" (Pendergrast 2010, p. 333, as cited in Pozos-Brewer, 2015). It is congruous to say that after the idea to follow the concept of third place introduced by Oldenburg, Starbucks has become a world-wide coffee house providing various types of coffee and experience. It also shows that people needed an escape point on their way from work to home from the rush of daily life. They needed a place to see other people, relax, enjoy a good coffee and conversation.

Figure 2.10. The first Starbucks Coffee Shop in Seattle (Starbucks Corporation, n.d.)

No doubt, chain coffee shops changed the way people think about coffee after the fall of coffee, with their familiar environment and various activities they provided. They

turned out to be brands that the products are available in different markets. With the advanced use of machines, they start to run like mass production units which offers the same product to a large group of people for a long time. In addition to the coffee machine technology, information and communication technologies also take part in chain coffee houses. As mentioned by Reither (2018), Starbucks as a second wave coffee house, was the first space which provides public wi-fi network. Moreover, mobile applications of chain coffee houses exist which provide people to order and pay online while they are on their way, and all they have to do is to go to the coffee shop and take the order without interacting with anybody. It is undeniable that this kind of branding and integrated technology, which discourage interaction, in globalized chain shops affected the relationship between customers and coffee shop owners. Also, to keep the chain coffee houses in a consistent quality, they followed homogeneity in all shops all over the world, which creates monotype atmosphere ("The Three Waves of Coffee", 2013). Chain coffee shops ended up serving standardized coffee in all of their shops around the world (Rosenberg et al. 2018). Moreover, production process of coffee beans came into question because of the worker ethics (Waridel, 2002). It can be said that these factors have led the emergence of third wave coffee houses. According to Manzo (2010)

> *"small-batch artisanal coffee roasters and independent or small-chain coffeehouse that are themselves part of a supply chain including a collection of field-to-cup actors starting with direct-trade growers with whom the coffee brokers, roasters and cafe owners are understood to have relationships"* (Manzo,2010, p. 143).

As these critiques led the emergence of third wave of coffee, chain-based coffee houses adopted new strategies as an answer to the new stream. Starbucks followed a new strategy to act local with its design and products (Stinson, 2014) and Arabica Coffee House defined their vision as providing "attractive and efficient facilities" (Arabica Coffee House, n.d.).

2.5.1.3. The Third Wave of Coffee and Coffee Houses

Trish R. Skeie (2003) introduces the third wave of coffee, noting that it started in Norway. Holm (2010) says in Oslo, Starbucks company didn't open a coffee shop, thus, in 1980s they opened their tiny coffee shops with various types and designs. However, their most distinguished characteristic was the relationship between barista and the customers (Holm, 2010).

Third wave coffee shops are different from chained cafes in terms of ethics of coffee beans, aesthetical concerns and served products. They can be categorized in local type of coffee houses although, they have different and modern aesthetical concern in interior design to attract consumers. Some of them have different shops in different locations, they are still not mass producing to keep the quality and taste as priority. Third wave coffee houses have introduced different types of coffee beans and infusion techniques. Even though, their products and techniques are more various and richer than the first and the second wave coffee houses, their role for the society is quite the same (Skeie, 2003). Only some social aspects have shifted after the introduction of technology. As quoted from Manzo (2014), Hämäläinen (2018, p.17) says:

> *"... it values artisanship, expertise, community, sensual experience and communication between people. The culture, however, is not limited to the physical realm but is very active online, where a lot of social planning and exchange of information happens."*

This shows that 'third wave' creates a new space for socialization. Also, this new wave creates a subculture in the 21st century by focusing on "respecting to coffees, drinks preparation, familiarity with equipment, and the argot surrounding all of these things" Manzo (2015, p. 748).

Figure 2.11. People are working separately but on the same table (Montebello, 2016).

Figure 2.12. Home-like environment where people can either relax or study (Retrieved from http://www.missgetaway.com/ducks-coffee-shop/)

Third wave coffee houses have similar role as the other waves of coffee houses for the society, however provided facilities vary. This new type of cafes is providing a cozy and comfortable atmosphere with the attractive and modern interior design and comfortable seating groups. People can choose their coffee and food freely from the given menus. Wireless network is provided in most of them (Akarçay, 2012). Also,

the gender distribution in third wave coffee houses are heterogenic, which means there are both men and women exist in the same place.

2.5.1.4. To Sum Up: From Turkish Coffee Houses to Third wave Cafés

After the industrial revolution and the effects of globalization started to be seen in Turkey, imported types of coffee houses started to take place in Turkish cities. Uluengin (2016) says that coffee has been a part of Ottoman and Turkish society's daily life for a long time. Second wave, such as chain coffee shop and third wave, such as local but with a modern twist, led to increase in coffee consumption. Capitalism caused the perception of world as one space where information, culture and capital transfer anywhere in the world. It created a homogenization beyond borders. This globalization effects led to similar consumption patterns and similar tastes by shaping the daily lives in various parts of the world. Globalization is not only about capital, but also cultural aspects. As cited in Akarçay (2012), Robertson introduced the term glocalization. Under this term, global consumption products are also considered and harmonized with cultural aspects (Akarçay, 2012). In this context, Starbucks example comes into the discussion again. Starbucks is a globalized café which has different shops in various cities. They are serving Turkish coffee with special Starbucks beans. This creates an attraction for locals to go to that coffee house. Also, Simon (2011, p. 7) states that to drink Starbucks coffee with that white cup and green logo on it became a silent communication among the customers, showing that they feel belonged to the same community and similar urban tastes (as cited in Akarçay, 2012).

Figure 2.13. Interior and exterior space settings of third wave cafes in Turkey (Retrieved from http://blog.istanbultourstudio.com/best-turkish-coffee-third-wave-coffee-shops-istanbul/)

In a period when tea houses were popular, Turkish Coffee Houses were still an important attraction point. Chain coffee houses (Second-wave coffee houses) took place and they still exist. However, after the introduction of third wave cafes, people started to choose them instead of industrialized taste provided by second wave coffee shops. According to an interview in mentioned by Burton (2018), a coffee shop customer says;

> "*When I was introduced to the third wave coffee I stopped drinking from the coffee chains and drink only third wave-style espresso and Turkish coffee. While I switched from granular coffee to second wave coffee and from second wave coffee to artisan espressos, I never stopped drinking Turkish coffee and don't think I ever will*."

As derived from the previous parts, coffee and coffee houses are considered important in Turkey. Thus, other than the first wave coffee houses, increasing number of second and third wave coffee houses draw attention. Also, these different waves of coffee houses should be discussed together. The simplest reason is that traditional Turkish coffee is offered in the second and third wave coffee menus. This is not about an extra

beverage in the menu, rather it should be seen as an item which may foster coffee houses to have similar dynamics and characteristics.

Coffee Houses and Communication

In the first coffeehouses, there were no device for information and communication, thus people were dependent to the space to have face to face conversation and transfer their knowledge to one another. If someone wanted to learn something about the daily issues, it was enough to go to the coffee houses. Also, newspapers were read loudly to inform people (Hattox, 1985). There were other types of coffee houses named '*kıraathane*[6]' and in these spaces main activity was reading newspapers. However, today they are not different than traditional coffee house (Kırlı, 2009) as its form and function.

New means of communication, such as information and communication technologies, have created a new paradigm for the function of coffee houses (Çağlayan, 2012). Newspaper is the first organ that takes its place in the coffeehouses as a tool for mass communication. The newspaper is still an inseparable part of the coffeehouses since it was first introduced to coffee houses. After this new media took part in coffeehouses, a new type of activity which is to read the newspaper and discuss with the others, has emerged. Thanks to this development, the number of regulars of coffee houses has increased. In the period when the literacy level was low, newspapers were read by a volunteer or coffee house owner, so that the ones who cannot read would also benefit from it. After this, coffee houses turned into an important alternative place for creating public opinion. No doubt, traditional coffee houses have affected the social norms in a way to create better social relations within the society. Another major technological development in coffee houses was the radio. It was also introduced to the public through coffeehouses and it is believed that the radio had a strategic role as a mass communication tool in the coffeehouses of Anatolia (Çağlayan, 2012). After

[6] Meaning of kıraathane is a room for reading. This research considers 'kıraathane' as traditional coffee house (first wave coffee house).

the information age and introduction of technology, wireless network, Wi-Fi, internet access, sockets became common features which provides uninterrupted connection for people, and they have become inseparable feature for cafes. This provided cafés to offer various types of activities along with the different kinds of coffees (Akarçay, 2012). Today, in Turkey, even some of the first wave coffee houses have public wi-fi for the customers.

All in all, when it is considered the history of coffee houses and emergence of different waves, it can be said that technological changes supported the variation of coffee house waves. By technology, it is referred both to the technologies, which change the process of producing such as coffee machines, and the technologies which provides new ways to interact and communicate, such as mobile phones, laptops, internet or mobile applications. Use of technological devices in daily life and in coffee houses bring the discussion about how communication and interaction ways gained new layers. In the framework of this research, it would be focused on the technologies which affect interaction and communication. Thus, it is necessary to discuss how the development of these kinds of technologies became intertwined with daily life; what are their relationship with urban space and what kind of behavioral patterns do these devices create.

2.6. Changing Means of Communication and Ubiquitous Technology

Technological developments are happening fast recently. To understand its effects and changes come along with technology usage, first, it should be discussed how technology is integrated with daily life and how new forms of social, cultural, economic and technological developments are emerged. In this sense, Manuel Castells (1996) provide an introduction in his book "The Rise of Networked Society". According to the author, major changes in economy, social structure, security was happening in the times of uncertainty. These uncertain times were caused by the changes in communication ways. Technology is affecting the way of communication by creating new and complex information patterns. Internet and wireless technology

provide the technological base for this information flow. However, since information flow is faster, change happens faster. This leads to a division between generations. On the one hand, there is a group of people who experienced technology and new ways of communication in their later ages, and on the other hand there are children, who are born in the information age. Both groups use technology as a tool of their daily life (Castells, 1996).

Communication realm is one of the activities that people do in their everyday life. Invention of internet made this realm easier by removing the space and time dependency. Means of telecommunication has shifted to another level with the use of internet. It allowed people to access information, seek information and communicate anytime and anywhere via connected network systems (see Castells, 1996). After the wide use of internet in 1990s, another technological device has been introduced. This device was mobile phone. It was easy to use and carry. After the developments of technology, mobile phone extended its ability. It can be said that this development came with the introduction of internet. Christensson ‘s (2015) proper definition is that internet is a network which binds different technological devices in the world. Connection to the Internet (world wide web) or Internet service provider is needed to provide this binding. This connection may need a wired system or a wireless system such as Wi-Fi, which makes possible to connect without any cable. The world wide web (www) provides a large variety of information; the social media provides a platform to share images, messages and comments; e-mail provides message or document transfer; and software provides the applications to benefit from the services that the Internet may provide (Christensson, 2015). Castells (1996) explains the wide use of mobile phones with numbers. According to his findings, while in 1990s, great number of registered phone users existed, after wireless network via mobile phones were used by sixty percent of the total world population in 2009 (Castells, 1996). Today this rate is around 75% of total world population (eMarketer. (n.d.)).

The next step was combining two technological development; mobile phones and the internet. This innovation carried telecommunication and the use of mobile phones into

another level. “The ability to connect to the Internet from a wireless device becomes the critical factor for a new wave of Internet diffusion on the planet” (Castells, 1966, xxvi). This quote shows that the use of internet and technology is defragmenting with high number of daily activities. Now, internet, technological network and wireless systems changing the traditional way of communicating by removing the boundaries, but also creates borderless interactive way of communication. It is possible to turn everything into codes and distribute them via internet. Mass media as a communication way also affected and changed with the Internet. Newspapers, journals, reports, radio channels or television channels are also available online. It is now even possible to access to such textual, audio and visual information from a ‘smart’ television (i.e. a television that can connect to the Internet). Thus, it is possible to say that mass communication and information is also digitalized and distributed via technological devices. Castells (1996) emphasizes that people are adapting themselves to the change. They create their own way of communication via smart phones, applications, messages and so on. It provides another social interaction type. This online type of interaction is getting viral all around the world. Castells adds “on-line communities are fast developing not as a virtual world, but as a real virtuality integrated with other forms of interaction in an increasingly hybridized everyday life” (Castells, 1996, p. xxix). This new communication area takes network and the Internet as its base, uses a digital information and has the ability to reach the whole world.

No doubt that these new developments in technology brought a new dimension to the communication ways in our lives. As mentioned above, it is now possible to interact or communicate with the others anywhere, anytime. The innovations in technology and their effects on communication and interaction among society have increasingly been studied. From the time that mobile phones and social media networks are in daily life, researchers have been investigating the effect of technology on traditional way of communication and interaction. Przybylski and Weinstein (2012) state that the developments in technology made possible to connect people all around the world. However, little is known about the effects of technology on social relation (Przybylski

& Weinstein, 2012). Misra et al. (2014) made an experimental observation about the usage of technology, absence of it and what are the differences of behavior patterns in both situations. Their findings revealed that people who were communicating without technological devices (e.g. mobile phones) had more empathy than the ones who used such devices (Misra et al.,2014). These examples were focusing on the negative effects of technology on social settings. However, as cited in Drago (2015), Campbell and Kwak (2011) and Brignall and van Valey (2005) showed mobile technology usage can have positive effects on relations, communications types and engagement with the environment. Their research results emphasized that the use of technological devices can actually develop the possibility to reach the information and develop interaction and communication skills in daily life (Drago, 2015). So, these findings show there are both positive and negative effects of technology from different perspectives. Thus, concrete assumptions about the effects may not guide properly and objectively. To understand both of the perspectives about the effects of technology on society and urban space, it should be discussed their intertwined relation.

2.7. Urban Informatics: The Relation Between ICTs, Society and Place

Since this study aims to focus on the interrelation between urban space, third place and technology, it is important to explain the term ***urban informatics***, which brings the concept of place into the discussion. Urban informatics deals with the interrelation between society, urban environment and technology. In the framework of this study, discussing *place, technology and people* would make sense. According to Houghton (2014), sociology, urban design and interaction between people and technology are informative in urban informatics field. This term is developed by Foth and his colleagues (2011). They are dealing with the *place* concept with information and communication technologies. According to the researchers, urban information is concerned with the process of information, especially through the network technology, including a wide range of urban components from the general structure of the city to personal daily life interaction with technological devices as smart phones, mobile applications, media and so on. Technological development has shifted the complexity

level of city structure. To explain this complexity, they proposed urban informatics. Information that comes along with the ubiquitous technology, surely affected the urban, people, behavior patterns and relations. That leads the topic to *technology* area. At this point, researchers focus on the Information and Communication Technologies (ICTs). They say, ICTs can be both independent from any place, yet they are creating information based on a place. They play an important role on creating connection all around the world according to the common interests. In this context, Foth et al. (2011) says mobile technologies, and immediate information networks will create a shift in understanding and experiencing space and engagement with it. As the last connection of urban informatics field, *people* are investigated. Since, technology has created a social network in the city, inevitably communication, interaction and behavior types also affected and gained new facades (Foth et al., 2011). Thus, urban informatics is more comprehensive approach to understand the connection between urban space, social aspects and technology.

Information and communication technologies is now a part of today's society. In this manner, the way that technology affects communication and introduce new relations, behavior patterns, effective ways of using information and so on is a subject to focus on. The way people use information to communicate affects the way of interaction in space. From the initial attempt to communicate via first introduction of telephone to hi-speed technology which makes it available to communicate no matter where you are or when you want to communicate, various ICTs exist in urban space. Thus, it should be mentioned what exactly ICT means and how it became a part of daily life, what are the relation between public space and ICTs and what are the ICT types integrated in urban space.

2.8. Information and Communication Technologies: A New Tool for Communication

ICT is a shortening for Information and Communication Technologies. This technology stands for the types, which can use telecommunication systems to transfer

information. It means the digital data or signals, which stand for the information in digital language, can be transferred in long distances. ICTs are mostly focused on communication systems (Rouse, 2017 March). Information and Communication Technologies provided people new ways of communication. This may be both mass and person to person communication. ICTs cover the Internet, wireless network systems, smart phones and various communication technologies (Christensson, 2015). As quoted in Lloyd (2005), Toomey (2001, para.3) explains ICT by saying that;

> *"... generally, relates to those technologies that are used for accessing, gathering, manipulating and presenting or communicating information. The technologies could include hardware (e.g. computers and other devices); software applications; and connectivity (e.g. access to the Internet, local networking infrastructure, videoconferencing)."*

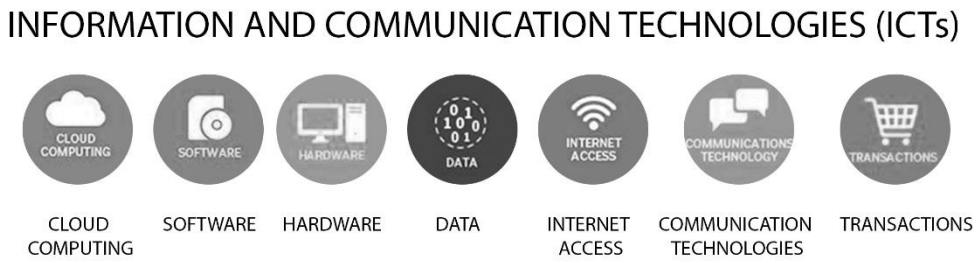

Figure 2.14. Information and Communication Technologies (Adapted from Rouse, n.d.)

In other words, ICT can be counted as the assembling of various technologies (such as mobile phones, laptops, tablet computer, wi-fi and so on) which focuses on communication. As cited in Fung (2013, p. 1), "These technologies include the creation, acquisition, storage, organization, dissemination, retrieval, processing, and interpretation, transmission of information to accumulate knowledge an expedite communication". Also, Fung (2013) claims that ICT has affected social science fields

with technological developments in time. From the time that technology has started to be used till today, productivity has improved (Fung, 2013).

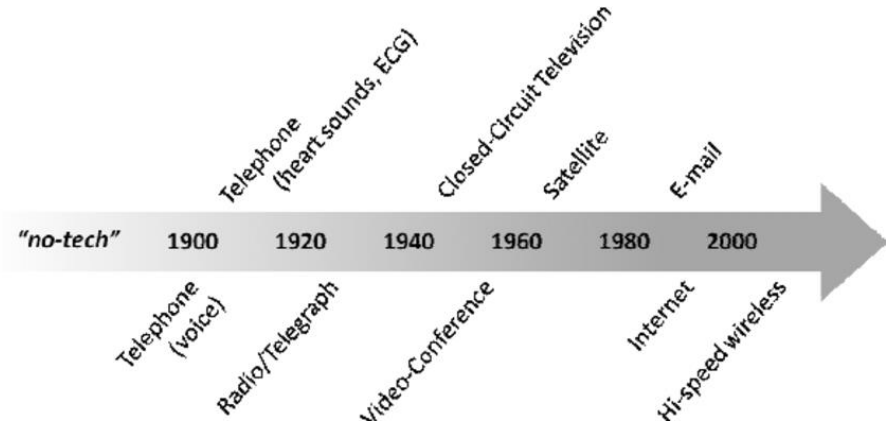

Figure 2.15. ICTs development in time (Brennan et al., 2009)

As it is seen in the figure above, technology introduces new tools in time to make life easier. It is of course important to know how to acquire knowledge from these tools. Otherwise, ICTs may not be more than digitalized number in a wired network. This new kind of communication technology is mostly studied with the society and social sciences (Christensson, 2015), because of the transformation of communication ways and introducing new layers to the communication realm. As cited in Piszczek et al. (2016), ICT usage is not only a new tool for communication but also an effective factor which affects the structure of social interactions and experiences (Altheide, 1995; Meyrowitz, 1997 as cited in Piszczek et al. ,2016). As discussed previously, urban space allows social interaction and experience. Thus, it is important to investigate several types of ICTs integrated into urban space.

2.8.1. ICTs in public spaces

Stadler (2013) claims that ICTs created lots of opportunities for cities, public spaces and society. He defined two types of communities; "location based and internet- based communities". Definition of location-based communities is that people's way of using the space is more or less the same, because they most probably live there and most of

the every-day activity patterns are similar. This category covers the people who live in the same unit or neighborhood. Internet- based communities are defined as the group of people who enjoys doing similar activities, such as working at the same place, running in the same park, having a coffee in the same café and so on. In this case, they use the same space, because they gather for similar purposes in that space. ICTs made possible to know people from variable places or know about the activities in different places. That's why ICTs helped to increase internet-based communities. Also, according to the researcher, communication technologies brought people together in public again. In his words, "Wireless networks were the first piece of innovation that favored a shift of communication back to the public realm. By transforming internet into a mobile service, public space can now support a wider range of activities" (Stadler, 2013, p. 218). From this point on, ICTs in public spaces come into the discussion.

In public spaces, wireless networks, also known as wi-fi systems, are the most common ICT device. They can be provided both privately and publicly. Private wi-fi networks are mostly owned by someone who may charge for the hotspot service, give the service in return of customer's trade or free of charge in any case. Public wi-fi hotspots are provided by public institutions. Lately, public squares and coffee houses, restaurants, diners mostly have wi-fi support. Stadler (2013) claims, this make public spaces more attractive since people can fulfil their need to get information anywhere while they are enjoying their drink or food at the same time. The first attempt to provide wireless distributer in public space was done by local government and Georgia University named their projects as "The Cloud at Athens, or Wireless Athens Georgia (WAG)" (p. 218). This step showed that people who has access the ICT in the public sphere were attracted and the number of people were increasing. They also used an application which provide interaction between people. Thorough this application, it was possible to announce different activities, festivals and other social activities in the public space. Also, some ICT companies were developing wireless service in various coffee houses, diners, bars and restaurants. This development in mentioned public and

semi-public spheres led to transformation of these environments into a second- home, since now, they don't have to be at home to reach information via technology. As Stadler (2013) argues, although coffee houses are assumed to be semi-public space, hotspots made it possible to interact rather than being in a cocoon at home. Working while enjoying coffee and other people's existence in coffee houses became a ritual of everyday life for some home workers. This can be counted as a success to bring people again to public sphere. ICT companies took this development one step further and they started to provide services in parks and natural areas to foster people integrate with the nature (Stadler, 2013). ICT usage in the case of coffee houses are also effective to attract people or encourage people to participate to some activities. For example, some ICT applications allow coffee houses to announce their workshop in their place and it would be possible to attract high number of people by offering social activity or free drinks.

Abdel-Aziz and his colleagues (2015) categorized ICTs in public space as: *(1) Wi-Fi networks (2) digital interactive media façades, (3) interactive public displays,* and *(4) smartphones' applications in public spaces,* and discussed how each of these categories may affect people's relationship with place (p.487). Two of them is important for the context of this research because of their wide use in urban space.

1) Wi-Fi network integration into public space

After the introduction of Wi-Fi, internet usage started to be weaved in the urban space. Studies shows that Wi-Fi integration into the public space may not increase the number of people in the space or make the space more attractive if the other qualities of public spaces are unattractive (e.g., land uses, public amenities). However, evidence also shows that public spaces, which have free Wi-Fi access, are socially livelier than the public spaces which are Wi-Fi free (Hampton et al., 2010). Additionally, Wi-Fi usage may create *public privatism*, which is to create a private cocoon in public place if it is used as mobile phones. Wi-Fi usage may also provide the opportunity to spend more time in public space by attracting visitors' attention to the qualities (e.g., activities, physical attributes) provided by public spaces.

2) Mobile phone application usage in public space

Mobile phones introduced another dimension to daily lifestyle. They made it possible to flow of different types of information, such as messages, mails, images and so on. Also, people were able to stay connected to the network anywhere, anytime (Abdel-Aziz, et al., 2015). Moreover, today there are various kinds of mobile applications, which allow people to know the activities in spaces, find their way, have a conversation with people via application, play a game using the real-world space as a part of mobile application, make payment of a product and so on.

It can be said that ICTs has introduced new layer to the life in public areas. Now, a digital layer, which connect the concepts of place, space and society vertically, is also in discussion. Perpetual innovations in technology, including the internet, applications, smart phones, public displays etc., continue to create different types of interaction and communication ways within the society and with their environment. Jan Gehl (2011) asks whether technology can take over the role of cities and spaces which provide different functions for people. Because for him, the real relations are the result of face-to-face interactions. Abdel-Aziz, et al. (2015) say what technology does is to create alternatives for everyday life. Technology is used as derivative way to connect society. ICT tools can be integrated with the third places also. The next part explains different ICTs in coffee houses as third places.

2.8.2. ICT types in third places

Bars, diners and coffee houses are now more and more supported with wireless technologies and ICT devices. One of the aims is to provide people immediate information in a place other than home. After the integration of ICTs in such third-places, alternative activities such as, conducting movie nights, ability to have a conversation online, socializing online while they are sitting in a café and so on, also increased. Technology has introduced new aspects for third place, because now as traditionally defined, third places are not only considering face-to-face interactions. They have a new layer with technology. Morris (2017, p. 457) explains it as “Instead

of escaping the workplace, many customers bring it with them, in the form of the laptops, mobile phones, and other devices …". Also, people who use ICT devices, still observe outside life, have a conversation, deal with their mobile phones in cafés as social space (Memarovic, et al., 2013). Thus, the activity range in coffee houses diversifies.

On the other hand, technology usage affected these places and social life in it. Aforementioned study at the very first part of this research, conducted by Woldoff& Lozzi (2013) , concluded that in the mobile device era, third places can be gathered under three main categories; (1) social third places, where conversation and interaction is the main characteristic, (2) multi-functioned third places, which interaction and individual activities, such as surfing on internet, reading on the corner are mostly seen, and (3) non- social third places, which mostly people hang- out individually, using computer, tablet, reading newspaper or a book. Also, coffee houses which allows the use of mobile device usage or Wi-Fi, tend to be multifunctional and offer a great range of activities (Woldoff& Lozzi, 2013). Moreover, Memarovic and his colleagues (2013) discussed the development of third place concept, which was defined around thirty years ago, in the framework of contemporary conditions (Memarovic et. al, 2013). Contemporary coffee houses are different from the coffee houses in 17th century traditional coffee houses. However, it is not necessary to be a negative differentiation but rather thought as a new layer in the nature of third places. Today, people choose where to sit according to the sockets and coffee shop owners integrate wireless network support to attract customers. Tables and chairs are organized based on the location of the sockets. Third places, coffee houses in this case, are visited by students, workers, neighbors, coffee lovers and acts as a study place, Internet access point and a meeting spot. Also, type of communication is either replaced or increased by ICT tools such as, personal computers smart phones or public displays. Thus, the traditional meaning of both public and third places are now gaining different aspects. As Carroll (2001) emphasizes, ICTs should focus on the behavioral pattern in the society, different interaction types around ICTs and social impacts of the technology

on society, considering engagement with the society and environment. In this process, thinking about the group of people who has little or no knowledge about technology use is important. In this context, researchers find different examples of ICT usage in third places. In the light of their findings, they indicate, ICT usage has increased the social interaction by increasing the accessibility of social profiles; social network sites, where people share their personal information such as, photos, supported spontaneous face-to-face interaction; "geo-location and social links" provided cooperation in public sphere (Sambasivan, et al. 2009; Hosio, et al., 2010; Kim, et al., 2010, as cited in Memarovic et al., 2013). Other researchers, tried to integrate an application called CoCollage, in third places (McCarthy et.al., 2009). This network system shows the personal data (e.g. photos, interests, personal profile etc.) of the current customers on a public display. If someone is interested with the profile who has the same interests or who wants to be informed about that profile, they have a chance to meet. The end result showed, engagement and belonging sense of the customers have increased (Farnham et al., 2009). Moreover, Houghton's (2014) study showed that technology can be used as analysis and enhancing tool for place and creating engagement in community. Also, ICTs may be helpful to create hybrid places, where face-to face interaction and ICT usage are used to communicate, glocalization, which they think global and act local or in writer's words "strength of global networks combined with a local identity and culture" (p.7), and leave useful information traces (Houghton, 2014).

There are several ways to use technology in third places as discussed. At this point, it is important to mention about the way, aims and behavior patterns of using technology by society should be mentioned.

2.8.3. Interaction Types and Behavioral Patterns for ICT Users

ICT device usage in urban space and in third place have been criticized by some scholars, who claim that they harm the social character of these places. Also, technological devices act as a shield of which people hide behind it to avoid any

interaction (see Bar-Tura, 2011; Çakı& Kızıltepe, 2017). Needless to say, there are different point of views about the use of technology in coffee houses. Thus, there are some scholars who say ICT positive effects by creating a new media for socializing (Memarovic et al., 2013). Taking into consideration these two approaches, technology usage types and aim of use might give an insight about the effects of technology on behavior patterns in coffee houses.

Sedek and his colleagues' (2012) research focus on the technology usage types in the context of *the level of the use of technology or innovation (LoU)* concept introduced by Gene (1975). This concept tries to explain the types of behavior for people who are using the technology. LoU, as defined by Gene, is a phenomena of behavior types which is dealing with different profiles of different usages of technology. It focuses on the action rather than the subjective variables. This model proposes eight profiles as; (1) *Non-use*, which describes people who do not know anything about the technology or its types or just know about its existence but do not want to use it. Also, they don't attempt to use it. (2) *Orientation*, which describes the group of people who want to know about the technology, because they explored or are exploring the potential benefits of using it. (3) *Preparation* is for people who started to use the technology for the first time. (4) *Mechanical use*, which defines the users who focus to benefit from the technology in a short time. They don't use it on a routine. That's why, time needed for an engagement with the technology is not enough, discrete or just shallow. (5) *Routine* explains the situation which the use of the technology or a device is steady. Even if there is a change in use, it would not affect the routine. At the same time, improving the modes of use of technology is not a prior concern. (6) *Refinement* states that the user type who are using the technology on a routine but also concerned with the developing the modes of use. Also, they aim to get benefit both in a short-time and a long- term period. (7) *Integration* explains the user type who tries to engage the ongoing activities to the technology usage to have a collective benefit with a group of people in the same space. (8) *Renewal* states the user type who already integrate the technology with the environment and looking for improvement to

increase the benefits for the user groups (Gene, 1975; Sedek et al. 2012). Mentioned profiles are providing a categorization for technology usage levels. Also, it is possible to mention about the types and purposes of technology usage.

Schlosser (2002) also mentions about technology usage can change according to the aim of the user. Author explains the types of technology use in the context of identity and the self. Also, his model shows how technology usage can be isolate one from the others and gather them to interact. According to the model;

> "…devices as *promoting the imaged self*, while at the same time, *attending to the needs of a relational self*, adapting to the *needs of an integrated self*, and *coping with periods of isolation*. These aspects of the self are situated along the same dimension with each aspect influencing and being influenced by a process of innovation occurring through use" (Schlosser, 2002, p. 404)

It can be inferred that usage type is important to bring open the necessity of technology. In this context, it is essential to discuss how ICT usage types are experienced in space to understand its advantages and disadvantages on behavior and engagement. Sedek et al. (2012) proposes four types of use[7] as;

i) technology for inquiry and general use: This type of usage is for the users who use the technology for general needs without modifying the technology (e.g. downloading apps) according to their needs

ii) technology for communication use: Users in this category mostly communicate via their technological device. They can modify these innovations according to their needs to communicate (e.g. downloading social network applications)

iii) technology for construction use: In this category, people use their devices to spend quality leisure time. They can enrich the innovation via uploading applications which they can be productive or increase their knowledge.

[7]Mentioned model is developed for ICT usage types in education. This study adapts the model into an overall usage type.

iv) technology for expression use: This category stands for the users who express themselves and feel building identity via blogs, social media through which they can share their daily story or their ideas (adapted from Sedek et.al. 2012).

The technological developments and the use of ICT devices in coffee houses can lead different dynamics according to the aim of use. Technological device user types and behavior pattern of users are various and thus, their perception of space, use of space and activities in space may vary accordingly. In daily life, it is observable that even if people don't interact with the others actively, they still prefer to go coffee houses. Today, in such places, it is possible to see business meetings, working students with their laptops, people who talk on their phone, read a book, play games, have face to face conversation while they are enjoying the cafe environment and their beverage. So, even if people use or do not use technology, they spend time together in the same space by conducting great variety of behaviors and activities.

2.9. Concluding Remarks

There are several points to be highlighted as a guide for the next parts of this research. First, understanding people's preference and use of space requires an insight about space and place phenomena. Space is where all things exist. It is a geographical location. During their existence, people experience spaces. Integration of experience in space, turns a geographical location into a meaningful place, which is composed by a number of attributes: physical settings, activities and meaning. To ensure these attributes, there are various numbers of components needed in the setting. For physical setting, some components are: variety and size of space, accessibility of space, ambience, engagement and existence of relaxation elements; for activities: availability of product prices, existence of various activities, opening and closing hours; and for meaning; place identity and ambience. It should be noted that, according to the defined framework of this thesis, as indicator to meaning attribute, third place characteristics will be referred.

In this thesis, third places are defined as places between home, as a first place, and work, as a second place and they are core part for the community since they foster conversation, provide a feeling of home, a place where everyone have the same right**.** Eight characteristics of third places were discussed. These characteristics will be used to create data collection tools in the further parts of this research. These characteristics are; *a neutral ground, a leveler, main activity is conversation, accessibility and accommodation, regulars, a low profile, playful mode* and *home away from home*.

PHYSICAL SETTINGS	Comfort
	Relaxation
	Active-Passive Engagement
	Size and Shape
	Ambience
	Connection
	Claim/Disposition of Elements
	Detailed Design
	Variety
	Accessibility/Permeability
ACTIVITY	Activity Variety/Usage variety
	Availability
	Opening Hours
	Events
	Discovery (Carr, et. al., 1992; Carmona et.al.,2003)
MEANING	Third Place Characteristics

Figure 2.16. Place Attributes and Their Components

This study focuses on one type of third place: coffee houses. It is discussed that coffee houses have always been an important part of the public life throughout the history. They provide a stage for all kinds of people to exist together. As Holm (2010, p. 248) denotes, coffee houses are "*urban generators*" with its role in creating a stage for lively environment and street life for the community. Moreover, "strengthened sense

of community, of more shared meetings, development / cultivation of friendships" (p. 248) are offered by coffee houses and it gives people the chance "to be alone without being lonely" (p.197) (Holm, 2010). Today, coffee houses still maintain their importance for the society. These spaces are where people go alone, meet with their friends, having a conversation with the others or making new friends. However, change is inevitable and coffee houses get their share from that. It is concluded that, the turning point for the change was technological developments, more specifically the introduction of coffee machines. This led the variation of coffee houses in terms of brewing and serving styles, and coffee house dynamics. It is mentioned that there are three waves of coffee houses. In the framework of this study, first wave coffee houses are defined as the traditional coffee houses which are close to the definition of third place concept; second wave of coffee houses are chain coffee shops which are commercialized and globally located in various parts of the world such as Starbucks, Arabica and Caribou; third wave of coffee houses are the ones which prioritize the ethics of coffee beans and workers. Also, they can be interpreted as the local coffee houses since they are located in one or at most three neighborhoods. It is not possible to say that periods of each wave of coffee house are independent. Rather, they are intertwined and taking references from each other. Aforementioned technological developments affected each of them in different periods. Machine technology, such as coffee machines making possible to serve fast or produce enough product for the market, started chain coffee houses. This led the faded relationship between customers- baristas and customers- monotype coffee house design. Also, coffee ethics started to be questioned, which led the emergence of third wave of coffee and coffee house.

Machine technology is not the only factor that affects coffee houses. Besides machine technology, ubiquitous technology- e.g. Information and Communication Technology (ICT) devices- is introduced, which make possible to be everywhere at any time. ICT technologies were diffused in daily life and thus, in coffee houses. Starbucks was the first coffee house providing public Wi-Fi network. Then, various applications for

getting information and having communication released to use in portable devices. Coffee houses adapted these changes and provided wi-fi, sockets and various ICT devices. Even now, it is possible to see wi-fi or people using smart phones in coffee houses which are categorized as first wave coffee houses. All these changing dynamics give coffee houses various characteristics besides their common role for the community.

Various types of Information and Communication Technology (ICT) devices have been integrated in coffee houses. Depending on opportunities provided by space, they can be low technology such as, wi-fi, sockets or high technology such as, screens where people share their personal profile on them in a way everyone can see, or mobile applications created for the coffee house. The way people use these technological tools in coffee houses may affect the characteristics of coffee houses as third place.

The discussions provided in this chapter helped the author in (1) the design of an evaluation matrix for assessing the third place characteristics of different type of coffee houses, and (2) the design of a survey for understanding the meanings attributed to such settings by the customers and how the ICTs affect people's perception and use of these places. These instruments will be discussed in the next chapter.

CHAPTER 3

METHODS

3.1. Research Methods

This study questions whether different waves of coffee houses vary based on their third-place characteristics and the role of Information and Communication Technology (ICT) devices in promoting the third place characteristics of these settings. To answer these questions, the study employs a cross case analysis.

Cross case research is a method to investigate similarities and differences of two or more cases (Huberman, 1990). It "facilitates the comparison of commonalities and differences in the events, activities and processes that are in the units of analysis in case studies" (Khan& Van Wynsberghe, 2008, p. 1). This method is used to compare different waves of coffee houses as third places and investigate the emerging behavior patterns in these places in various circumstances. Three types of coffee houses were selected from Ankara, Turkey: first wave (traditional), second wave (chain) and third wave (café) coffee houses.

For data collection purposes two methods were used: site observation and survey. The site observation technique provides objective measures of the third-place characteristics of the chosen coffee houses. Here, referring to the key findings of the literature review (see Chapter 2.9), the researcher designed a third place evaluation matrix for coffee houses, and then used this standard assessment tool in the chosen sites for observing the physical settings and activities in them (for the assessment tool, see Appendix B). The survey questionnaire tool provides self-reported user-experience in the chosen coffee houses.

3.2. Research Design

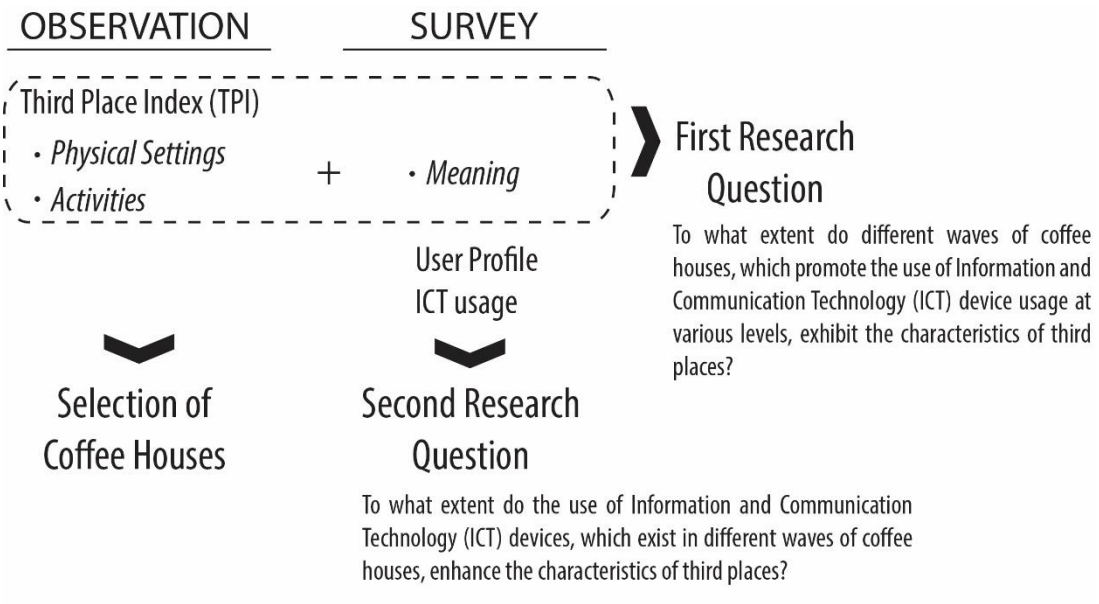

Figure 3.1. Research techniques, tools and their role

This research asks two main research questions. To answer these questions, a combination of research tools and techniques are needed. Above figure (Figure 3.1) shows the techniques, tools and their role for this research. First, under the observation technique, it is used Third Place Index (TPI) as data collection tool. This index includes indicators for physical attributes and activities of third place characteristics. Thus, to eliminate cases, TPI's overall scoring system is used. At the same time, after selecting the case coffee houses, data collected via TPI is also used as an input to answer first research question. In selected cases, which are different waves of coffee houses, survey questionnaire is applied. Meaning attribute, which is excluded from TPI, is tested via survey. In addition to the data collected from TPI, data collected via survey is used to answer first research question. Furthermore, general profile of participants is questioned to define coffee house user profiles in general. To answer second research question, data collected from survey questionnaire is used to

understand whether ICT device usage in coffee houses affect the assigned meaning to them in the context of third place characteristics.

3.3. Brief History of Ankara in the context of coffee houses and Site Selection

In the period of Turkish Republic, Ankara had an important role as a capital city. After Ankara became capital, it was decided to define the space as a role model to guide modern urbanization. As Öztürk (2006) denotes, public spaces were decided to be changed to fit modern lifestyle. Thus, the entertainment venues, as platforms where the habit and behavior patterns of the modern lifestyle would be experienced and exhibited, were found important for the success of the regime. In other words, leisure time activities and entertainment spaces took an important role in the early Republic period. These places were named as "socialization places" (Önder, 2015). Among the socialization places, coffeehouses also took a part. According to Öztürk (2006), in the 1930s, governmental policies, as projects for modernization, were implemented on coffeehouses. These projects were about opening role model coffeehouses which include various activities such as reading, conversating, playing games and listening radio.

In the 1930s, as proposed in development plan, Ulus was the district where most of the leisure time activities and entertainment places took place. Especially in Anafartalar Boulevard, public spaces, which would bring people together and offer a platform for socialization, were located (Önder, 2015). Theaters and coffeehouses had a significant role in this development. Also, Talatpaşa Boulevard defined the historical neighborhood, called Hamamönü, with residential, commercial and leisure time activity areas. Because of its historical importance, Hamamönü (Ulus district) is selected to be examined for first wave of coffee house. Of course, leisure time activities and entertainment areas' development were not limited within Ulus. In time, Kızılay, Yenişehir and Bahçelievler had a role as central parts. Due to its mix use and high number of coffee houses, for the second wave and the third-wave coffee houses Bahçelievler district is selected to be investigated. Existence of second-wave coffee

houses in this neighborhood is determined by researcher's personal observations. For the list of third-wave coffee houses, an online list is used created by the user of Foursquare (location based mobile application), called *3rd wave coffee shops in Ankara* (Yaman, 2017). There exists, 6 second-wave coffee houses and 6 third-wave coffee houses in the observation list. After creating the list of coffee houses, data collection tool - Third Place Index (TPI) - is used to evaluate these coffee houses. By using proposed evaluation tool (see Chapter 3.4.1), 12 chosen coffee houses are scored according to their potential to be a third place. Among these 12 coffee houses, 1 second wave and 1 third wave coffee house, which get the highest score, are selected as cases. As scores show, in the second wave coffee house category, Arabica Coffee House; in the third wave coffee house category, PROD Coffee and Roastery are selected. On the other hand, in first wave coffee house category, investigation district was Ulus. It was expected to find lots of first wave coffee houses in the neighborhood because of its historical background. However, there was only one proper coffee house (Konyalılar Kıraathanesi) is found. In this case, TPI is only used for scoring the first wave coffee house to provide data for the first research question.

Figure 3.2. Total number of coffee houses to be evaluated via TPI

3.4. Data Collection Tools

3.4.1. Observation Survey: Forming the Third Place Index (TPI)

In the light of one of the aims of this research, which is to evaluate coffeehouses according to defined characteristics of third place, an index is formulated. This index, called Third Place index (TPI), mainly includes three theoretical parts. One-part bases on the discussions made in the Chapter 2 of this study, which mentions the attributes of place as; *physical settings* and *activities*. Moreover, there are a number of indicators which will make possible to observe these attributes. However, this research focuses specifically on third place as a concept, and the index should be framed within the given concept. Thus, the other part of this index is supported by the third-place concept introduced by Oldenburg (1999). As discussed in the theoretical background, third places are defined with eight characteristics which are; neutral ground, a leveler, main activity is conversation, the mood is playful, having regulars and a low profile, being accessible and able to accommodate, being home away from home. Lastly, for the evaluating criteria (scoring system), it is used Public Space Index (PSI) proposed by Mehta (2014). The researcher sets five dimensions for public spaces according to the empirical observational data, collected from number of cities. These dimensions are *inclusiveness, meaningful activities, comfort, safety* and *pleasurability* (Mehta, 2014, p. 58). Within this framework, the author defines various evaluation criteria for the public space index. In his study, for creating the index, he uses structured and semi-structured observations, interviews and surveys with people in selected spaces to grasp use of space empirically and to define evaluation criteria and scores. These scores are ranging from 0 and 3 and analyzed by researcher's observation and rating (Mehta, 2014). This research takes reference from public space evaluation index. Although these criteria intersect with the attributes and indicators for third place evaluation, they fall short at some points. Thus, in addition to Mehta's (2014) index, TPI is supported with the other criteria based on the theoretical background of this research.

To relate three theoretical background, place attributes (physical setting and activities) are categorized under third place characteristics. At this point, it should be emphasized that 'meaning' as a place attribute is not included in the index table since third place index is created to evaluate coffee houses via observation. To fully explain the relationship between third place and coffee houses, *meaning* attribute will be tested with survey questionnaire, explained in the later sections.

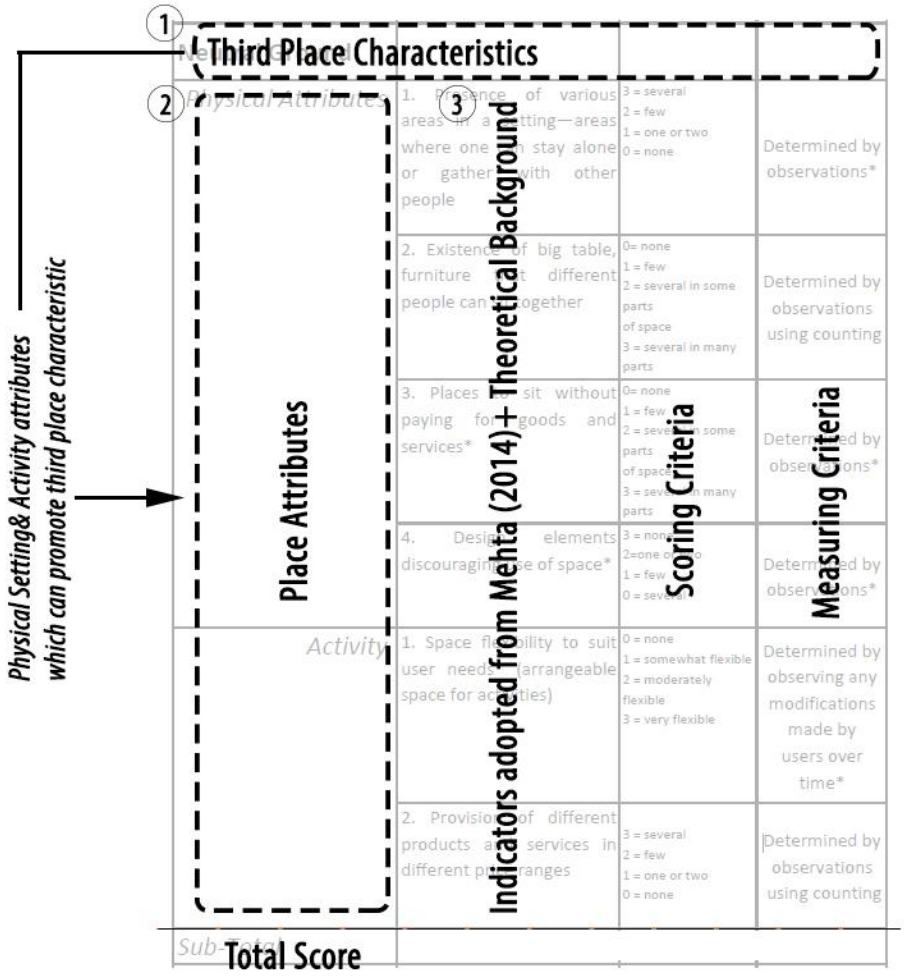

Figure 3.3. Formation of the Third Place Index

3.4.2. Observation and Application of TPI

Observation for this research is made in March. Sunday and Wednesday are selected for the observation days, since the chance is higher to see more people in the coffee houses. On Sunday, observation is made between 2pm- 5pm and in Wednesday between 5pm-7 pm. While rating the coffee houses, the researcher spent approximately 15 minutes in each coffee house to fill the index table (evaluation matrix) and rate them. Among all of the coffee houses, which were decided to be evaluated, the ones having the highest scores are selected to be investigated more. After selecting coffee houses – Konyalılar Kıraathanesi, Arabica and PROD - these places are visited again to observe them detailly. In each case, evaluation varies depending on the qualities provided by the space. For example, for the coffee houses with different sizes, sufficiency of physical attributes or activities would be different. Thus, for objective evaluation of variables, physical characteristics of spaces are taken into consideration. At this point, in addition to the index table, patrons' behavior patterns in these spaces, place settings and general user profile of the selected coffee houses are also considered. To observe these, Waxman model (Waxman, 2004) is used. According to this model, physical setting of the space including its location, decoration, ambient and layout; people including their characteristics, employees, user types and social characteristics; and activities in the space are observed. By detailed field notes according to the Waxman model, it is aimed to support first research question in the case that TPI falls short at explaining the inner dynamics of coffeehouses (for the observation notes based on Waxmann model, please see Appendix A).

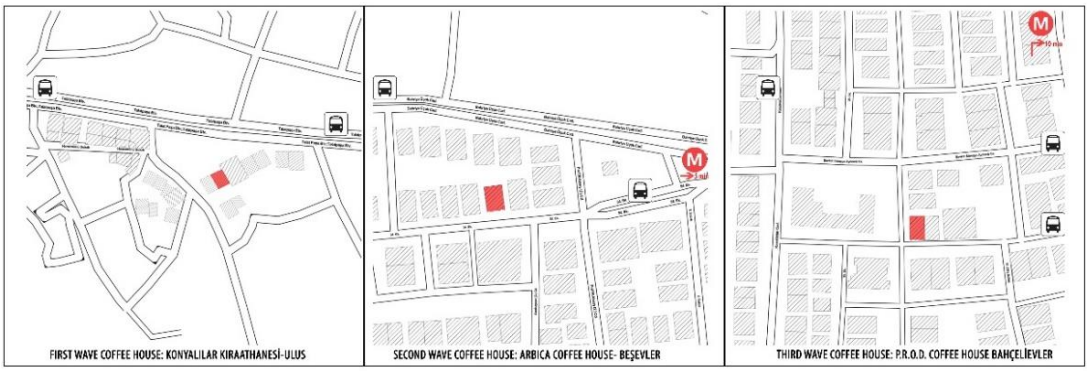

Figure 3.4. Location of the selected coffee houses in Ankara

Physical Design Characteristics				
Location Surrounding Area, Convenient, View, Nearby Amenities	Decoration Art, wall colors, window sizes comfort of furnitures	Ambient Cleanness, Lights(Natural, Artificial) smell, acoustic	Layout Window side view,smoking area seating	
People				
Personal Characteristics Age, gender	Employees Age, gender	Types of Users Campers, teens, families, students, mid ages, retired, workers	Social Characteristics Regulars, Singles, Couples, Friends	
Activities				
Building Knowledge Using Internet, Studying, Reading, Discussing, Talking, Writing	Socializing Dating, Talking, Visiting Staff, Visiting with Patrons	Passing Time Watching People, Roaming, Eating, Drinking	Bussiness Self-employment,Meeting, Using Cell Phones, Laptops, Tablets	Special Events Games, Movie Days, Workshops, Concert

Figure 3.5. Third Place Observation Model (Adapted from Waxman, 2004)

3.4.3. Survey Questionnaire

In the context of research questions of this study, survey technique is used to understand users' perception of the coffee houses. Questionnaire is applied as the data collection tool for survey. Survey questionnaire is conducted in the selected coffee houses as the cases. It is aimed to collect useful information from the participants about the coffee houses for the *meaning* attribute.

For the purpose of this study, the researcher designed a special questionnaire aiming to collect data for two research questions. The survey questions were derived from the literature review. The questionnaire consists of three main parts: (1) questions to understand the importance and the meaning of coffee houses for the users, (2) questions to understand the Information Communication Technology (ICT) device usage tendency and their effects in coffee houses and (3) questions about personal information. These parts of the survey would guide the researcher to answer the two research questions posed by the thesis. First part of the survey will provide data for users' preferences about coffee houses, their tendency for activities in these places, and their perception of these places in terms of third place.

The first part of the questionnaire consists of Likert scale, multiple choice and only one choice questions. This part would help to understand whether various types of coffee houses fulfill the third-place characteristics or not. Furthermore, data - collected via Likert Scale and the Third Place Index (TPI)- will be evaluated together to support the first research question. Second part of the questionnaire also consists only one choice questions, multiple choice questions and Likert scale questions. This part aims to collect data about the ICT user types, the type of ICT devices used, and the aim of ICT device usage in the coffee houses. Also, Likert scale questions, which are formulated by combining third place characteristics and ICT usage, would help to understand whether ICT device usage enhance the third-place characteristics in coffee houses or not. Second part of the questionnaire would help to answer second research question. Last part of the questionnaire consists only one choice questions, which aims to understand participator's age, gender, occupation and education levels (for the survey questionnaire, see Appendix C).

3.4.4. Application of Questionnaire

The questionnaires were conducted in the selected coffee houses in April at weekdays, between 5pm and 7pm, and/or at weekends, between 2pm and 5 pm. The case areas

were visited in these time intervals because, arguable, one can see more customers in third places in non-office hours. As a participatory group, people, who were spending time in coffee houses at researcher's visit time intervals, were selected. The way of conducting the survey has changed according to the wave of coffee house. In the first wave coffee house, users age profile was mostly between 50 and 70 or above 70. Thus, questions were directly asked to the participators and survey questionnaires were filled by the researcher. In the second wave coffee house, to give questionnaire to participants, random persons or people were selected to give the questionnaire. First, the researcher introduced the aim and content of the study, then the participants were asked if they would like to participate in an 8 minutes survey. Moreover, participants were informed that their identity will be confidential, they can stop to answer the survey anytime they want, and it is not a must to answer all of the questions. Since the participators were not willing to sign consent form, information about the research was given verbally. In the third wave coffee house, questionnaires and introductory text about the study were handed to the staff. Surveys were given to the volunteers by the staff, and the customers filled out the questionnaire without getting any help from the researcher. At the end of one week, the completed surveys were taken back from the staff.

3.5. Analysis of the Data

Firstly, application and analysis of TPI are carried out simultaneously. As mentioned, some of the criteria in TPI are created based on Mehta's (2014) public space evaluation index, and the others are based on literature. In this context, defined indicators are rated via site observation of each coffee house by the researcher.

Descriptive analysis is conducted for the data, which is collected via survey questionnaire, to understand general evaluation of participants' responses. By using this analysis, the general user profiles (e.g. age, gender and occupation), activities, technology user types distribution in different types of coffee houses are understood. To analyze 1) the agreement level of participants for the given statements about third

place characteristics and for which indicators various waves of coffee houses significantly differ from each other and 2) agreement levels for the statements which are formed by third place characteristics in the context of ICT device usages and significant difference values between coffee houses in terms of ICT usage, one-way ANOVA test, provided by SPSS, is used. Agreement level is measured with the interval range (calculated as 0.8, see Figure 3.7). The interval range[8] between 1.00-1.79 equals to 'strongly disagree', 1.80- 2.59 'disagree', 2.60-3.39 'neither agree nor disagree', 3.40-4.19 'agree' and 4.20- 5.00 is 'strongly agree'.

$$Range = \frac{Highest\ score - Lowest\ score}{Total\ of\ classification}$$

Figure 3.6. Calculation of the interval range

Interval Range	Agreement Level
1.00-1.79	Strongly Disagree
1.80-2.59	Disagree
2.60-3.39	Neither Agree nor Disagree
3.40-4.19	Agree
4.20-5.00	Strongly Agree

Figure 3.7. Agreement Interval

Questions, testing agreement level, are formed in Likert scale. As dependent list, statements about third place characteristics and as a factor, coffee house type are used. To analyze the responses in Likert scale, the researcher used one-way ANOVA analysis. There are a number of scholars who argue that ordinal scale questions can be analyzed by using parametric tests, including ANOVA (Lantz, 2013). As post-hoc test, Scheffe method is chosen. This method is developed to compare all possible

[8] For other scholars who used the same method please see, Sugiyono, 2016; Sagir, 2017; Kusuma& Christianingrum, 2018

linear combinations between groups, and it does not take into consideration the assumption that the number of observations in the groups are equal (Scheffe, 1953).

CHAPTER 4

RESULTS

This chapter aims to denote findings of site observation and survey questionnaire conducted in the context of research questions. First it will be shown the general profile of participators (e.g. their age, gender, education level and occupation), frequency of visiting for the coffee houses, and preference of accompanies on coffee houses. Then, to provide data for the first research question, it will be shown Third Place Index (TPI) results and survey questionnaire findings. Thereafter, for the second research question, the data collected via second part of the survey questionnaire will be given. In this part, data about ICT user groups, ICT devices people bring with to coffee houses and the aim of ICT device usage will be analyzed to provide general profile of ICT users in coffee houses. Then, data conducted from second part of the survey questionnaire will be given to answer the second research question. The chapter ends with concluding remarks where the author compares all of the findings mentioned throughout the chapter.

4.1. General Profile of Participants

Survey questionnaire is conducted with 111 people in three different waves of coffee houses. For first wave coffee house, 40 people; for second wave coffee house, 36 people and for third wave coffee house, 35 people participated in the questionnaire.

Table 4.1. *Age Distribution of the participants in Coffee Houses*

	All Coffee Houses	**First Wave Coffee House (Kıraathane)**		**Second Wave Coffee House (Arabica)**		**Third Wave Coffee House (PROD)**	
Age	Total Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent
18-33	56,8	4	10,0	30	83,3	29	82,9
34-49	15,3	7	17,5	4	11,1	6	17,1
50-69	14,4	14	35,0	2	5,6	0	0
70+	13,5	15	37,5	0,0	0,0	0	0,0
Total	100,0	40	100,0	36,0	100	35	100,0

Table 4.1 shows the age distributions in different types of coffee houses. Most of the survey participants were between the ages of 18 and 33 (56.8% of the total participants). In the first wave coffee house, the age group between 50- 69 (35.0%) and above 70 years old (37.5%) were higher than the younger groups. Although, 11 people were below the age of 50, age profile was dominated with the people above 50 years old in the first wave coffee house. In the second wave coffee house, most of the participants were between the ages of 18 and 33 (83.3% of 36 participants). Lastly, in the third wave coffee house, the age group of 18 and 33 (82.9% of 35 participants) were dominant.

Table 4.2. *Gender distribution of the participants in coffee houses*

	All Coffee Houses	**First Wave Coffee House (Kıraathane)**		**Second Wave Coffee House (Arabica)**		**Third Wave Coffee House (PROD)**	
Gender	Total Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent
Female	36,0	0,0	0,0	23	63,9	17	48,6
Male	63,1	40	100,0	13	36,1	17	48,6
Not Specified	0,9	0	0,0	0	0	1	2,9
Total	100,0	40	100,0	36	100	35	100,0

Table 4.2 shows the gender distribution in coffee houses. In general, percentage of the male participants (63.1%) was higher than the percentage of female participants (36.0%) (0.9% of the participants did not specify their gender). It means that 70 people out of 111 were male and 40 were female (1 participant did not want to specify his/her

gender). In the first wave coffee house, 100% of 40 participants were male. In the second wave coffee house, 63.9 % of the participants were female and the rest (36.1%) was male. In the third wave coffee house, gender distribution was equal as 48.6% female and 48.6% male. Only 1 participant did not want to specify his/her gender, which was equal to 2.9%. All in all, it is clearly seen that while in the first wave coffee house, user profile consisted of only men, in the other coffee houses, the number of female customers was higher than the male customers.

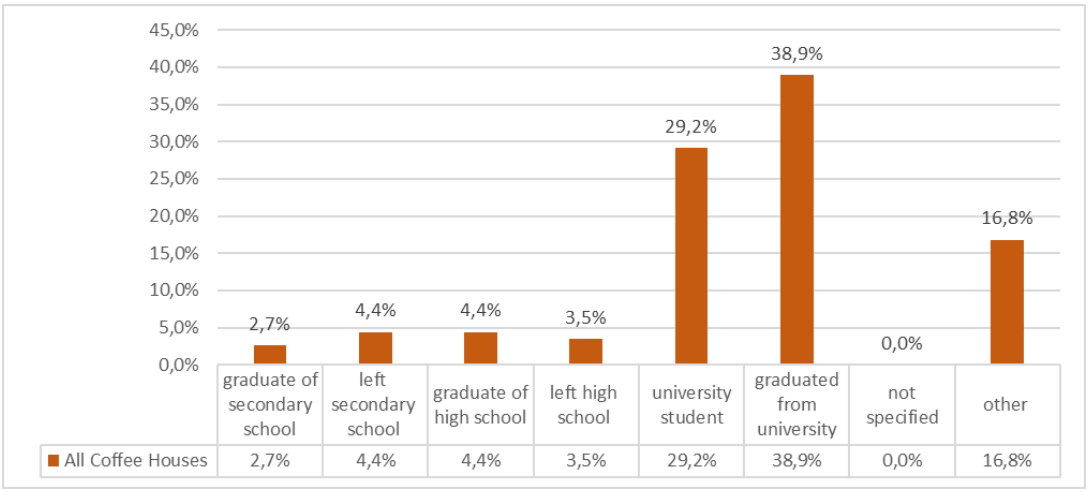

Figure 4.1. Education level of the participants

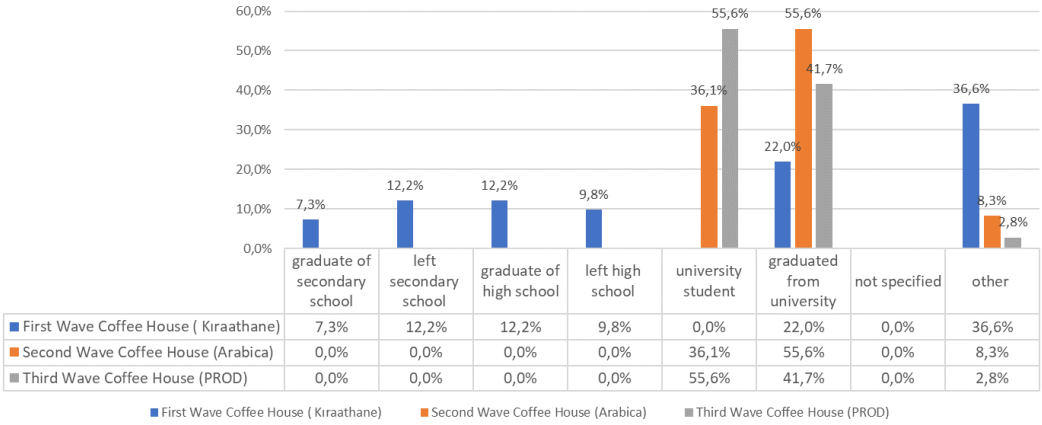

Figure 4.2. Education level of the participants in Different Waves of Coffee Houses

Figure 4.1 shows that most of the participants were graduated from university (38.9%), followed by university students (29.2%). When the three coffee houses are compared, it is seen that in the first wave coffee house, most of the participants categorized themselves as "other" (36.6%) which consisted of vocational high school and technical high school students, graduate of primary school and graduate of master's education. Participants in the second wave coffee house mostly included university students (36.1%), followed by the ones who graduated from university (55.6%). In the third wave coffee house, university students had the highest percentage, which was 55.6%. The rest was the graduates of university (41.7%) and 'other' (e.g., PhD students, technical high school students, etc.) (2.8%). In general, it is seen that the distribution of education levels varied the most in first wave coffee houses. It was more likely to see people who have different education levels together. On the other hand, in second and third wave coffee houses, level of education was agglomerated in university students, graduates of university and master's/PhD students.

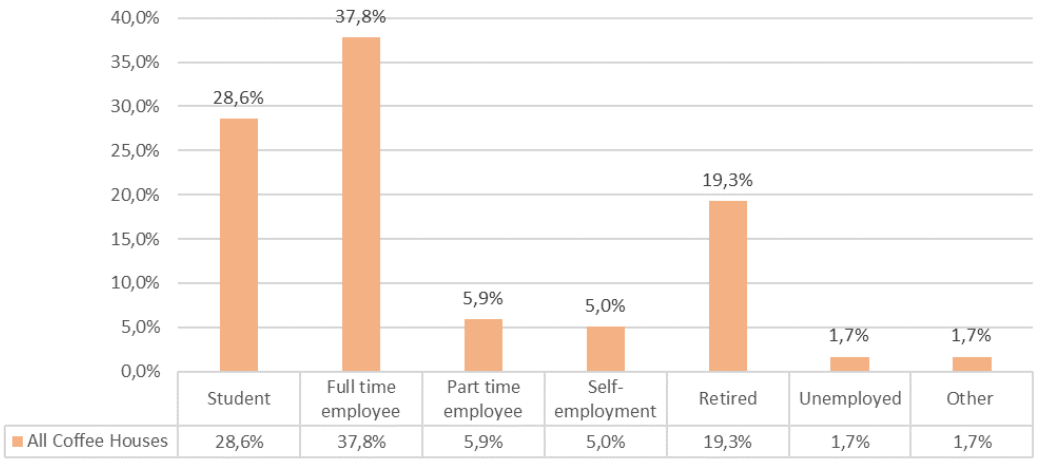

Figure 4.3. Occupations of Participators in Coffee Houses

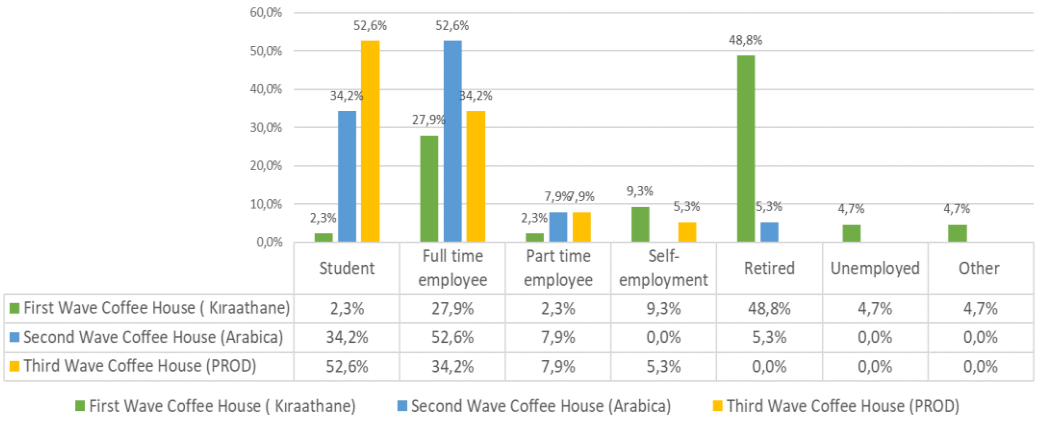

Figure 4.4. Occupation of Participators in Different Waves of Coffee Houses

In general, most of the survey participants were full-time employees (37.8%) and students (28.6%). When the three coffee houses are compared, the number of retired people (48.8%) had the highest percentage in the first wave coffee house. The number of full-time employees (52.6%) was the highest in second wave coffee houses. Lastly, students (52.6%) were considerably high in third wave coffee house.

When occupations of participators are evaluated together with the age groups and education levels, a general user profile can be deduced. In first wave coffee houses, users were only men and 50-year-old or older, who had various education levels and were mostly retired. In second wave coffee houses, the participants were mostly women. Age profile varied but it was dominated by young people, who were between 18 and 34 years old. Users' education level consisted mostly of graduates of university and university students. Full-time employers and students were higher in this type of coffee house. In the third wave coffee house, the share of male and female population was equal. Most of the participants in this type of coffee house were between 18 and 34 years old. Thus, in terms of education level and occupation, university student number was the highest.

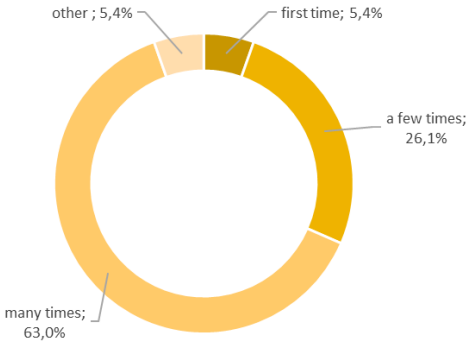

Figure 4.5. Frequency of visiting coffee houses

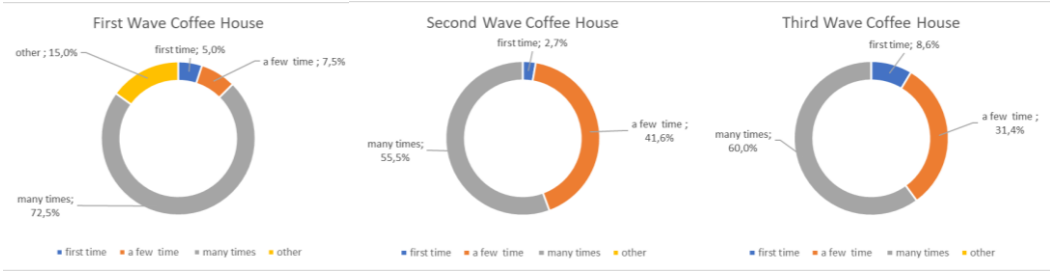

Figure 4.6. Frequency of visiting different waves of coffee houses

Total evaluation of frequency of visiting coffee houses (Figure 4.5) showed that most of the people went to coffee houses frequently (63.0%). The next highest percentage was for the people who have been in coffee houses a few times (26.1%). When coffee houses were examined one by one, the data showed that customers of the first wave coffee house have visited there frequently (72.5%). People who frequently visited second wave coffee house (55.5%) and third wave coffee house (60.0%) had the highest percentages among the other responses. To sum up, data indicated that most of the participators visited coffee houses so often.

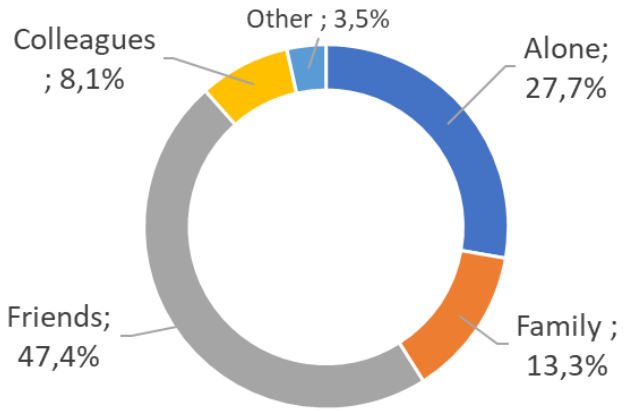

Figure 4.7. Preference of accompanies in coffee houses

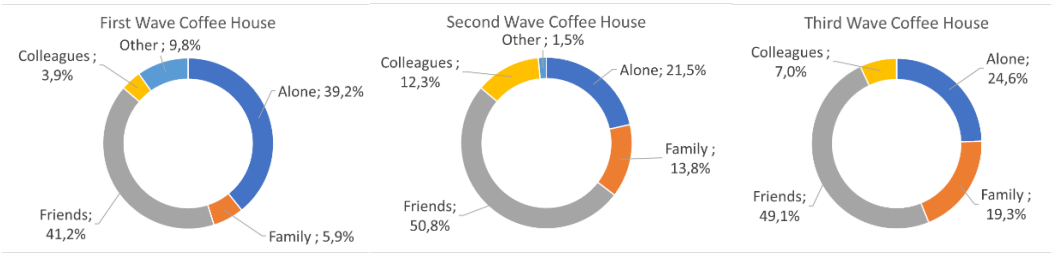

Figure 4.8. Preference of accompanies in different waves of coffee houses

In Figure 4.8, general evaluation showed that most of the people preferred to go to coffee houses with their friends (47,4%) and 27,7 % of total number preferred to be alone in coffee houses. However, in the first wave coffee houses, percentage of going to coffee house alone (39,2%) did not mean being alone, because the contents for 'other' option (9,8%) showed that people went there alone but they met their friends at the coffee house. Thus, it can be inferred that people who preferred to go to the first coffee houses with friends (41,2%) tended to be higher. In second and third wave coffee houses people who preferred to go alone or with friends had the highest percentages. All in all, people tended to go to coffee houses mostly with people they know.

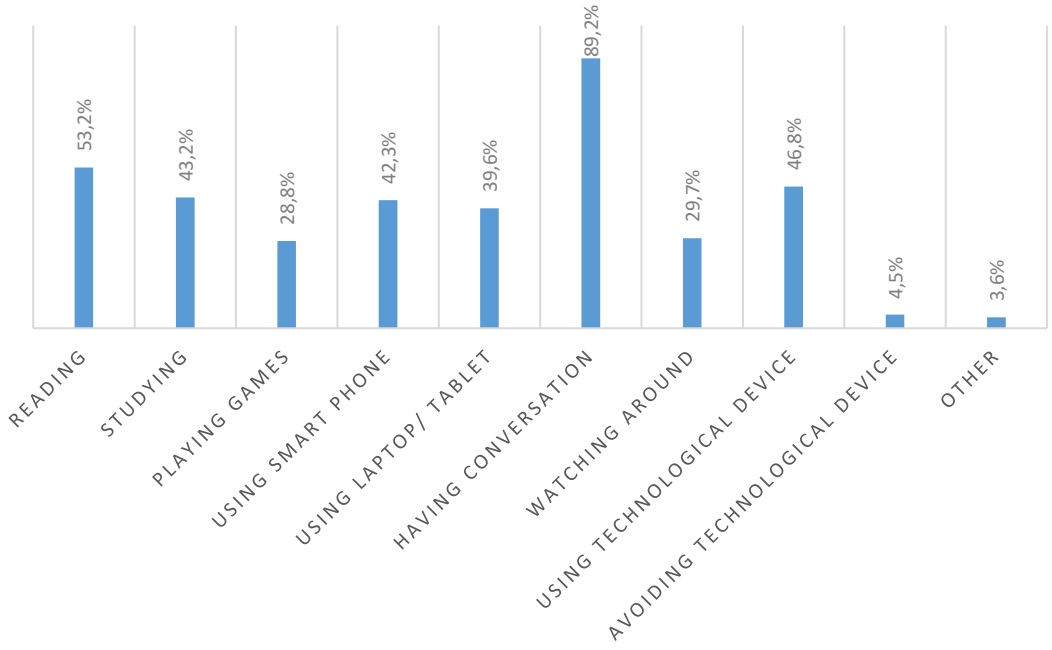

Figure 4.9. Activities in coffee houses

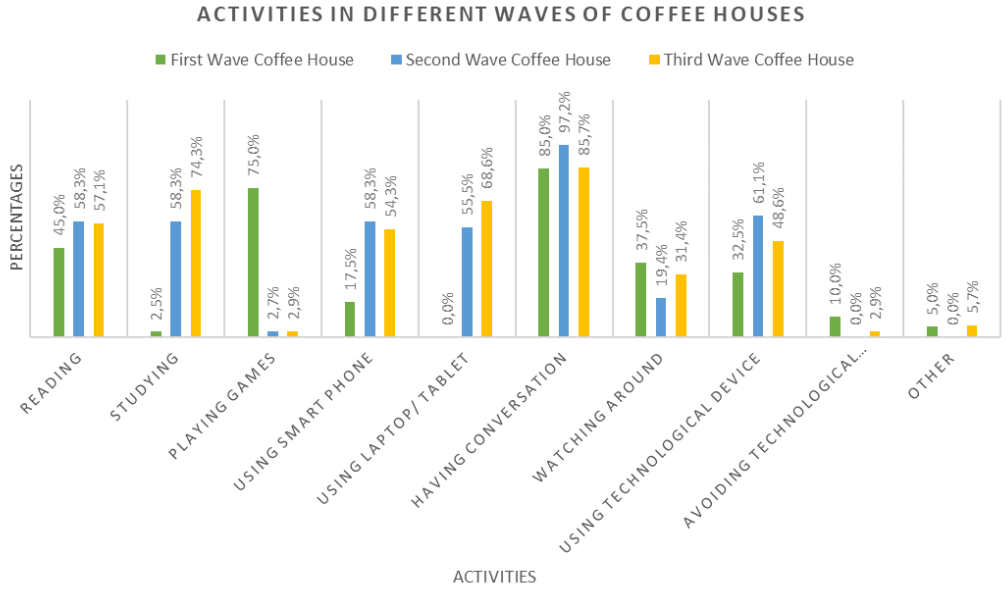

Figure 4.10. Activities in different waves of coffee houses

Activities in coffee houses would give clue about behavioral pattern of people in these spaces. Survey results showed that most of the participants preferred to go to a coffee house to have a conversation with a peer (89.2%). Other activities were 'reading books/newspapers' (53.2%), 'using technological device' (46.8%), 'studying' (43.2%), 'using smart phone' (42.3%), 'using laptop/tablet computer' (39.6%), 'playing games' (28.8%) and 'watching around' (29.7%), 'avoiding technological device' (4.5%) and 'other activities' (3.6%). When activities in different coffee houses were evaluated separately, in the first wave coffee house, people were mostly 'playing games' (75.0%) and 'having a conversation' (85.0%). In the second wave coffee house the most selected option as an activity was 'having a conversation' (97.2%). Reading, studying, using smart phone, laptop/tablet and technological device were the selected activities which shared approximately same percentage (around 14%). Finally, in the third wave coffee house, people 'have a conversation' (85.7%), 'study' (74.3%), 'use laptop/ tablet' (68.6%), 'read books/newspapers' (57.1%), and 'use their smart phones' (54.3%).

To sum up, 'having a conversation' got the highest rate among the activities conducted in coffee houses. Other popular activities were: 'playing games' for the participants in the first wave coffee house; 'using smart phone' in the second wave coffee house; 'studying' and 'using laptop' in the third wave coffee house.

4.2. The Coffee Houses as a Third Place

4.2.1. Third Place Index (TPI) Results

Third Place Index (TPI) provided indicators to evaluate and rate coffee houses in terms of place attributes (physical settings and activities) and third place characteristics. For some indicators, direct observation was conducted, and for some others direct observation and counting (for application of TPI, see 3.4.2). Scores ranged from 0 and 3 and what these numbers represented changed according to the indicator. For example, for some indicators, '0' represented 'none', and for some, it represented 'not suitable' (for TPI, see Appendix B).

According to the TPI results, grand total score for the first wave coffee house was 89, for the second wave coffee house 98, and for the third wave coffee house 91. The second wave coffee house has received a higher TPI score than the others with respect to physical characteristics and activities. Below, the sub-total scores are provided for each third-place characteristic.

Neutral ground characteristic was evaluated with respect to physical attributes of place: the existence of various areas in space (such as different sized spaces, compartment spaces separated with walls or spaces which consist of different furniture), existence of furniture to accommodate various people, availability of places to sit without paying for goods and services, design elements which might discourage the use of space; and social attributes (activity attribute) of place: space flexibility for arrangements, and provision of different products and services in different price ranges. Neutral ground characteristic was observed more in the first and the second wave of coffee houses with 16 points than the third wave coffee house (13 points). For the first wave coffee house, 'presence of furniture to accommodate various people together', 'places to sit without paying for goods', 'flexible space settings', and 'existence of affordable price range for any income group' got the highest scores (3 points). In the second wave coffee house, 'existence of various areas in space', 'furniture to accommodate various people', 'places to sit without paying for goods and services' and 'lack of design elements that discourage the use of space' got the highest scores (3 points). On the other hand, pre- defined indicators for neutral ground characteristic got lower points in the third wave coffee house, except the ones indicating that the 'existence of various areas in space' and 'lack of design elements to discourage the use of space'. The lowest score was given for the indicator denoting 'the existence of places to sit without paying for goods and services'. The reason was that, in the third wave coffee houses, we observed full service, which means people order from their table. Thus, sitting without paying for good was not a welcomed behavior.

Under **the leveler** characteristic, evaluated indicators for *physical settings of place* were: 'existence of different ages, genders, social classes, physical abilities', and for *social attribute (activities attribute)*: 'existence of signs excluding some groups or behaviors', 'security cameras which might discourage use of space', and 'existence of various activities to attract people'. Overall, for this characteristic, the first wave coffee house got 13, the second wave coffee house got 15 and the third wave coffee house got 14 points. Most of the difference between the scores was observed for the 'gender diversity' indicator. While second and third wave coffee house got 3 points because of the high diversity of gender, in the first wave coffee house the score was 0, since the coffee house consisted of men only. And most of the similarity among indicators was observed in 'existence of signs excluding behavior or a particular group'. None of the coffee houses included such signs, thus each coffee house received 3 points. To summarize, it is seen that the second wave coffee house showed 'the leveler' characteristic of the third place more than the others with regard to physical settings and activities.

For **main activity is conversation** characteristic, **'**the presence of wi-fi', 'existence of sockets', 'movable furniture', 'number of ICT device users', 'number of ICT devices provided by space', 'level of noise', 'people having conversation' were examined under the *physical settings of place*; 'presence of workshops', 'various activities at different time periods', 'level of customer- staff relationship (self-service, full service)' and 'different activities which fosters socialization' under the *social attributes (activities attribute) of place*. For this third-place characteristic, the first wave coffee house got 19, the second wave coffee house got 21 and the third wave coffee house got 22 points. Significant difference was observed for 'the existence of Wi-Fi' indicator. The first wave coffee house did not provide wi-fi network, while the second wave coffee house provided free wi-fi (without any password) and the third wave provides wi-fi with password (the customers received the password if they purchase something from the coffee house). All coffee houses got 3 points for the indicators showing that 'the existence of movable furniture' and 'presence of people

who have conversation'. On the other hand, the indicator which specified 'the presence of workshops in the setting' got the lowest score in all coffee houses.

Accessibility and accommodation of coffee houses were examined with 'the level of control at the entrance (fence, locked gates, fences etc.)', 'accessibility and openness of space', 'visual and physical connection of space with its surroundings', 'public transportation options near the space', 'availability of parking lots', 'existence of various activities near the space', 'opening and closing hours' , 'ability to participate events or activities' and 'existence of sign tables excluding certain groups or behaviors'. Sub-total scores showed that the first and the second wave coffee houses got 24 and the third wave coffee house got 20 points. Indicators which got the highest scores (3 points) were 'availability of opening and closing hours', 'availability of activities or events', and 'lack of signs which exclude certain people or behaviors. Indicator denoting the 'lack of parking lot' got the lowest score (1 point). In the context of physical settings and activities, it is seen that the first and the second wave of coffee houses were more accessible and able to accommodate than the third wave coffee house.

Home away from home characteristic of coffee houses was measured with 'the existence of surveillance (security cameras, bodyguards, x-rays at the entrance etc.)', 'existence of comfortable furniture', 'climatic comfort in space', 'elements that discourages the use of space', 'availability of lighting', 'variety of activities, events and behaviors in space', 'arrangeable furniture in space', 'availability of space layout and design for various activities and human behavior'. In total, the second and the third wave coffee house got the highest score (22 points), and first wave coffee house got 17 points. Indicator which got the highest score (3 points) was 'the flexibility of space to meet users' needs. All of the coffee houses were highly flexible with space size, layout and unstable furniture. Also, 'suitability of space layout and design to conduct activities and create various behavior pattern' indicator got 3 points (very suitable) in each coffee house. The indicator of 'climatic comfort of space' got different scores in each coffee house. While, climatic conditions were not very

comfortable in the first wave coffee house, second wave coffee house provided comfortable climate at various parts of the space and in the third wave coffee house, clime comfort was provided only in some parts of the space. Thus, given scores were 1 point (somewhat comfortable in some part of space), 3 points (comfortable in most of the space) and 2 points (comfortable in some part of space) respectively.

To sum up, according to the data derived from TPI, the first and the second wave coffee house had higher **neutral ground** characteristics than the third wave coffee house. **The leveler** characteristic of third place was the most observable in the second wave coffee house, the third wave coffee house and the first wave coffee house respectively. The first and the second wave coffee houses had better characteristic of **accessibility and accommodation** than the third wave coffee house. Lastly, the second and the third wave coffee houses showed **home away from home** characteristic better than the first wave coffee house. Figure 4.12 shows the overall TPI results and Figure 4.11 shows the indicators which gets the best score and worst score according to the characteristics and different waves of coffee houses. This table would help us to understand which of the indicators should be developed to enhance third place characteristics in coffee houses.

	1st wave		2nd wave		3rd wave	
	best scores	***worst scores***	***best scores***	***worst scores***	***best scores***	***worst scores***
Neutral Ground	1. Existence of big table, furniture that different people can sit together 2. Places to sit without paying for goods and services* 3. Space flexibility to suit user needs* (arrangeable space for activities) 4.Provision of different products and services in different price ranges	1. Presence of various areas in a setting—areas where one can stay alone or gather with other people 2. Design elements discouraging use of space*	1. Presence of various areas in a setting—areas where one can stay alone or gather with other people 2. Existence of big table, furniture that different people can sit together 3. Places to sit without paying for goods and services* 4. Design elements discouraging use of space*	1. Space flexibility to suit user needs* (arrangeable space for activities) (2 pts) 2. Provision of different products and services in different price ranges (2pts)	1. Presence of various areas in a setting—areas where one can stay alone or gather with other people (3pts) 2. Design elements discouraging use of space* (3pts)	1. Places to sit without paying for goods and services* (1 pt)
sub-total	**16**		**16**		**13**	
A leveler	1. Presence of posted signs to exclude certain people or behaviors* (3pts) 2. Ability to conduct activities and events in space (3pts)	1. Presence of people of diverse genders* (0 pt)	1. Presence of people of diverse ages* 2. Presence of people of diverse genders* 3. Presence of people of diverse classes* 4. Presence of posted signs to exclude certain people or behaviors*	1. Presence of people of diverse physical abilities* (0pt) 2. Presence of surveillance cameras, security guards, guides, ushers, etc. intimidating* and preventing activities (1 pt)	1. Presence of people of diverse genders* 2. Presence of posted signs to exclude certain people or behaviors* 3. Ability to conduct activities and events in space	Presence of people of diverse classes* (1pt) 2. Presence of people of diverse physical abilities* (0pt)
sub-total	**13**		**15**		**14**	

Accessibility Accommodation	1. Control of entrance to public space: presence of lockable gates, lockable doors, fences, etc.* 2. Perceived openness and accessibility* 3. Visual and physical connection and openness to adjacent street/s or spaces* 4. Presence of other activities (shops, restaurants, market, residents etc.) near the space 4. Opening and Closing Hours 5. Ability to participate in activities and events in space* 6. Presence of sign tables to permit particular activities or behavior	1. Existence of Public transportation near the space (2 pts) 2. Existence of parking lot near the space (1pt)	1. Existence of parking lot near the space 2. Perceived openness and accessibility* 3. Visual and physical connection and openness to adjacent street/s or spaces* 4. Presence of other activities (shops, restaurants, market, residents etc.) near the space 4. Opening and Closing Hours 5. Ability to participate in activities and events in space* 6. Presence of sign tables to permit particular activities or behavior	1. Control of entrance to public space: presence of lockable gates, lockable doors, fences, etc.* 2. Existence of parking lot near the space (1pt)	1. Opening and Closing Hours 2. Ability to participate in activities and events in space* 3. Presence of sign tables to permit particular activities or behavior	1. Existence of parking lot near the space (1pt)
sub-total	**24**		**24**		**20**	

	1st wave		2nd wave		3rd wave	
	best scores	***worst scores***	***best scores***	***worst scores***	***best scores***	***worst scores***
Home away from home	1. Presence of posted signs to exclude certain people or behavior* 2. Space flexibility to suit user needs* 3. Suitability of space layout and design to activities and behavior*	1. Presence of surveillance cameras, security guards, guides, ushers, etc. intimidating and privacy is infringed upon* (1pt) 2. Presence of comfortable furniture (Chairs, couches, tables etc.)(1pt) 3. Climatic comfort of space* 4. Design elements discouraging use of space*	1. Presence of posted signs to exclude certain people or behavior* 2. Climatic comfort of space* 3. Space flexibility to suit user needs* 4. Suitability of space layout and design to activities and behavior*	1. Presence of surveillance cameras, security guards, guides, ushers, etc. intimidating and privacy is infringed upon* (2pts) 2. Presence of comfortable furniture (Chairs, couches, tables etc.) (2pts) 3. Design elements discouraging use of space* 4. Availability of lighting (windows for sunlight, artificial light etc) 5. Range of activities and behaviors*	1. Presence of posted signs to exclude certain people or behavior* 2. Climatic comfort of space* 3. Space flexibility to suit user needs* 4. Suitability of space layout and design to activities and behavior* 5. Range of activities and behaviors*	1. Presence of surveillance cameras, security guards, guides, ushers, etc. intimidating and privacy is infringed upon* (2pts) 2. Presence of comfortable furniture (Chairs, couches, tables etc.) (2pts) 3. Design elements discouraging use of space* 4. Availability of lighting (windows for sunlight, artificial light etc) 5. Climatic comfort of space*
sub-total	**17**		**22**		**22**	
total	**89**		**98**		**91**	

Figure 4.11. Comparison between indicators which get the best and worst score in different wave of coffee houses

Characteristics	First Wave	Second Wave	Third Wave
Neutral ground	16	16	13
A Leveler	13	15	14
Conversation	19	21	22
Accessibility	24	24	20
Home away from home	17	22	22
Total	**89**	**98**	**91**

Figure 4.12. TPI results

4.2.2. People's Perception of The Coffee House as A Third Place: One-way ANOVA Analysis Results

First, responses, collected from different waves of coffee houses, were evaluated to see people's understanding of third place characteristics in all coffee houses. Participants gave the most positive response to the statement showing that coffee houses were highly ***accessible*** throughout the day (M=4.29) (for the agreement intervals please see, Figure 3.4). Moreover, agreement level of the participants was high for the statement emphasizing that 'coffee houses have various people' and 'they do not observe any discrimination between young-old, workers-customers or boss-employee, also they can discuss or exchange ideas freely' (M=4.19), which brings out ***a leveler*** characteristic of coffee houses. Participants reported that 'the space diversity in coffee houses allows people both to be alone and to be a part of larger group whenever they want' (M= 4.12) which was related to ***neutral ground*** characteristic. Moreover, participants stated that they know the other ***regulars*** in coffee houses they visited (M=3.70), also they responded positively to the statement denoting that ***conversation is the main activity*** in coffee houses (M= 3.66). Another third-place characteristic was the feeling of ***home away from home***. However, the level of agreement had the lowest value for this statement (M= 2.87). They stated that coffee houses were away from fanciness (M=3.79) and they felt good in these places (M=3.95). People were also positive about the statement saying that coffee houses allowed them to behave comfortably (M= 4.02). To sum up, unexpected result was that people were negative about the statement directly denoting that coffee houses give the feeling of home away from home.

Third Place Characteristics	All Coffee Houses Mean	Agreement Level
Availability of opening and closing hours	4,2936	Strongly agree
No discrimination among different people	4,1982	Agree
Existence of variety of space settings	4,1261	
Ability to behave comfortably	4,0273	
Feeling good at this space	3,9550	
Existence of different people	3,9000	
Being away from fanciness	3,7982	
Knowing people who come to that space	3,7019	
Conversation as a main activity	3,6606	
Accessibility of space	3,6574	
Ability to discuss with the others and exchange knowledge	3,5596	
Feeling like home away from home	2,8716	Neither agree nor disgree

Third Place Characteristics	First Wave Coffee House Mean	Agreement Level
Availability of opening and closing hours	4,2250	Strongly Agree
Being away from fanciness	4,1538	Agree
Knowing people who come to that space	4,1026	
Existence of different people	3,9744	
Feeling good at this space	3,9250	
No discrimination among different people	3,9000	
Existence of variety of space settings	3,6500	
Ability to behave comfortably	3,6410	
Ability to discuss with the others and exchange knowledge	3,6154	
Accessibility of space	3,5897	
Conversation as a main activity	3,4359	
Feeling like home away from home	3,0769	Neither Agree nor Disagree

Third Place Characteristics	Second Wave Coffee Houses Mean	Agreement Level
Existence of variety of space settings	4,3611	Strongly Agree
No discrimination among different people	4,2778	
Availability of opening and closing hours	4,1389	Agree
Ability to behave comfortably	4,0556	
Existence of different people	3,8056	
Feeling good at this space	3,7500	
Conversation as a main activity	3,6667	
Accessibility of space	3,5556	
Being away from fanciness	3,3889	Neither Agree nor Disagree
Ability to discuss with the others and exchange knowledge	3,1944	
Knowing people who come to that space	2,9118	
Feeling like home away from home	2,2778	

Third Place Characteristics	Third Wave Coffee Houses Mean	Agreement Level
Availability of opening and closing hours	4,5455	Strongly Agree
No discrimination among different people	4,4571	
Existence of variety of space settings	4,4286	
Ability to behave comfortably	4,4286	
Feeling good at this space	4,2000	
Knowing people who come to that space	4,0645	Agree
Existence of different people	3,9143	
Conversation as a main activity	3,9118	
Ability to discuss with the others and exchange knowledge	3,8824	
Accessibility of space	3,8485	
Being away from fanciness	3,8235	
Feeling like home away from home	3,2647	Neither Agree nor Disagree

Figure 4.13. Level of agreements to the statements in survey questionnaire

When the results for coffee houses were examined one by one, it was observed that the statements about the third-place characteristics had various mean values in each coffee house (Figure 4.14). When all the coffee houses were compared, significant

differences were observed between coffee houses. Thus, in the next part, the statements which showed difference ($p< 0.05$) will be mentioned.

People in the third wave coffee house responded more positively to the statement indicating that ‘there was no discrimination against people’, than the ones in the first wave coffee house (M3= 4.45, M1=3.90). For this statement, among all coffee houses, the first and the third coffee houses were significantly different (F=3.78, p=0.026). For the statement which indicated that ‘the space diversity in coffee houses allows people both to be alone and to be a part of larger group whenever they want’, participants in the second wave coffee house (M=4.36) and the third wave coffee houses (M=4.42) were more positive than the people in the first wave coffee house (M=3.65). For this statement, data showed that all coffee houses were significantly different from each other (F= 8.75, p= 0.00). Statements noting that ‘being able to discuss daily issues’ and ‘exchanging knowledge with the others’ were responded more positively in the third wave coffee house (M=3.88) than the first wave (M=3.19) and the second wave (M=3.61) coffee house. Significant difference was observed between the first and third wave coffee houses (F=3.49, p=0.034). Moreover, people denoted that they act more freely and comfortably in the third wave coffee house (M=4.42) than the first wave (M=3.64) coffee house (more positively and statistically significantly differently, F=7.73, p=0.001). Moreover, there was a significant difference between the first wave and the second wave coffee houses about finding coffee house away from fanciness (M1=4.15, M2=3.38, F=7.22, p=0.001). Knowing the other people, or regulars, in the coffee house had higher mean in the first wave (M=4.10) and third wave (M=4.06) coffee houses than the second coffee house (M=2.91). Thus, the first and the third wave coffee houses were more positive and significantly different than the second wave coffee house (F=20.91, p= 0.000). Lastly, feeling home away from home had the lowest agreement level among all of the characteristics. Also, significant difference existed between the second wave coffee house (M= 2.27), and the other coffee houses (M1=3.07, M3=3.26, F=7.83, p=0.001).

Overall inference is that in the third wave coffee house, people replied more positively to the statements about third place characteristics. In this sense, the first wave coffee house followed the third wave coffee house in terms of agreement level. However, among all coffeehouses, people in the second wave coffee house were relatively negative about the statements denoting that the second wave coffee house exhibits third place characteristics. An unexpected result was that home away from home characteristic of third place had the lowest agreement level in the first wave coffee house. As expected, agreement level of participants with statements regarding third place characteristics in the second wave coffee house was lower when compared to the other coffee houses.

Third Place Characteristics in Coffee Houses	**First Wave Coffee House**		**Second Wave Coffee House**		**Third Wave Coffee House**	
	Agreement Level	*Mean*	*Agreement Level*	*Mean*	*Agreement Level*	*Mean*
1. No discrimination among different people	Agree	3.90			Strongly Agree	4.45
2. Existence of variety of space settings	Agree	3.65	Strongly Agree	4.36	Strongly Agree	4.42
3. Ability to discuss with the others and exchange knowledge			Neither Agree nor Disagree	3.19	Agree	3.88
4. Ability to behave comfortably	Agree	3.64			Strongly Agree	4.42
5. Knowing people who come to that space	Agree	4.10	Neither Agree nor Disagree	2.91	Agree	4.06
6. Being away from fanciness	Agree	4.15	Neither Agree nor Disagree	4.38		
7. Feeling like home away from home	Neither Agree nor Disagree	3.07	Disagree	2.27	Neither Agree nor Disagree	3.26

Figure 4.14. Third place characteristics in different wave of coffee houses which are statistically significantly different from each other

4.3. ICT Device Usage in Different Waves of Coffee Houses

4.3.1. ICT User Profiles in Coffee Houses

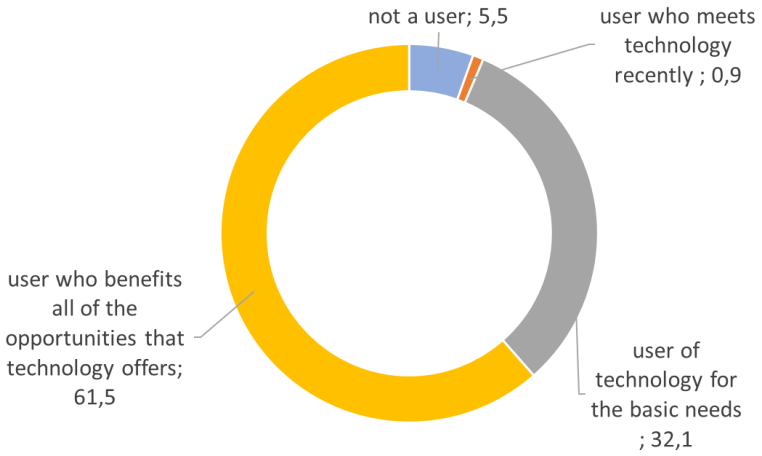

Figure 4.15. Distribution of ICT device user types in coffee houses

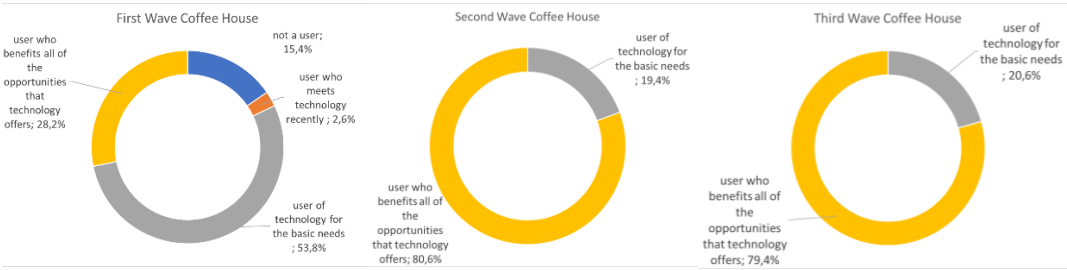

Figure 4.16. Distribution of ICT device user types in different waves of coffee houses

ICT user profiles were investigated to understand whether people use these devices actively or not. This information would guide to figure out the types of ICT device users and possible behavior patterns in coffee houses. In total, 61.5 % of participators fully benefited from their ICT devices. 32.1% of people used technology only for their basic needs such as making calls. 5.5% of people did not use technological device and only 0.9% of them met technology recently. When users in coffee houses were

examined according to the coffee house type, data showed that in first wave coffee house, the number of people- who use ICT for their basic needs - covered 53.8 % of total number, 28.2% of them used ICT devices actively, 15.4% of them were not a user and 2.6% of the participators met technology recently. Responses of ICT device users to the questions were approximately the same in the second and the third wave coffee houses. In the second and the third wave coffee houses, there were only the users who benefit all of the opportunity that technology offers (approx. 80%) and used it to meet their basic needs (approx. 20%). Results showed that the possibility of seeing people who use ICT devices in the second and the third wave coffee houses was higher than the first wave coffee house.

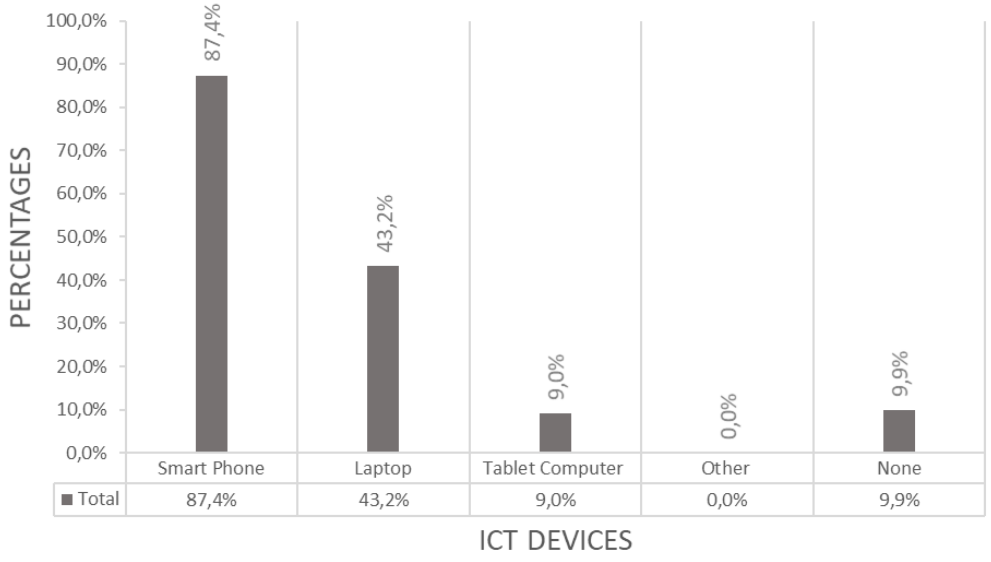

Figure 4.17. Preferences of ICT devices that people bring with to coffee houses

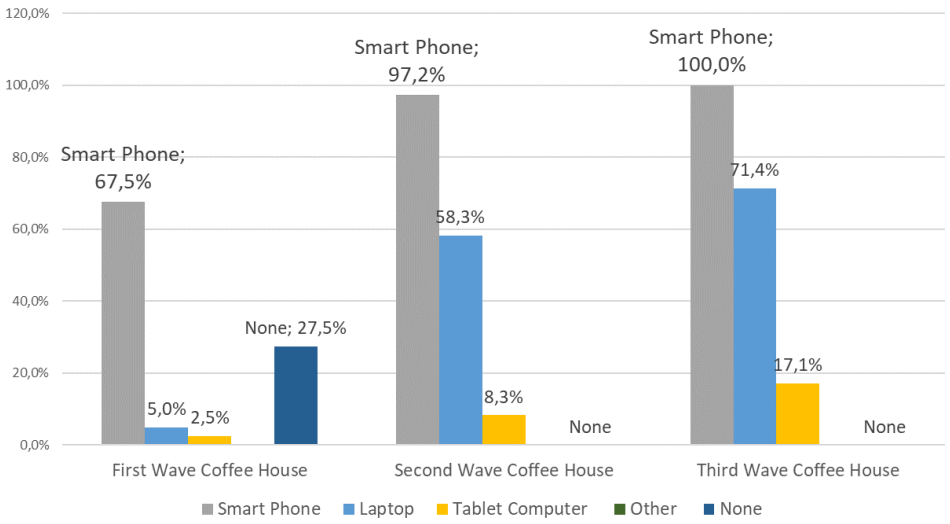

Figure 4.18. Preferences of ICT devices that people bring with to different waves of coffee houses

One of the survey questions asked participants to specify which ICT devices they prefer to bring with them to coffee houses. Results indicated that, in general, most of the people carried their smart phone to coffee houses (87.4%). Laptop was the next popular ICT device that people bring with to the coffee houses (43.2%). People who brought tablet computer covered 9.0% and people who did not prefer to bring any of the technological devices covered 9.9% of total number. When the three waves of coffee houses were compared with respect to this question, results showed that in the first wave coffee house, 27 out 40 participants (67.5% of the respondents) indicated that they use 'smart phones.' 11 out of 40 participants (27.5%) indicated that they do not use any device in such type of coffee houses. In the second wave coffee houses, out of 36 participants 35 (97.2%) reported that they use 'smart phone'; 21 (58.3%) indicated that they use 'laptop'; and only 3 (8.3%) people stated that they use tablet computer. In the third wave coffee houses response rate was higher, which means they tended to bring ICT device to coffee house more than the participants in other coffee houses. There were 35 people out of 35 participants who brought smart phone (100,0%), 25 out of 35 brought laptop (71,4%) and 6 out of 35 carried a tablet

computer (17,1%) to the coffee houses. To make it clear, it should be noted that 27 people out of 38 participants in first wave coffee house; 35 people out of 36 participants in second wave coffee house; and 35 people out of 35 participants in third wave coffee house preferred to brought with their smart phone to coffee houses. Number of people who carried their smart phone to the first wave coffee house was higher than the expected percentage (unexpected result) since the average age of participants was high in the first wave coffee house.

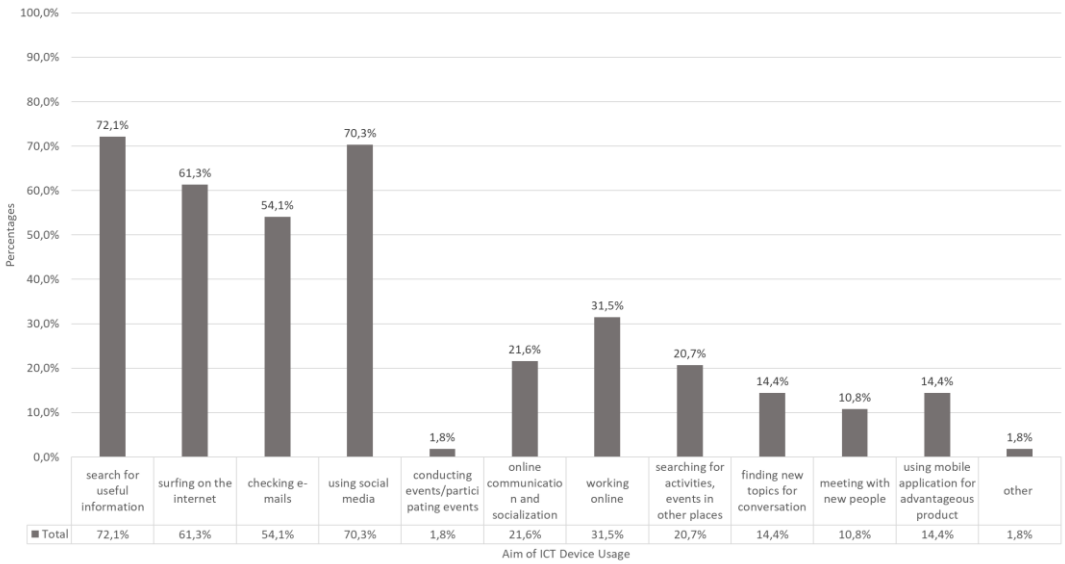

Figure 4.19. The aim of ICT usage in coffee houses

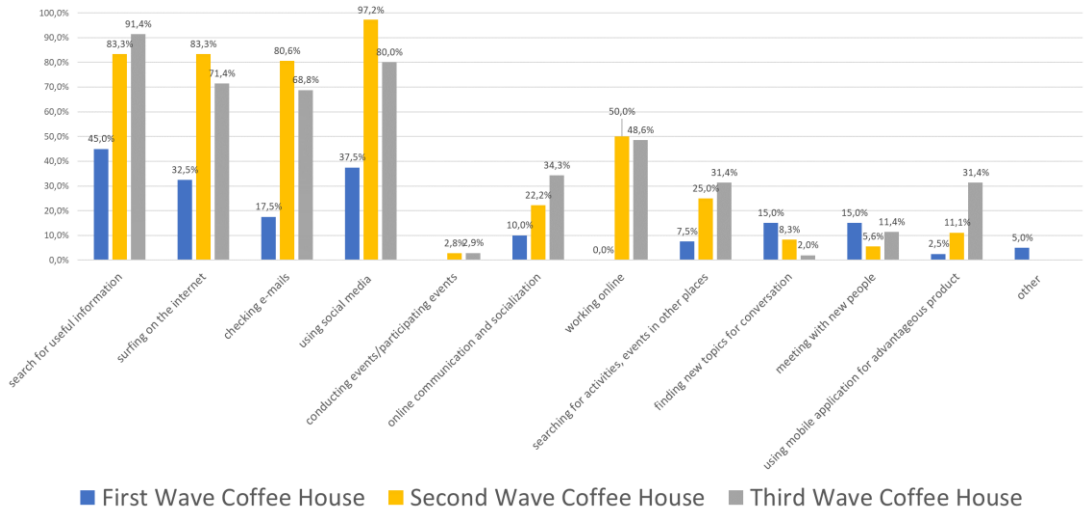

Figure 4.20. The aim of ICT usage in different waves of coffee houses

A survey question was asked to see the aim of ICT device usage. Results indicated that in general 72.1% of the respondents used ICT devices in coffee houses for inquiry purposes, 70.3% for socialization, 61.3% for surfing on the internet (technology for general use) and 54,1% for checking e-mails. 31.5% of the participants used ICT devices for working online, 21.6% for online communication and socialization, 20.7% for searching for activities and events, 14.4% for finding new topics for conversation and using mobile app for advantageous products, 10.8% for meeting with new people, and 0.5% for conducting events and other activities. When different types of coffee houses were compared, it was seen that in the first wave coffee house, people mostly used their ICT devices for searching for useful information (45.5%), for social media (37.5%), and surfing on the internet (32.5%). Among three coffee houses, the first wave coffee house had the highest percentage for finding new topics for conversation (15.0%) and meeting with new people (15.0%). In the second wave coffee house, ‘using social media’ (97.2%), ‘searching for useful information’ and ‘surfing on the internet’ (83.3%), and ‘checking e-mails’ (80.6%) had higher percentages than the other options. In the third wave coffee house, people used ICT devices mostly for

‘searching for useful information’ (91.4%), ‘social media’ (80.0%), ‘surfing on the internet’ (71.4%) and ‘checking e-mails’ (68.8%). All in all, according to the percentage of responses in different wave of coffee houses (*Figure 4.20*), participants, in the first wave coffee house, used ICT devices relatively less than the other coffee houses. In the first wave coffee house, people used it mostly for looking for useful information and social media. On the other hand, response frequencies, for this question, were higher in the second and the third wave coffee houses. While, in the second wave coffee house, people used ICT devices for using social media, surfing on the internet and checking e-mails are the most preferred answers, in the third wave coffee house, using social media and searching for useful information rates were higher. When these data were evaluated with the type of ICT users in coffee houses (*Figure 4.16*), it was meaningful to see that in the first wave coffee houses, response rate was the lowest since most of the people use ICT devices for their basic needs.

4.3.2. Effects of ICT Device Usage on Third Place Characteristics in the Coffee Houses: One-way ANOVA Analysis Results

Data collected from the coffee houses showed that people responded positively to the statement specifying that ICT device usage enriches the space use by turning the space into working place, meeting point or something else (M=3.82). Also, participants generally agreed that using ICT devices in coffee houses and finding the coffee house website or apps in digital platforms increase the use of coffee house (M=3.64). On the other hand, for the other statements denoting that ICT usage enhances the third place characteristics, people were neither positive nor negative (see Figure 4.21). When the mean values were evaluated one by one for each coffee house, it was obvious that people were more positive about ICT device usage enhancing the third-place characteristics, in the second wave coffee house, in the third wave coffee house and in the first wave coffee house respectively.

One-way ANOVA test allowed us to understand whether there was a significant difference between the agreement levels in different coffee houses. Statements, for

$p<0.05$, were evaluated. When it is compared all three coffee houses, significant difference was observed only between the first and the third wave coffee houses about the statement denoting that ICT usage in coffee houses creates alternative use for coffee houses by turning a space into a workplace a meeting point rather than a space to just drink coffee. While participants in the first wave coffee house responded this statement more negatively (M=3.22), participants in the third wave (M= 4.17) stated that ICT usage enhances the use of space by creating alternative activities (F=5.84, p=0.004). Another statement which significantly differentiated the first wave coffee houses from the second and the third wave coffee houses was the presence of ICT devices and its place on digital platforms (e.g. online advertising, taking part in map applications) increasing the use of coffee house. Level of agreement for this statement in the first wave coffee house (M=2.36) was lower than the second wave (M=3.94) and third wave (M=4.14) coffee houses (F=33.11, p=0.000). Statement, denoting that 'the ICT devices help to understand the contents of the café and increase the incidence to go there' , was rated more negatively in the first wave coffee house (M=2.27) than the second (M=3.41) and the third (M=3.31) wave coffee house (F= 7.55, p=0.001). Also, agreement level of people in the first wave coffee houses was lower about the statement explaining that ICT devices help them to access to the coffee house (M=2.31), while participants were more positive about such devices helping them in the second (M=3.70) and the third (M=3.42) wave coffee houses (F=8.65, p=0.000). Significant difference existed between the first wave coffee house and the other coffee houses for the statements denoting that 'free access to ICT devices is the reason I come here' and 'the use of ICT devices in coffee houses make me feel good'. For the first statement, participants were more pessimistic with 2.13 mean value in the first wave coffee houses. On the other hand, participants in the second wave coffee houses (M= 3.41) and the third wave coffee house (M=3.31) were more affirmative (F=7.73, p=0.001). For the second statement, again the participants in the first wave coffee house were negative with 2.54 mean value, while in the second (M=3.27) and the third (M=3.62) wave coffee houses agreement level was higher (F=7.41, p=0.001). Lastly, responses for the statement – 'ICT devices giving the feeling of home'- showed that

there was a difference among the coffee houses. People in the first wave coffee house were not positive about that ICT usage gives the feeling of home (M= 2.27), while people responded to this statement more positively in the second (M= 2.83) and the third wave coffee house (M=3.31). Moreover, the third wave coffee house was more positive and statistically significantly different from the first wave coffee house (F=8.65, p=0.000). To sum up, participants in the first wave coffee house were more adverse to the point that ICT device usage enhances the characteristics of third place. The level of agreement about the statement showing that ICT device usage might support the characteristics of coffee houses was higher in the second and the third wave coffee houses. Moreover, among all the coffee houses, the most positive response to the above-mentioned statements was given by the people in the second wave coffee house.

ICT Usage in the context of Third Place Characteristics in Coffee Houses	**First Wave Coffee House**		**Second Wave Coffee House**		**Third Wave Coffee House**	
	Agreement Level	*Mean*	*Agreement Level*	*Mean*	*Agreement Level*	*Mean*
1. ICT helps to enrich space usage by creating alternative usages (workplace, meeting point etc.)	Neither Agree nor Disagree	3.22			Agree	4.17
2. I think that the use of ICT devices and its place on digital platforms (eg online advertising, taking part in map applications) increases its use.	Disagree	2.36	Agree	3.94	Agree	4.14
3. ICT devices has helped me to understand the contents of this café and increased my incidence here	Disagree	2.27	Agree	3.41	Agree	3.31
4. ICT helps me to access here	Disagree	2.31	Agree	3.70	Agree	3.42
5. Free offer of ICT devices is the reason I come here	Disagree	2.13	Agree	3.41	Neither Agree nor Disagree	3.31
6. ICT devices make me feel at home	Disagree	2.27			Neither Agree nor Disagree	3.31
7. ICT device usage make me feel good	Disagree	2.54	Neither Agree nor Disagree	3.27	Agree	3.62

Figure 4.21. Third place characteristics in different wave of coffee houses which are statistically significantly different from each other in the context of ICT device usage

Third Place Characteristics In the Context of ICT Device Usage	All Coffee Houses Mean	Agreement Level
ICT helps to enrich space usage by creating alternative usages(workplace, meeting point etc.)	3,8280	Agree
I think that the use of ICT devices and its place on digital platforms (eg online advertising, taking part in map applications) increases its use.	3,6452	
ICT helps me to access here	3,3011	Neither agree nor disgree
ICT device usage make me feel good	3,2366	
ICT devices has helped me to understand the contents of this café and increased my incidence to come here	3,1075	
Free offer of ICT devices is the reason I come here	3,0753	
ICT helps to create a neutral ground (where everybody is equal)	3,0435	
ICT devices make me feel at home	2,8817	
Since use of ICT devices opens up new conversation and discussions, it helped me to socialize with other people (people I come with or people I don't know)	2,8065	
ICT usage prevents me from being disturbed by the others	2,8043	

Third Place Characteristics In the Context of ICT Device Usage	First Wave Coffee House Mean	Agreement Level
ICT helps to enrich space usage by creating alternative usages(workplace, meeting point etc.)	3,2273	Neither agree nor disgree
Since use of ICT devices opens up new conversation and discussions, it helped me to socialize with other people (people I come with or people I don't know)	2,8182	
ICT usage prevents me from being disturbed by the others	2,7727	
ICT helps to create a neutral ground (where everybody is equal)	2,6190	
ICT device usage make me feel good	2,5455	Disagree
I think that the use of ICT devices and its place on digital platforms (eg online advertising, taking part in map applications) increases its use.	2,3636	
ICT helps me to access here	2,3182	
ICT devices has helped me to understand the contents of this café and increased my incidence here	2,2727	
ICT devices make me feel at home	2,2727	
Free offer of ICT devices is the reason I come here	2,1364	

Third Place Characteristics in the Context of ICT Device Usage	Second Wave Coffee House Mean	Agreement Level
I think that the use of ICT devices and its place on digital platforms (eg online advertising, taking part in map applications) increases its use.	3,9444	Agree
ICT helps to enrich space usage by creating alternative usages(workplace, meeting point etc.)	3,8611	
ICT helps me to access here	3,7778	
ICT devices has helped me to understand the contents of this café and increased my incidence here	3,4167	
Free offer of ICT devices is the reason I come here	3,4167	
ICT device usage make me feel good	3,2778	Neither agree nor disagree
ICT helps to create a neutral ground (where everybody is equal)	3,2222	
ICT devices make me feel at home	2,8333	
ICT usage prevents me from being disturbed by the others	2,8000	
Since use of ICT devices opens up new conversation and discussions, it helped me to socialize with other people (people I come with or people I don't know)	2,7500	

Third Place Characteristics in the Context of ICT Device Usage	Third Wave Coffee House Mean	Agreement Level
ICT helps to enrich space usage by creating alternative usages(workplace, meeting point etc.)	4,1714	Agree
I think that the use of ICT devices and its place on digital platforms (eg online advertising, taking part in map applications) increases its use.	4,1429	
ICT device usage make me feel good	3,6286	
ICT helps me to access here	3,4286	
ICT devices has helped me to understand the contents of this café and increased my incidence here	3,3143	Neither agree nor disagree
Free offer of ICT devices is the reason I come here	3,3143	
ICT devices make me feel at home	3,3143	
ICT helps to create a neutral ground (where everybody is equal)	3,1143	
Since use of ICT devices opens up new conversation and discussions, it helped me to socialize with other people (people I come with or people I don't know)	2,8571	
ICT usage prevents me from being disturbed by the others	2,8286	

Figure 4.22. Level of agreements to the statements in survey questionnaire

CHAPTER 5

CONCLUSION

This research explains the concept of third place, introduced by Ray Oldenburg, and conceptualizes coffee houses as third place, which is a space for socialization in urban context. Moreover, it deals with the changing ways of getting information and having a conversation via technology, which is recently dominating everyday life. Within this context, this study asserts that existing literature falls short in explaining coffee houses in a combination of comprehensive retrospective and contemporary perspective. To that end, throughout this study the various types of coffee houses- from the traditional coffee house to today's coffee houses- their comparison with each other, the use of mobile phone, laptop, tablet computer, wi-fi, mobile applications (ICTs) in coffee houses, and their effects on the social aspects of coffee houses, are discussed. As a result, in the field of urban design and planning, new discussions would be started in terms of the role of third places and their adaptation to contemporary dynamics.

In this context, this research investigated two main research questions: (1) To what extent do different waves of coffee houses exhibit the characteristics of third places?, and (2) To what extent do the use of Information and Communication Technology (ICT) devices enhance the characteristics of third places in different waves of coffee houses? In the light of these questions, by conceptualizing coffee houses as third places and examining them within the context of Ulus and Bahçelievler districts in Ankara, place attributes and the effects of ICT device useage in coffee houses are investigated by relying on the characteristics of third places. In order to analyze different waves of coffee houses– Konyalılar Kıraathanesi, Arabica Coffee House and PROD Coffee Roastery – cross- case method has been conducted for a comparative evaluation of cases to understand which aspects exhibit or enhance the characteristics of third place. The data was collected via observation and survey questionnaire. Key findings show

that the theory and the real-world situation do not match at some points. In the next part, similarities and differences between the case study and the theory will be discussed and the results of the study will be interpreted.

5.1. Discussion of the Findings

As it is found important in various cities and countries, coffee houses had a role in the modernization period of Turkey besides its significance for the Ottoman period. Within the aim of modernization of the newly founded republic, Ankara was planned as a capital city and coffee houses were included in the process as modern socializing spaces. In this context, Hamamönü (Ulus), which was planned as one of the central points in Ankara, is important with the coffeehouses it hosts. Also, throughout time, with its changing form- function, Bahçelievler district offers a great range of variety in terms of coffee houses, contributing to the public life of the area. These two districts have an important position in Ankara. While Hamamönü (Ulus) district, which is having a historical background and including lots of public facilities, creates an attraction point for the people, Bahcelievler represents a more contemporary image for the heterogenic user profile by establishing a mixed-use sub-center for the city. Moreover, centrality of these districts brings with the connectivity to the other part of the city.

Based on the TPI results, this study found that the second wave coffee house seems to show the characteristics of an ideal third place the most in the context of **physical settings** and **activities**. Also, the first wave coffee house shows the characteristics of third place the least in the same context. As parallel to theoretical discussions emphasizing the importance of physical settings and activities in space (Gehl, 1996; Steele, 1981; Whyte, 1980; Tibbalds, 2001; Carr, et al. 1992), the most prominent indicators in the second wave coffee house are; (1) existence of microscale design elements – such as small plants or trees, (2) presence of heterogenic distribution of age and gender, (3) limited surveillance- e.g. security guard, (4) being accessible- both visually and physically (Whyte, 1980), (5) visual penetration both from inside and

from outside helps people to feel relaxed and safe (Carr. et al., 1992), (6) presence of integrated transportation modes- such as, subway and bus, (7) being able to accommodate people- by providing "transitional forms between being alone and being together" (Gehl, 1996),and (8) being flexible, suitable and comfortable space- with movable furniture (chairs, tables, benches etc.) (Whyte, 1980).

Although the second wave coffee house exhibits the characteristics of third place the best in the context of physical settings and activities, ranking changes when the data – collected as a part of meaning attribute via survey questionnaire – is included into evaluation. Survey questionnaire results show that, people in the third wave coffee house are more positive than the other coffee houses about the statements emphasizing 'no discrimination among various people', ' different space settings for various activities', 'ability to discuss with the others and exchange knowledge' and 'feeling of home away from home' (see Chapter 4.2.2). Accordingly, the answer for the first research question; *to what extent do different waves of coffee houses exhibit the characteristics of third places?*, would be that all coffee houses exhibit the third place characteristics to some extent, however, the third wave coffee house seems to exhibit the characteristics of third place the most in the context of all place attributes - **physical settings, activities** and **meanings**. In that sense, one can infer that the meaning assigned to places do not perfectly resemble the diversity of the activities and physical settings of these spaces. Thus, the third wave coffee houses can be interpreted as the contemporary third places in today's cities.

Before conducting a case study, in line with Oldenburg's (1999) arguments on coffee houses exhibiting the characteristics of third place, our expectation was to see the first wave coffee house would exhibit the characteristics the best. Because, in his book which Oldenburg introduced the concept of third place, he was mainly mentioning the traditional coffee houses. However, the study findings from Ankara show that among all coffee houses, the second and the third wave coffee houses show the characteristics of third place better than the first wave coffee house (traditional coffee house). This should not be interpreted as an inconsistency of theory, but as a chance to bring

forward the key features and important indicators to enhance third place characteristics. Although highly speculative, there might be several reasons why the third wave exhibit the characteristics the best. One reason is that the third wave coffee houses try to keep things local, while keeping up with the recent dynamics. They provide 'comfort' (Carr et al., 1992; Carmona et al. 2003, p. 165) with typical physical and social settings (e.g., various space hierarchy and spaces to accommodate different people), 'discovery' (White, 1999; Carmona, et al. 2003) with workshops, events and mini concerts and 'ambience' (Pile, 1996) which provides an environment like home. Moreover, they consider the customer- barista relationship significant. Thus, they mostly provide full service – which is a service type that staff serve to the tables and have a conversation with the customers- to prevent the possibility of disclosure with the customers.

Another point discussed throughout this study is that the use of ICT devices in coffee houses. The second research question focuses on this issue by asking: *To what extent do the use of Information and Communication Technology (ICT) devices, which exist in different waves of coffee houses, enhance the characteristics of third places?* In this context, firstly, the data about the user profiles of ICT devices and the aim of ICT usage show that people mostly bring their mobile phone with them to the coffee houses. Majority of participants are the users who benefit all the opportunities that technology provides. Also, they mostly use ICT devices for 'searching for useful information', 'using social media', 'surfing on the internet' and 'checking e-mails'. Thus, it is possible to assert that ICT devices are mostly used for personal needs. When the tendency of using an ICT device in different waves of coffee houses, is examined one by one, the number of people using ICT device actively is the lowest in the first wave coffee houses. It is also inferred that the response rate to the questions, investigating the aim of ICT device usage, is higher in the second wave coffee house than the third wave coffee house (see Figure 4.20). Thus, it is possible to say that people in the second wave coffee house use more actively than the third wave coffee house. When the space settings are taken into consideration, it is an expected result to

see that the number of people who use technology actively is the lowest in the first wave coffee house (no wi-fi), and the highest in the second wave coffee (free wi-fi). At this point, the results of the statements- that measure the effects of the use of ICT devices to the characteristics of third place - can be examined (see Chapter 4.3.2). Findings show that people in the second wave responded more positively and significantly differently than the other coffee houses for some of the statements emphasizing that 'ICT device usage supports the use of coffee houses', 'they enrich the activity range by providing alternative usages in space', 'they support the accessibility to coffee houses', 'they increase the incidence frequency of going to a coffee house of the users by providing information about the events, activities or menus'. On the other hand, people in the first wave coffee house responded negatively to these statements. As an answer to the second research question, it is possible to say that the use of ICT devices support the characteristics of third places to some extent in the second and the third wave coffee houses respectively. However, they do not enhance the characteristics. In line with the discussions by some researchers - mentioning that the use of technology in public spaces leads '*public privatism'* (Hampton et al., 2010) or acts as '*a shield or cocoon that people hide behind it'* (Bar-Tura, 2011; Çakı& Kızıltepe, 2017) – it was an expected result to see that ICT devices do not enhance the characteristics of third places. Perhaps the main reason of ICT devices supporting the characteristics rather than enhancing them is because coffee houses do not provide high technology to foster social relations or affect the perception of space. Thus, people passively use ICT devices in coffee houses. If the technology in the coffee houses would be high-tech to promote the characteristics of a space which are uncharted, the use of ICT devices might enhance the characteristics of coffee houses as a third place.

5.2. Implications for Urban Design

This thesis has reached two main conclusions. Firstly, all coffee houses exhibit the characteristics of third places to some extent. Among all coffee houses, the third wave coffee house shows third place characteristics better than the others. Secondly, ICT

device usage supports the characteristics of third place rather than enhancing them in the second and the third wave of coffee houses respectively. These two conclusion remarks can be regarded as a guide for urban design. At this point, Oldenburg (1999, p. 44) ‘s remarks should be stressed: “Third places the world over share common and essential features”. That is to say, even though this study conceptualized the coffee houses as third places, other types of urban spaces can also take reference from the findings of coffee houses in terms of third place characteristics. Third places are the core of society and making them attractive would foster people to gather, interact and socialize. To that end, assessment tools provided by this research -the Third Place Index (TPI) and the survey questionnaire- can be revised accordingly and used for other third places in urban context. In this manner, it would be possible to test the characteristics of third places in urban space and enhance them. Furthermore, the answers for the research questions, posed by this research, have implications for urban design. Given these findings, suggestions are made regarding the necessities of urban design, as follows;

- Variety in space would be supporting third place characteristics by promoting different activities and allowing various behavior pattern. Moreover, as Gehl (1996), Sennett (1977) and Jacobs (1992) notes (see Chapter 2.3.1), space hierarchy and variety would allow people to be either alone or with group of people whenever they want. That is a way to create space diversity for different interaction levels and for healthy social relations in urban context.
- Comfort is needed for third places to be attractive. As asserted by Whyte (1980) and Simonds (1998), and as concluded in this thesis, ‘presence of comfortable and arrangeable furniture’, ‘minimum level of surveillance’ and ‘being a place for everyone’ are important indicators to provide comfort, since they encourage better engagement with people's surroundings by fostering personalization (see Chapter 2.2.1). In this way, a third place would persuade people to gather, socialize, interact or have a conversation.

- Permeability of a space is significant. As mentioned by Carr. et al. (1992) and Punter (1990), visual and physical penetration both from inside and outside with design elements -such as big windows and intermittent plants- will make people feel relaxed and comfortable in space. Also, they will provide active or passive engagement with the life on the street.
- Activities conducted in space are prominent indicators of third places. Workshops, events, concerts, shows, festivals or other types of activities which welcomes everyone would create attraction in space (Carr, et al., 1992; Carmona et al., 2003; see Chapter 2.2.2). Activities will support and enhance third place characteristics by providing a space for interaction.

Another issue to point out is that effects of the use of technology, specifically Information and Communication Technologies (ICTs), to the characteristics of third places. Although this study concluded that the use of ICT devices in coffee houses is supporting the characteristics of third places rather than enhancing them, in the light of suggestions for urban design, they might enhance the space characteristics as third places. Technology and ICTs are inevitable for the contemporary and the future cities. Thus, to focus on integrating them into urban context would be meaningful and advantageous for better societies. At this point, the aim of use of ICT devices in public spaces is important. If ICT devices are used to encourage social relations between people and help to discover the unseen characteristics of spaces, possibility to enhance the characteristics of third places would be higher. In this context, suggestions for the integration of ICT devices into the field of urban design are as follows;

- Public wireless network (wi-fi) and mobile applications integrated with the space are prominent indicators for third places (see Chapter 2.8.2). Thus, presence of mobile applications and games- such as CoCollage application (McCarthy et.al., 2009), an interactive game called MySeedlings (Calderon, 2016) or a social networking site (SNS) (Farnham et al., 2009), where people can share their personal information, likes, dislikes to meet new people- should be developed and integrated into public spaces. Also, these applications can be

used for informative purposes for the people who want to exchange useful information.

- Urban informatics - which follows the notion of 'human information interaction' – emphasizes the significance of the relationship between the urban space, society and ICT devices (Abdel-Aziz et al., 2016; Foth, et al., 2011; Houghton, 2014). In this sense, 'media façade' and 'interactive public displays' are proposed by Abdel-Aziz et al. (2016). Installations on these facades or screens can be used to explore something new about the spaces. For example, digital tools, notifying the activities or events conducted in other spaces, would enhance the characteristics of third places by revealing the unseen and encouraging people to discover.
- Interactive technology might promote the characteristics of third places by encouraging people to actively interact with the others and with the digital tools in space (Abdel- Aziz, et al., 2016). So, the technology and ICT devices will not only be used for personal needs but also common interests. In that sense, digital tools in public space will create a social environment by increasing the interaction level among people.

5.3. Limitations of the Study and Implications for Future Research

This research has conducted a cross case method which compares various coffee houses to see whether they have similarities or differences between them. Also, the coffee houses were selected in two districts (Ulus and Bahçelievler) of Ankara in Turkey. One of the limitations which can affect the results of this study is the location of the cases. If this study would be conducted in other cities in Turkey or other countries in the world, the dynamics of coffee houses would be different. Furthermore, if different coffee houses of the same wave were selected, again the results could be different. The reason for this is that each coffee house has different physical and social settings and activities, which lead to different coffee house dynamics. Also, during the case study, data is collected via site observation and survey questionnaire. For the site

observation, indicators of physical settings and activities were evaluated. At this point, the period of time, when the researcher collected data, comes into the discussion. For this thesis, the data was collected via observation after 5 pm on weekdays and 2 pm on weekends in March. If the data collection period was, for example, in summer, the physical settings and activities in these spaces would be different which may change the observation results. Moreover, survey questionnaire was conducted in two weeks in April. It was a short period of time to reach various people in a setting. If the survey would be conducted, for example, in one year, the data collected via survey would be more heterogenic and valid. Thus, for future researches, sample size should be larger.

Additionally, literature review and Chadios's (2005) study showed us that coffee houses are located near urban squares in Europe cities and in Turkey in the Ottoman period. However, today it is hard to understand the criteria for the site selection or how coffee houses are related with the urban form. Thus, in the further studies, to focus on the relationship between the urban form and coffee houses and how they affect each other would provide valuable input for the field of urban planning and design. So, it would be possible to answer following questions: ‘does a street coffee house changes the physical settings or function of cities in macro scale’, ‘do coffee houses define the beginning or an end of an urban district’, and ‘is there any logic behind the site selection for the coffee house in terms of physical form and social dynamics or is it just economical concerns’.

In this research, self-reported data gathered from the survey questionnaire is evaluated by the researcher. Although this method helped the author to answer the research questions posed by the thesis, different method and data collection tools may provide various findings which are undiscovered by this study. For instance, the survey questionnaire could consist of questions which investigates the reasons why people agree or do not agree that coffee houses exhibit the characteristics of third place with respect to the indicators of physical settings and activities. In this manner, the cross-relation between the physical settings, social settings and activities would be understood better. Moreover, this will help us to understand which place attributes

foster third place characteristics of coffee houses from the clients' perspective or whether the observations made by the researcher in the chosen coffee houses are observed by the users of these settings as well. Also, for the second research question of this study, it would be meaningful to investigate the distinguished relations of the activity pattern and perception about space of ICT device users and non-users, and to what extent their agreement level for third place characteristics are changing.

Furthermore, in this study, the use of ICT devices in coffee houses was dealt by focusing on the aim of use of these devices and ICT users' perception of the space. However, the integration of ICT devices in urban spaces creates new ways of production, working structure, work force and so on. At this point, asking the question of "To what extent the use of ICT devices and the integration of ICT devices to the coffee houses, as an in-between urban spaces, support the new social structures and productions?" would lead the future studies to figure out the interrelation between the aim of use of ICT devices and types of ICT integration to foster creative, productive and adaptive use of space. All in all, limitations of this study would be guiding for the future researches.

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APPENDICES

A. Site observation notes based on Waxmann Model

1. Konyalılar Kıraathanesi (Ulus)

Figure 0.1. In front of the First Wave Coffee House (Konyalılar Kıraathanesi)

Location of this coffee house is accessible due to the bus line. As nearby amenities, there are commercial, residential, and religious units, restaurants and cultural activities. *Decoration* of the coffee house consists of blue walls, and space is lightened with artificial light. Furniture is one type, which is square table and chairs. *The layout* of the coffee house consists of two parts. One is the outside of the structure, where people stand, smoke, sit, have a conversation, drink coffee or tea, observe the others and play games; the second one is inside of the structure, where people play games, have a conversation and drink coffee or tea. There are above 40 people - only men - playing games. Among these people, there are retired, employees and students. People in the space are divided into three groups as; *individuals*, *two people* and *group of people*, to understand and categorize their behavior pattern in this coffee house. Individuals are; reading newspaper, observing their environment, drinking coffee or tea, smoking outside, dealing with their mobile phone and waiting for their turn for play. Two people and group of people are; having a conversation, discussing over a subject, playing backgammon or cards. People's preference for seating is changing only if they want to stay alone and read newspapers. They prefer to sit around the empty tables. It is observed that people know each other mostly. If not, they welcome the strangers after a while. *Activities* in this space are mostly playing games and having a conversation, which make people interact all the time during their stay in the coffee house.

Figure 0.2. People playing games in the first wave coffee house (Konyalılar Kıraathanesi

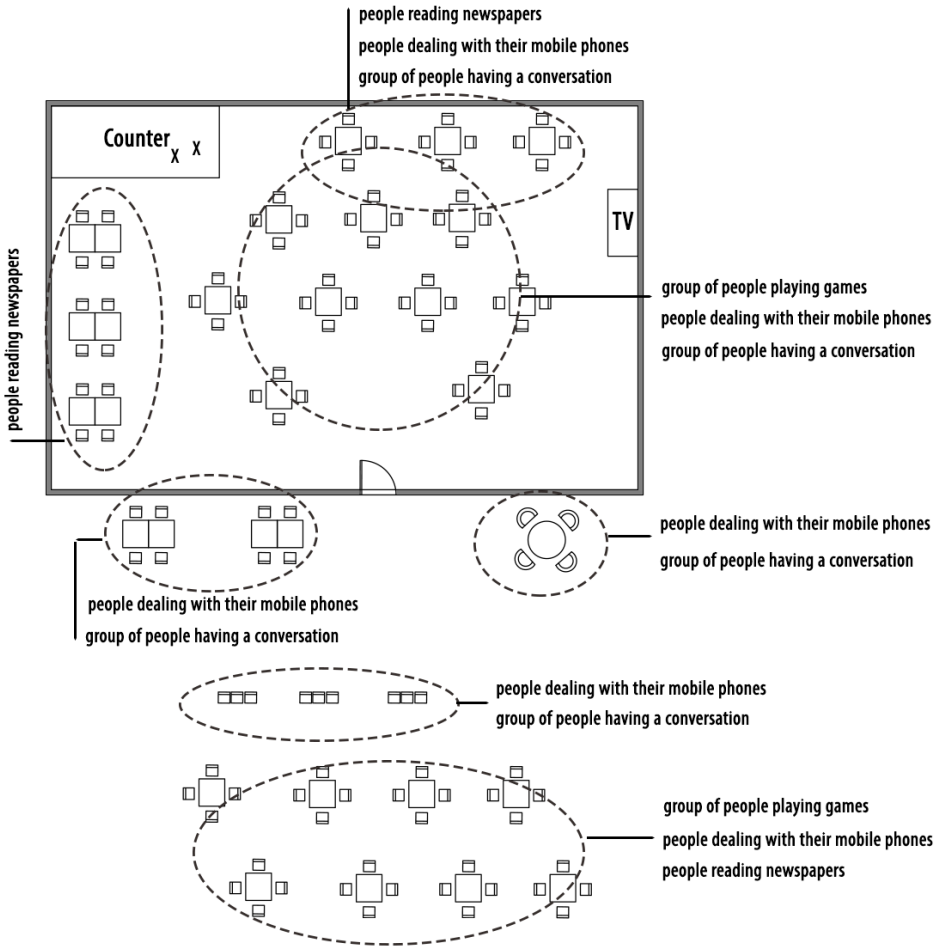

Figure 0.3. Site Observation notes based on Waxman Model

2. Arabica Coffee House (Bahçelievler)

This café is observed between 16:45 and 17:30 in Wednesday. Besides the bus line in front of the coffee house, its *location* is near to metro line, which is around 3 minutes by walking. As nearby amenities there are commercial, residential areas and other coffee houses. *Decoration* of the coffee house consists of black and grey walls, which create a dark space, but enough number of spotlights and natural light coming from the big windows cover this darkness. Comfortable furniture, such as armchairs, seats

with cushion, exist in various parts of the space. *Ambient* inside of the space can be explained by the smell and light factors. Smell of coffee, caramel and bakery is dominant in space. Also, it has big windows at multiple locations which let the day light in. *Layout* of the coffee house consists of four parts. One is the outside of the structure, where people stand, smoke, sit, have a conversation, drink coffee; second on is the entrance hall of which consist of square and round tables, window-side area which consists of comfortable furniture, and a compartment -separated with walls- consists of big tables for larger groups.

Figure 0.4. Outside of the Second Wave Coffee House (Arabica)

Figure 0.5. People studying, having a conversation and use laptop in the second wave coffee house

Figure 0.6. Interior of the second wave coffee house

There are above 100 people and gender distribution are almost heterogenic. Among these people, there are students, families, friend groups and individuals. Also, activities and behaviors of the customers are observed. It is concluded that in general, people are having a conversation, using their mobile phone, laptops or tablet computers, reading a book, studying on paper material and most of them are using laptop or mobile phone during their stay in this coffee house. People in the space are divided into three groups as; *individuals*, *two people* and *group of people*, to understand and categorize their behavior pattern in this coffee house. Activities made by individuals are; reading a book, observing their environment, drinking coffee, smoking outside, dealing with their mobile phone, studying (using laptop, mobile phone or on paper), listening to music during their study and taking notes on a paper. Activities made by two people and group of people are; conversating, studying together, studying with laptop, discussing over a subject, showing something on the phone to their friend, dating, meeting. Addition to people's activity pattern, their preference for sitting place is observed. People who are having a conversation prefer to sit around small square and round tables or big round tables. People, who come to the coffee house as an individual, prefer to sit alone around small tables. Individuals or groups who uses laptop, prefers to sit around long rectangle tables, since it provides sockets near the sitting area and table is big enough to accommodate number of people.

Figure 0.7. Physical Settings in the Second Wave Coffee House

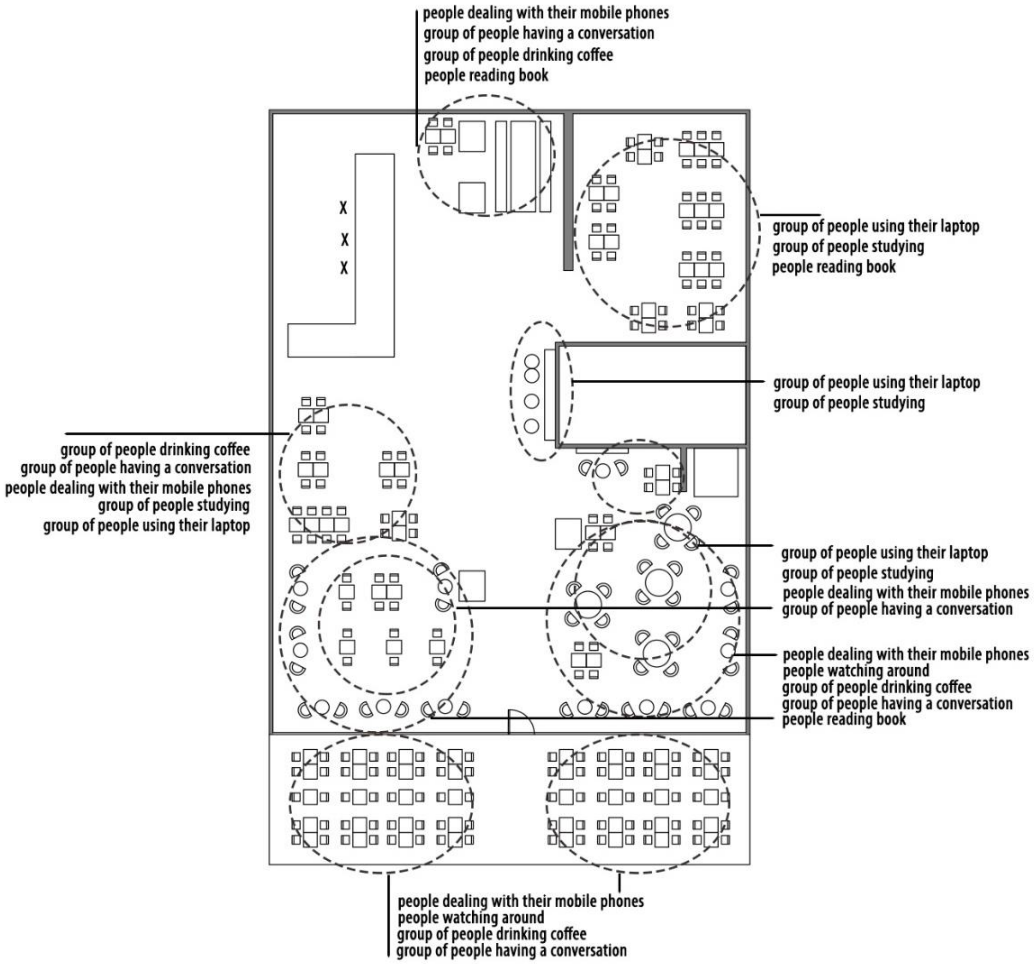

Figure 0.8. Site Observation notes based on Waxman Model

3. PROD Coffee Roastery (Bahçelievler)

This coffee house is observed between 13:30 and 14:30 on Sunday. *Location* of this coffee house's is relatively far from public transportation. However, bus line is only around 7 minutes away. There are commercial and residential areas as nearby amenities. *Decoration* of the coffee house consists of grey and white walls, black ceiling, so the space is bright. Also, enough number of spotlights and natural light

coming from the big windows provide enough brightness for comfort. This coffee house has also a basement floor supported with the artificial light. Comfortable furniture, such as rocking chairs, armchairs, couches, exist in various parts of the space. *Ambient* inside of the space can be observed by light factors. The space has big windows which let the day light in. *Layout* of the coffee house consists of four parts. One is the outside of the structure, where people stand, smoke, sit, have a conversation, drink coffee, listen to the live concerts in summer; second one is the entrance part, which consists of a big rectangle table. Third part is next to the entrance. This part consists rocking chairs, and rectangle tables for four people. Lastly, basement part consists of big tables and a blackboard, dart board, books and magazines provided by the coffee house.

Figure 0.9. Outside of the Third Wave Coffee House

Figure 0.10. Interior of the Third Wave Coffee House

Figure 0.11. Basement Floor of the Third Wave Coffee House

There are above 20 people – both male and female. Among these people, there are students, families, friend groups, couples and an individual. Some of the people were there when observation has started, they stayed there until the observation ended. As it is done in other coffee houses, activities and behaviors of the customers are observed. It is concluded that activities vary according to different parts of the coffee house. At the outside part of the coffee house, there are people who have conversation, study or do them both at the same time. At the ground floor and at the basement, people are studying on their laptops. So, in general, people are having a conversation, using their mobile phone, laptops or tablet computers, reading a book, studying on paper material and most of them are using laptop or mobile phone during their study. People in the space are divided into three groups as; *individuals, two people* and *group of people*. Individuals are; observing their environment, drinking coffee, dealing with their mobile phone, reading book and studying (using laptop, mobile phone or on paper). Two people are; conversating, studying together, studying with laptop, dealing with their phone, and meeting. Group of people are mostly having a conversation and only few are checking their phones during conversation. Addition to people's activity pattern, their preference for sitting place is observed. People who are having a conversation prefer to sit around big rectangle tables. Individuals prefers to sit alone around small tables and if they have study material they prefer, big tables since it provides sockets near the sitting area. It is observed that people, who sit around big rectangle table, do know each other.

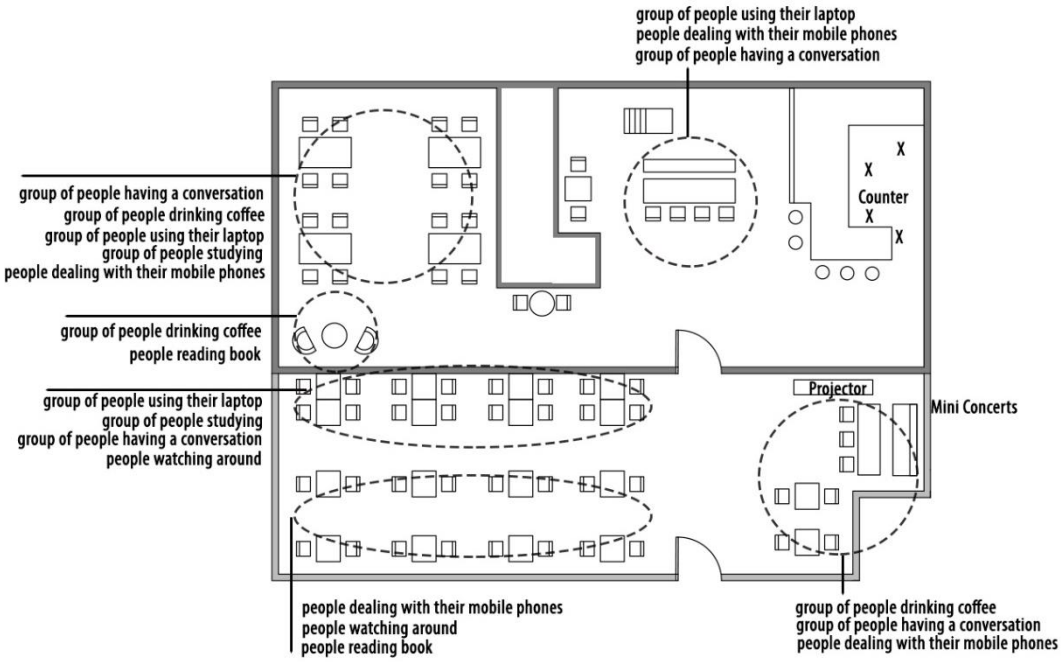

Figure 0.12. Site Observation notes based on Waxman Model

B. THIRD PLACE INDEX (TPI)

Table 0.1. *Third Place Index-TPI (*These Indicators are directly taken from Mehta, 2014)*

Third-place Characteristics	Indicator	Scoring criteria	Measuring criteria
Neutral Ground			
Physical Attributes	1. Presence of various areas in a setting—areas where one can stay alone or gather with other people	3 = several 2 = few 1 = one or two 0 = none	Determined by observations*
	2. Existence of big table, furniture that different people can sit together	0= none 1 = few 2 = several in some parts of space 3 = several in many parts	Determined by observations using counting
	3. Places to sit without paying for goods and services*	0= none 1 = few 2 = several in some parts of space 3 = several in many parts	Determined by observations*
	4. Design elements discouraging use of space*	3 = none 2=one or two 1 = few 0 = several	Determined by observations*
Activity	1. Space flexibility to suit user needs* (arrangeable space for activities)	0 = none 1 = somewhat flexible 2 = moderately flexible 3 = very flexible	Determined by observing any modifications made by users over time*
	2. Provision of different products and services in different price ranges	3 = several 2 = few 1 = one or two 0 = none	Determined by observations using counting
A leveler			

Physical Attributes	1. Presence of people of diverse ages*	3 = several 2= few 1 = one or two 0 = none	Determined by observations using counting
	2. Presence of people of diverse genders*	0 = very limited 1 = low 2 = medium 3 = high	Determined by observations using counting
	3. Presence of people of diverse classes*	0 = very limited 1 = low 2 = medium 3 = high	Determined by observations using counting
	4. Presence of people of diverse physical abilities*	0 = very limited 1 = low 2 = medium 3 = high	Determined by observations using counting
Activity	1. Presence of posted signs to exclude certain people or behaviors*	3= none 2= somewhat 1 = moderately 0 = very much	Determined by the number of signs, warning tables and their sizes
	2. Presence of surveillance cameras, security guards, guides, ushers, etc. intimidating* and preventing activities	3= none 2= somewhat 1 = moderately 0 = very much	Determined by observations using counting
	3. Ability to conduct activities and events in space	3= very much 2= moderately 1 = somewhat 0 = none	Determined by observations and short interview with the owner
Main Activity is Conversation			
Physical Attributes	1. Presence of Wi-Fİ	3= free Wi-Fi 2= Wi-Fi with password 1 = private Wi-Fi (only owners can use) 0 = none	Determined by observations
	2. Presence of sockets	0= none 1 = few 2 = several in some parts of space 3 = several in many parts	Determined by observations and counting
	3. Existence of movable chairs providing different settings for sitting and creating environment for conversation	0= none 1 = few 2 = several in some parts of space 3 = several in many parts	Determined by observations

	4. Existence of people using Information and Communication Technology devices (phones, laptops, tablets etc.)	0 = very limited 1 = low 2 = medium 3 = high	Determined by observations and counting
	5. Presence of ICT applications provided by space to create interaction between people (such as screens, various applications like Co-Collage etc.)	0 = very limited 1 = low 2 = medium 3 = high	Determined by observations and counting
	6. Level of noise (music, people talking noise etc.) which may discourage people to stay in that space	0 = high 1 = medium 2 = low 3 = total silence	Determined by observations
	7. Presence of people having conversation (do not include the ones who uses online media for conversation since they are not observable)	0 = very limited 1 = low 2 = medium 3 = high	Determined by observations
Activity	1. Presence of workshops	3= very much 2= moderately 1 = somewhat 0 = none	Determined by observations
	2. Presence of evening and night time activities	3= very much 2= moderately 1 = somewhat 0 = none	Determined by observations
	3. Level of customer seller relationship (self-service or full service)	3= high (full-service and conversation with customers) 2= full-service 1 = self-service 0 = none	Determined by observations
	4. Presence of different types of activities for socializing	0 = very limited 1 = low 2 = medium 3 = high	Determined by observations and counting
Accessibility Accommodation			
Physical Attributes	1. Control of entrance to public space: presence of	3 = none 2 = low 1 = medium 0 = high	Determined by observations

	lockable gates, lockable doors, fences, etc.*		
	2. Perceived openness and accessibility*	0 = not at all 1 = some parts/ some time 2 = mostly 3 = completely	Determined by observations
	3. Visual and physical connection and openness to adjacent street/s or spaces*	0 =almost none or very poor 1 = somewhat tentative 2 = moderately well connected 3 = very well	Determined by observations
	4. Existence of Public transportation near the space	0=none 1= far away 2= close but few 3= high	Determined by observations and counting
	5. Existence of parking lot near the space	0=none 1= few 2= enough 3= several	Determined by observations and counting
	6. Presence of other activities (shops, restaurants, market, residents etc.) near the space	0=none 1= far away 2= close but few 3= high	Determined by observations and counting
	7. Opening and Closing Hours		
Activity	1. Ability to participate in activities and events in space*	3= very much 2= moderately 1 = somewhat 0 = none	Determined by observations
	2. Presence of sign tables to permit particular activities or behavior	3= none 2= somewhat 1 = moderately 0 = very much	Determined by observations and counting
Home away from home			
Physical Attributes	1. Presence of posted signs to exclude certain people or behavior*	3= none 2= somewhat 1 = moderately 0 = very much	Determined by observations and counting

	2. Presence of surveillance cameras, security guards, guides, ushers, etc. intimidating and privacy is infringed upon*	3= none 2= somewhat 1 = moderately 0 = very much	Determined by observations and counting
	3. Presence of comfortable furniture (Chairs, couches, tables etc.)	0=none 1= few 2= enough 3= several	Determined by observations and counting
	4. Climatic comfort of space*	0= not comfortable 1= somewhat comfortable in some part of space 2= comfortable in some part of space 3= comfortable in most of the space	Determined by observations
	5. Design elements discouraging use of space*	3= none 2= one or two 1= few 0= several	Determined by observations and counting
	6. Availability of lightning (windows for sunlight, artificial light etc)	0=none 1= few 2= enough 3= several	Determined by observations and counting
Activity	1. Range of activities and behaviors*	0 = very limited 1 = low 2 = medium 3 = high	Determined by observations
	2. Space flexibility to suit user needs*	0 = none 1 = somewhat flexible 2 = moderately flexible 3 = very flexible	Determined by observations
	3. Suitability of space layout and design to activities and behavior*	0= not suitable 1= somewhat suitable 2= moderately suitable 3= very suitable	Determined by observations using count of activities, behaviors, postures*

*Adapted from Mehta (2014, pp. 62-68)

C. ANKET SORULARI

Anketin Yapıldığı Kahvehane/ Kafe Adı-Konumu:

Kahvehane, Kahve Evleri, Kahve Dükkanları ve Kafelerin Sizin için Önemini Anlamaya Yönelik Sorular

1. Aşağıdaki Kahve Evi türlerini, tercih sıranıza göre numaralandırınız. (1- ilk tercih, 3- son tercih olacak şekilde numaralandırabilirsiniz)
   a) Geleneksel Kahve evleri ve Kahvehaneler ___
   b) Zincir kafeler (Birçok yerde şubesi bulunan, Starbucks, Arabica, Caribou, Gloria Jeans, Robert's Coffee vb. kahveciler) ___
   c) 3. Dalga kahveciler (özel demleme biçimleri olan (V60, Aeropress vb.), kahve servisini masanıza yapan ve sizinle sohbet eden/ kahve ve demleme biçimleri hakkında bilgi veren çalışanların bulunduğu, genellikle sadece bir ya da iki mahallede bulunan kahveciler (PROD, ROR, Celcius, Kakule, Padam vb.) ___

2. Daha önce bu kafeye/kahvehaneye toplamda yaklaşık kaç defa geldiniz?
   a) İlk gelişim
   b) Daha önce birkaç defa geldim
   c) Daha önce birçok defa geldim
   d) Diğer. Lütfen belirtiniz: _____

3. Geçmişten bugüne dek sadece bu kafe/kahvehanedeki deneyimlerinizi düşündüğünüzde, genel olarak bu kafeye/kahvehaneye kimlerle gelirsiniz? (Birden fazla seçeneği işaretleyebilirsiniz).

   a) Yalnız gelirim
   b) Ailemle gelirim
   c) Arkadaşlarımla gelirim
   d) İş arkadaşlarımla gelirim
   e) Diğer. Lütfen belirtiniz: _____

4. Aşağıda şu an bulunduğunuz kafeyi/kahvehaneyi olası tercih etme nedenleriniz sıralanmıştır. Lütfen aşağıdaki ifadelere ne derecede katılıp katılmadığınızı belirtiniz (1: Hiç katılmıyorum; 5: Kesinlikle katılıyorum)

	1 Hiç Katılmıyorum	2 Katılmıyorum	3 Hem Katılıyorum Hem Katılmıyorum	4 Katılıyorum	5 Kesinlikle Katılıyorum	
Burada bulunan insanlar arasında patron- işçi, müşteri-çalışan ve yaşlı- genç gibi farklı gruplar arasında bir ayrım gözlemlemedim, farklı gruplara bir ayrımcılık yapıldığına da şahit olmadım	☐	☐	☐	☐	☐	
Burası, müşterilerinin hem yalnız kalmalarına izin veren (örneğin tekli koltuklar gibi) hem de çoklu (bir grupla) vakit geçirebileceği çeşitli mekân özelliklerine sahiptir	☐	☐	☐	☐	☐	
Burada farklı görüşte, gelir grubunda, cinsiyette ve yaş grubunda olan insanları görebiliyorum	☐	☐	☐	☐	☐	
Burada yapılan en yaygın aktivite/etkinlik sohbettir	☐	☐	☐	☐	☐	
Burada, gündelik hayat, güncel olaylar ve problemler hakkında düşüncelerimi rahatlıkla ifade edebilmekte, burada bulunan diğer insanlarla tartışabilmekte ve bilgi alışverişi yapabilmekteyim	☐	☐	☐	☐	☐	
Burası, benim rahatlıkla istediklerimi yapabilmeme (kafayı dinlemek, arkadaşlarla sohbet etmek, çalışmak gibi) imkân tanımaktadır; bunları yaparken başkaları tarafından uyarılmıyorum, yaptığıma konsantre olabiliyorum gibi.	☐	☐	☐	☐	☐	
Burası evime erişilebilir bir yerde bulunmaktadır	☐	☐	☐	☐	☐	
Burası erken açılıp geç kapanmaktadır (veya şu ana kadar gün içinde ne zaman buraya gelmiş olsam, burayı açık buldum)	☐	☐	☐	☐	☐	
Buraya çoğunlukla aynı insanlar gelmektedir. Müşterilerini/ziyaretçilerini çoğunlukla kişisel olarak veya yüzlerini tanırım (bu kafeye/kahvehaneye ilk defa geliyorsanız bu kısmı lütfen boş bırakın)	☐	☐	☐	☐	☐	
Burayı süsten ve gösterişten uzak görmekteyim	☐	☐	☐	☐	☐	
Burayı ikinci evim olarak görüyorum, bana ev rahatlığını sunuyor	☐	☐	☐	☐	☐	

Kendimi iyi hissetmemi sağlayan bir ortamı vardır	☐	☐	☐	☐	☐	

5. Şu an bulunduğunuz kafeye/kahvehaneye geldiğinizde genel olarak aşağıdaki aktivitelerden hangisi ile ilgilenirsiniz? (Birden fazla seçeneği işaretleyebilirsiniz).

a) Kitap, gazete, dergi okumak b) Çalışmak c) Dijital olmayan oyunlar oynamak (tavla, kutu oyunları, okey vb.) d) Akıllı telefonumla vakit geçirmek (müzik dinlemek, mesajlaşmak, oyun vb.) e) Dizüstü bilgisayarımda/Tabletimde vakit geçirmek (çalışmak, müzik dinlemek, internette gezinmek, oyun oynamak vb.)	f) İnsanlarla sohbet etmek (arkadaş, kafe sahibi, çevredeki insanlar vb.) g) Yalnız geldiysem pasif kalarak etrafımı izlerim h) Teknolojik alet kullanılırım (telefon, laptop, tablet vb.) i) Teknolojik alet kullanımından uzak kalırım j) Diğer. Lütfen belirtiniz: _____

Bu mekanlarda Teknolojik Alet (Akıllı telefon, dizüstü bilgisayar, tablet vb.) Kullanımına Yönelik Genel Sorular

1. Akıllı telefon, dizüstü bilgisayar, tablet vb. teknolojik alet kullanıcısı gruplarından aşağıdakilerden hangisi sizi daha iyi tanımlar?
   a) Kullanıcı değilim (Bu şıkkı seçtiyseniz diğer soruları atlayarak ***Kişisel Bilgiler*** kısmına geçebilirsiniz)
   b) Teknolojiyi ile yeni tanışan kullanıcıyım
   c) Sadece basit ihtiyaçlarım için kullanıyorum (arama yapma, mesajlaşma vb.)
   d) Teknolojik aletin sağladığı her özellikten yararlanan bir kullanıcıyım

2. Aşağıdaki teknolojilerden hangilerini bulunduğunuz kafeye/ kahvehaneye getirme eğilimiz vardır? (Birden fazla seçeneği işaretleyebilirsiniz)

a) Akıllı cep telefonu b) Dizüstü bilgisayar c) Tablet	d) Diğer. Lütfen belirtiniz: _____ e) Hiçbiri (Bu şıkkı seçtiyseniz diğer soruları atlayarak ***Kişisel Bilgiler*** kısmına geçebilirsiniz)

3. Bulunduğunuz kahvehanede/ kafede Cep telefonları, dizüstü bilgisayarlar, tabletler, wi-fi veya diğer cihazları (BİT) kullanıyorsanız, hangi amaç için kullanıyorsunuz? (Birden fazla seçeneği işaretleyebilirsiniz)

a) Bilgi aramak (araştırma amaçlı kullanım, yapıcı kullanım) b) İnternette sörf yapmak (genel kullanım)	h) Farklı yerlerdeki etkinlikleri, etkinlikleri ve eğlenceleri aramak

c) E-postaları kontrol etmek (genel kullanım) d) Sosyal medya kullanımı (WhatsApp, Facebook, Twitter, Instagram, Messenger vb.) (İletişim amaçlı kullanım) e) Kafelerde aktivite/ etkinlik yürütmek ya da katılmak (İletişim amaçlı kullanım) f) Çevrimiçi sosyalleşmek veya iletişim kurmak (İletişim amaçlı kullanım, kendini ifade etme amaçlı kullanım) g) Çevrimiçi çalışmak (araştırma amaçlı kullanım, yapıcı kullanım)	(İletişim amaçlı kullanım, Kendini ifade etme amaçlı kullanım) i) Çevremdekilerle sohbet için yeni tartışma konuları bulmak (İletişim amaçlı kullanım, Kendini ifade etme amaçlı kullanım) j) Yeni insanlarla tanışmak (yapıcı kullanım, genel kullanım) k) Buradaki ürünleri daha ucuza almak için uygulama kullanmak (Starbucks uygulaması, Foursquare check-in vb.) (yapıcı kullanım, genel kullanım) l) Diğer. Lütfen belirtiniz _____

4. **Aşağıda yer alan ifadelere, şu an bulunduğunuz kahvehaneyi/ kafeyi düşünerek, ne derecede katılıp katıldığınızı belirtiniz. (1: Hiç katılmıyorum; 5: Kesinlikle katılıyorum)**

	1 Hiç Katılmıyorum	2 Katılmıyorum	3 Hem Katılıyorum Hem Katılmıyorum	4 Katılıyorum	5 Kesinlikle Katılıyorum	
Cep telefonları, dizüstü bilgisayarlar, tabletler, wi-fi veya diğer Bilgi ve İletişim Teknolojileri (BİT) cihazlarının kullanımı, yeni sohbet ve tartışma konuları açtığı için, burada kahvehaneyi/ kafeyi kullanan diğer insanlarla (kafeye geldiğim insanlar veya burada bulunan tanımadığım insanlarla) sosyal iletişim kurmamda bana yardımcı olmaktadır	☐	☐	☐	☐	☐	
Burada cep telefonları, dizüstü bilgisayarlar, tabletler, wi-fi veya diğer Bilgi ve İletişim Teknolojileri (BİT) cihazlarını kullanmam, bulunduğum kafede/kahvehanede bulunan diğer insanlar tarafından rahatsız edilmeme engel olmaktadır	☐	☐	☐	☐	☐	
Bilgi ve İletişim Teknolojileri (BİT), bu kahvehaneyi/ kafeyi sadece kahve içilecek bir mekân olmaktan çıkartıp, istediğim amaç doğrultusunda kullanma fırsatı sunmaktadır (İşyeri, okuma noktası, buluşma noktası, ikinci bir ev vb.)	☐	☐	☐	☐	☐	
Bilgi ve İletişim Teknolojileri (BİT) cihazlarının kullanımı, herkesin eşit olduğu (yaş, cinsiyet, sosyal grup vb.) bir kahvehane/ kafe ortamı yaratmada yardımcı olmaktadır	☐	☐	☐	☐	☐	
Bilgi ve İletişim Teknolojileri (BİT) cihazlarının kullanımının ve burasının dijital platformlarda yer almasının (örneğin online reklam, harita uygulamalarında yer alması), buranın kullanımını arttırdığını düşünüyorum	☐	☐	☐	☐	☐	

Bilgi ve İletişim Teknolojileri (BİT) cihazlarının varlığı benim bu kafenin içeriğini (örneğin menüleri, mekândan fotoğraflar ya da mekandaki etkinlikler) anlamama yardımcı olmuştur ve buraya geliş sıklığımı arttırmıştır	☐	☐	☐	☐	☐	
Bilgi ve İletişim Teknolojileri (BİT) cihazlarının varlığı benim bu kafenin şehir içindeki konumunu bulmamı veya buraya erişmemi sağlamıştır (örneğin telefonlardaki/ bilgisayardaki harita uygulamaları ile)	☐	☐	☐	☐	☐	
Benim buraya gelmemin nedenlerinden biri burasının ücretsiz Wi-Fi (veya karşılıklı iletişim ortamını sağlayan diğer ücretsiz aletler) temin ediyor olmasıdır	☐	☐	☐	☐	☐	
Burada Bilgi ve İletişim Teknolojileri (BİT) cihazlarının kullanımı bana kendimi evimde gibi hissettirir	☐	☐	☐	☐	☐	
Burada Bilgi ve İletişim Teknolojileri (BİT) cihazlarını kullanmam, i daha iyi hissetmemi sağlar	☐	☐	☐	☐	☐	

Kişisel Bilgiler

1. **Yaş grubunuzu seçiniz.**

a) 18-34 yaş arası b)35-49 yaş arası c) 50-69 yaş arası d) 70 ve üzeri

2. **Cinsiyetinizi seçiniz**

a) Kadın b) Erkek c) Belirtmek istemiyorum

3. **Eğitim seviyenizi seçiniz**

a) Ortaokul Öğrencisi b) Ortaokul Tamamlanmadı c) Lise Öğrencisi d) Lise Tamamlanmadı	e) Üniversite Öğrencisi f) Mezun g) Belirtmek istemiyorum h) Diğer. Lütfen belirtiniz: _____

4. **Meslek durumunuzu seçiniz**

a) Öğrenci b) Tam zamanlı çalışan c) Yarı zamanlı çalışan d) Serbest meslek	e) Emekli f) Çalışmıyorum g) Diğer. Lütfen belirtiniz: _____

D. SURVEY QUESTIONNAIRE

Name and the Location of the Coffee House which questionnaire is conducted:

Questions to understand the importance of coffee houses, coffee shops and cafes for you:

1. Number the following Coffee House types according to your order of preference (1-first choice, 3-last choice)
   a) Traditional Coffee Houses
   b) Coffee Shops (such as Arabica, Starbucks, Caribou, Robert's Coffee etc. which have shops in various cities)
   c) Third wave cafés (including staffs who inform people about the coffee brewing types, serve to table, have a conversation with the customers etc. Some of the examples for this type of café are PROD, ROR, Celcius, Kakule, Padam Café in Ankara Turkey)
2. How many times have you visited this café / coffeehouse before?
   a) First time
   b) A few times
   c) Frequently
   d) Other. Please specify_____
3. When you consider your experiences in this cafe / coffeehouse from past to present, who do you prefer to come to this café / coffeehouse with? (You can select multiple options)
   a) Alone
   b) With my family
   c) With my friends
   d) With my colleagues
   e) Other. Please specify_____
4. Below it is given the possible reasons for your preference of this coffee house that you are currently in. Please indicate to what extent you agree with the following statements (1: strongly disagree; 5: strongly agree)

	1 Strongly Disagree	2 Disagree	3 Neither Agree nor Disagree	4 Agree	5 Strongly Agree
I have not observed any distinction between the people who are here, such as boss-worker, customer-worker and old-young, and I have never witnessed discrimination in different groups					
This coffee house provides a variety of space settings that allow customers to be alone (such as single seats) or spend time with a group of people (big furniture that accommodate number of people) whenever they want					
I can find people from different perspectives, income groups, genders and age groups in this coffee house					
Having a conversation is the main activity in this café					
Here, I can easily express my thoughts about daily life, current events and problems, discuss and exchange knowledge with the others					
This space allows me to do whatever I want (relaxing, having a conversation with friends, studying or working); I am not being warned by the others and thus, I can focus on whatever I do					
This place is accessible from my house					
Opening and closing hours of this space is available (I find this space open and accessible whenever I want during the day)					
People who come to this coffee house are mostly the same					
I am familiar with the faces of the other customers in this coffee house (please leave this part blank if you are coming to this coffee house / coffee shop for the first time)					
This place is away from fanciness					

This coffee house is a home away from home for me, and it provides the comfort as home					
I feel good in this space					

5. When you come to the café / coffeehouse you are currently in, which of the following activities do you generally conduct? (You can select multiple options)
   a) Reading books, newspapers and magazines
   b) Working
   c) Playing non-digital games (backgammon, box games, okey, etc.)
   d) Spending time on my smartphone (listening to music, messaging, games, etc.)
   e) Spending time on my laptop / computer tablet (working, listening to music, surfing on the internet, playing games, etc.)
   f) Having a conversation with people (friends, café owners, people in the coffee house, etc.)
   g) Watching around passively
   h) Using technological devices (phone, laptop, tablet etc.)
   i) Avoiding from using technological devices
   j) Other. Please specify: _____

General questions about the use of technological devices (smartphone, laptop, tablet etc.)

1. Which of the technological device (Smart phone, laptop, tablet etc.) user types identify you better?
   a) I am not a user (if you have selected this option, you can skip the other questions and proceed to the Personal Information section)
   b) I met technology recently
   c) I use technological devices only for my basic needs (making calls, messaging, etc.)
   d) I am a user who takes advantage of all the features provided by the technological devices
2. Which of the following devices do you prefer to bring to cafés / coffee houses? (You can select multiple options)
   a) Smart mobile phone
   b) Laptop
   c) Tablet
   d) Other. Please specify: _____
   e) None (If you have selected this option, you can skip the other questions and proceed to the Personal Information section)
3. If you use mobile phones, laptops, tablets, wi-fi or other devices (ICT devices) in coffee houses/ cafés, for what purposes do you use it? (You can select multiple options)
   a) Searching for information (technology for construction use, technology for inquiry and general use)
   b) Surfing on the Internet (technology for general use)
   c) Checking e-mails (technology for general use)
   d) Using social media (technology for general use)
   e) Conducting or participating to events or activities in cafés (technology for communication use)
   f) Socializing or communicating online (technology for expression use, technology for communication use)
   g) Finding new topics for discussion with the other people in the same space (technology for communication use, technology for expression use)

h) Meeting new people in the online platform (technology for construction use, technology for expression use)
i) Using mobile applications to get the products cheaper in the coffee house (Starbucks application, Foursquare check-in, etc.) (technology for construction use, technology for general use)
j) Other. Please specify _____

4. **Please indicate to what extent you agree with the following statements considering the coffee house that you are currently in. (1: strongly disagree; 5: strongly agree)**

	1 Strongly Disagree	2 Disagree	3 Neither Agree nor Disagree	4 Agree	5 Strongly Agree
The use of mobile phones, laptops, tablets, wi-fi or other Information and Communication Technology (ICT) devices open up new discussions to talk about, so that it helps me to interact with the other people (people I come to the cafe or people I don't know) who use the same coffee shop / café					
Using mobile phones, laptops, tablets, wi-fi or other ICT devices prevents me from being disturbed by other people in the café / coffeehouse.					
Information and Communication Technologies (ICT) offers the opportunity to use this coffeehouse / café as a place to conduct activities (such as workplace, reading point, meeting point, second house, etc.) other than just drinking coffee					
The use of Information and Communication Technologies (ICT) devices helps to create a café environment where everyone is equal in terms of age, gender or social group					
I think that the use of ICT devices in coffee houses and presence of coffee houses on digital platforms (such as online advertising and mapping applications) increase the use of space					
The presence of ICT devices has helped me to understand the content of this cafe (e.g. menus, photos from events or activities) and increased my incidence to come here					
The presence of ICT devices has enabled me to find or access to this café (via map applications on phones / computers)					
One of the reasons I came here is that it provides free Wi-Fi (or other free ICT devices for communication or interaction)					
The use of ICT devices in this coffee house makes me feel at home					
Using ICT devices in this coffee house makes me feel good					

<u>Personal Information</u>

1. **Please specify your age**

a) 18-34 b) 35-49 c) 50-69 d) 70-70+

2. **Please specify your gender**

a) Female b) Male c) I don't want to specify

3. **Please specify your level of education**

a) Graduate of secondary school
b) Left secondary school

c) Graduate of high school
d) Left high school
e) University student
f) Graduate of university
g) I don't want to specify
h) Other. Please specify_____

4. Please specify your occupation
   a) Student
   b) Full time employee
   c) Part time employee
   d) Self-employed
   e) Retired
   f) Unemployed
   g) Other. Please specify_____

E. ONE-WAY ANOVA RESULTS

Descriptives

		N	Mean	Std. Deviation	Std. Error	Interval for Mean Lower Bound	Interval for Mean Upper Bound	Minimum	Maximum
yasli_genc_ayrim_yok	kahvehane	40	3,9000	1,17233	0,18536	3,5251	4,2749	1,00	5,00
	zincir kafe	36	4,2778	0,65949	0,10991	4,0546	4,5009	2,00	5,00
	thirdwave kafe	35	4,4571	0,74134	0,12531	4,2025	4,7118	2,00	5,00
	Total	111	4,1982	0,92264	0,08757	4,0246	4,3717	1,00	5,00
hem_yalniz_hem_grup_mekan	kahvehane	40	3,6500	1,18862	0,18794	3,2699	4,0301	1,00	5,00
	zincir kafe	36	4,3611	0,68255	0,11376	4,1302	4,5921	2,00	5,00
	thirdwave kafe	35	4,4286	0,69814	0,11801	4,1888	4,6684	2,00	5,00
	Total	111	4,1261	0,96406	0,09150	3,9448	4,3075	1,00	5,00
farkli_gorus_grup	kahvehane	39	3,9744	1,13525	0,18179	3,6064	4,3424	1,00	5,00
	zincir kafe	36	3,8056	0,95077	0,15846	3,4839	4,1273	2,00	5,00
	thirdwave kafe	35	3,9143	0,88688	0,14991	3,6096	4,2189	2,00	5,00
	Total	110	3,9000	0,99494	0,09486	3,7120	4,0880	1,00	5,00
en_cok_sohbet_edilir	kahvehane	39	3,4359	1,04617	0,16752	3,0968	3,7750	1,00	5,00
	zincir kafe	36	3,6667	0,75593	0,12599	3,4109	3,9224	2,00	5,00
	thirdwave kafe	34	3,9118	0,71213	0,12213	3,6633	4,1602	3,00	5,00
	Total	109	3,6606	0,87369	0,08368	3,4947	3,8264	1,00	5,00
guncel_olay_tartisilir	kahvehane	39	3,6154	1,06661	0,17079	3,2696	3,9611	1,00	5,00
	zincir kafe	36	3,1944	1,11661	0,18610	2,8166	3,5723	1,00	5,00
	thirdwave kafe	34	3,8824	1,12181	0,19239	3,4909	4,2738	2,00	5,00
	Total	109	3,5596	1,12572	0,10782	3,3459	3,7734	1,00	5,00
rahat_davranirim	kahvehane	39	3,6410	1,03840	0,16628	3,3044	3,9776	1,00	5,00
	zincir kafe	36	4,0556	0,79082	0,13180	3,7880	4,3231	2,00	5,00
	thirdwave kafe	35	4,4286	0,69814	0,11801	4,1888	4,6684	2,00	5,00
	Total	110	4,0273	0,91330	0,08708	3,8547	4,1999	1,00	5,00
evime_erisilebilir	kahvehane	39	3,5897	1,11728	0,17891	3,2276	3,9519	1,00	5,00
	zincir kafe	36	3,5556	1,18187	0,19698	3,1557	3,9554	1,00	5,00
	thirdwave kafe	33	3,8485	1,22783	0,21374	3,4131	4,2839	1,00	5,00
	Total	108	3,6574	1,16941	0,11253	3,4343	3,8805	1,00	5,00
erken_acilir_gec_kapanir	kahvehane	40	4,2250	0,86194	0,13629	3,9493	4,5007	1,00	5,00
	zincir kafe	36	4,1389	0,72320	0,12053	3,8942	4,3836	2,00	5,00
	thirdwave kafe	33	4,5455	0,56408	0,09819	4,3454	4,7455	3,00	5,00
	Total	109	4,2936	0,74911	0,07175	4,1514	4,4358	1,00	5,00
insanları_tanirim	kahvehane	39	4,1026	0,91176	0,14600	3,8070	4,3981	1,00	5,00
	zincir kafe	34	2,9118	0,86577	0,14848	2,6097	3,2138	2,00	5,00
	thirdwave kafe	31	4,0645	0,81386	0,14617	3,7660	4,3630	2,00	5,00
	Total	104	3,7019	1,02284	0,10030	3,5030	3,9008	1,00	5,00
sus_gosteristen_uzak	kahvehane	39	4,1538	0,90433	0,14481	3,8607	4,4470	1,00	5,00
	zincir kafe	36	3,3889	0,83761	0,13960	3,1055	3,6723	2,00	5,00
	thirdwave kafe	34	3,8235	0,86936	0,14909	3,5202	4,1269	2,00	5,00
	Total	109	3,7982	0,92075	0,08819	3,6234	3,9730	1,00	5,00
ikinci_evim	kahvehane	39	3,0769	1,22226	0,19572	2,6807	3,4731	1,00	5,00
	zincir kafe	36	2,2778	0,94449	0,15742	1,9582	2,5973	1,00	4,00
	thirdwave kafe	34	3,2647	1,16278	0,19941	2,8590	3,6704	1,00	5,00
	Total	109	2,8716	1,18713	0,11371	2,6462	3,0969	1,00	5,00
rahat_hissettirir	kahvehane	40	3,9250	1,04728	0,16559	3,5901	4,2599	1,00	5,00
	zincir kafe	36	3,7500	0,69179	0,11530	3,5159	3,9841	2,00	5,00
	thirdwave kafe	35	4,2000	0,79705	0,13473	3,9262	4,4738	3,00	5,00
	Total	111	3,9550	0,87788	0,08333	3,7898	4,1201	1,00	5,00

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
yasli_genc_ayrim_yok	Between Groups	6,132	2	3,066	3,784	0,026
	Within Groups	87,508	108	0,810		
	Total	93,640	110			
hem_yalniz_hem_grup_mekan	Between Groups	14,257	2	7,129	8,751	0,000
	Within Groups	87,977	108	0,815		
	Total	102,234	110			
farkli_gorus_grup	Between Groups	0,544	2	0,272	0,271	0,763
	Within Groups	107,356	107	1,003		
	Total	107,900	109			
en_cok_sohbet_edilir	Between Groups	4,115	2	2,058	2,785	0,066
	Within Groups	78,325	106	0,739		
	Total	82,440	108			
guncel_olay_tartisilir	Between Groups	8,463	2	4,232	3,493	0,034
	Within Groups	128,399	106	1,211		
	Total	136,862	108			
rahat_davranirim	Between Groups	11,484	2	5,742	7,734	0,001
	Within Groups	79,435	107	0,742		
	Total	90,918	109			
evime_erisilebilir	Between Groups	1,757	2	0,878	0,638	0,530
	Within Groups	144,567	105	1,377		
	Total	146,324	107			
erken_acilir_gec_kapanir	Between Groups	3,143	2	1,572	2,899	0,059
	Within Groups	57,462	106	0,542		
	Total	60,606	108			
insanları_tanirim	Between Groups	31,564	2	15,782	20,919	0,000
	Within Groups	76,196	101	0,754		
	Total	107,760	103			
sus_gosterisen_uzak	Between Groups	10,986	2	5,493	7,226	0,001
	Within Groups	80,574	106	0,760		
	Total	91,560	108			
ikinci_evim	Between Groups	19,593	2	9,796	7,831	0,001
	Within Groups	132,609	106	1,251		
	Total	152,202	108			
rahat_hissettirir	Between Groups	3,650	2	1,825	2,429	0,093
	Within Groups	81,125	108	0,751		
	Total	84,775	110			

Multiple Comparisons

Scheffe

Dependent Variable			Mean Difference (I-J)	Std. Error	Sig.	Interval Lower Bound	Interval Upper Bound
yasli_genc_ayrim_yok	kahvehane	zincir kafe	-0,37778	0,20679	0,193	-0,8911	0,1355
		thirdwave kafe	-,55714*	0,20834	0,031	-1,0743	-0,0400
	zincir kafe	kahvehane	0,37778	0,20679	0,193	-0,1355	0,8911
		thirdwave kafe	-0,17937	0,21368	0,704	-0,7097	0,3510
	thirdwave kafe	kahvehane	,55714*	0,20834	0,031	0,0400	1,0743
		zincir kafe	0,17937	0,21368	0,704	-0,3510	0,7097
hem_yalniz_hem_grup_mekan	kahvehane	zincir kafe	-,71111*	0,20735	0,004	-1,2258	-0,1965
		thirdwave kafe	-,77857*	0,20890	0,001	-1,2971	-0,2601
	zincir kafe	kahvehane	,71111*	0,20735	0,004	0,1965	1,2258
		thirdwave kafe	-0,06746	0,21425	0,952	-0,5992	0,4643
	thirdwave kafe	kahvehane	,77857*	0,20890	0,001	0,2601	1,2971
		zincir kafe	0,06746	0,21425	0,952	-0,4643	0,5992
farkli_gorus_grup	kahvehane	zincir kafe	0,16880	0,23151	0,767	-0,4059	0,7435
		thirdwave kafe	0,06007	0,23322	0,967	-0,5189	0,6390
	zincir kafe	kahvehane	-0,16880	0,23151	0,767	-0,7435	0,4059
		thirdwave kafe	-0,10873	0,23777	0,901	-0,6990	0,4815
	thirdwave kafe	kahvehane	-0,06007	0,23322	0,967	-0,6390	0,5189
		zincir kafe	0,10873	0,23777	0,901	-0,4815	0,6990
en_cok_sohbet_edilir	kahvehane	zincir kafe	-0,23077	0,19868	0,512	-0,7240	0,2625
		thirdwave kafe	-0,47587	0,20169	0,066	-0,9766	0,0249
	zincir kafe	kahvehane	0,23077	0,19868	0,512	-0,2625	0,7240
		thirdwave kafe	-0,24510	0,20557	0,494	-0,7555	0,2653
	thirdwave kafe	kahvehane	0,47587	0,20169	0,066	-0,0249	0,9766
		zincir kafe	0,24510	0,20557	0,494	-0,2653	0,7555
guncel_olay_tartisilir	kahvehane	zincir kafe	0,42094	0,25438	0,259	-0,2106	1,0525
		thirdwave kafe	-0,26697	0,25824	0,588	-0,9081	0,3742
	zincir kafe	kahvehane	-0,42094	0,25438	0,259	-1,0525	0,2106
		thirdwave kafe	-,68791*	0,26320	0,037	-1,3414	-0,0344
	thirdwave kafe	kahvehane	0,26697	0,25824	0,588	-0,3742	0,9081
		zincir kafe	,68791*	0,26320	0,037	0,0344	1,3414
rahat_davranirim	kahvehane	zincir kafe	-0,41453	0,19914	0,120	-0,9089	0,0798
		thirdwave kafe	-,78755*	0,20061	0,001	-1,2856	-0,2895
	zincir kafe	kahvehane	0,41453	0,19914	0,120	-0,0798	0,9089
		thirdwave kafe	-0,37302	0,20453	0,194	-0,8807	0,1347
	thirdwave kafe	kahvehane	,78755*	0,20061	0,001	0,2895	1,2856
		zincir kafe	0,37302	0,20453	0,194	-0,1347	0,8807
evime_erisilebilir	kahvehane	zincir kafe	0,03419	0,27120	0,992	-0,6392	0,7076
		thirdwave kafe	-0,25874	0,27753	0,649	-0,9479	0,4304
	zincir kafe	kahvehane	-0,03419	0,27120	0,992	-0,7076	0,6392
		thirdwave kafe	-0,29293	0,28279	0,586	-0,9951	0,4092
	thirdwave kafe	kahvehane	0,25874	0,27753	0,649	-0,4304	0,9479
		zincir kafe	0,29293	0,28279	0,586	-0,4092	0,9951
erken_acilir_gec_kapanir	kahvehane	zincir kafe	0,08611	0,16915	0,879	-0,3338	0,5061
		thirdwave kafe	-0,32045	0,17315	0,185	-0,7503	0,1094
	zincir kafe	kahvehane	-0,08611	0,16915	0,879	-0,5061	0,3338
		thirdwave kafe	-0,40657	0,17744	0,077	-0,8471	0,0340
	thirdwave kafe	kahvehane	0,32045	0,17315	0,185	-0,1094	0,7503
		zincir kafe	0,40657	0,17744	0,077	-0,0340	0,8471

insanları_tanirim	kahvehane	zincir kafe	1,19080*	0,20380	0,000	0,6845	1,6971
		thirdwave kafe	0,03805	0,20900	0,984	-0,4812	0,5573
	zincir kafe	kahvehane	-1,19080*	0,20380	0,000	-1,6971	-0,6845
		thirdwave kafe	-1,15275*	0,21570	0,000	-1,6886	-0,6169
	thirdwave kafe	kahvehane	-0,03805	0,20900	0,984	-0,5573	0,4812
		zincir kafe	1,15275*	0,21570	0,000	0,6169	1,6886
sus_gosteristen_uzak	kahvehane	zincir kafe	,76496*	0,20151	0,001	0,2647	1,2652
		thirdwave kafe	0,33032	0,20457	0,276	-0,1776	0,8382
	zincir kafe	kahvehane	-,76496*	0,20151	0,001	-1,2652	-0,2647
		thirdwave kafe	-0,43464	0,20850	0,119	-0,9523	0,0830
	thirdwave kafe	kahvehane	-0,33032	0,20457	0,276	-0,8382	0,1776
		zincir kafe	0,43464	0,20850	0,119	-0,0830	0,9523
ikinci_evim	kahvehane	zincir kafe	,79915*	0,25851	0,010	0,1573	1,4410
		thirdwave kafe	-0,18778	0,26244	0,775	-0,8393	0,4638
	zincir kafe	kahvehane	-,79915*	0,25851	0,010	-1,4410	-0,1573
		thirdwave kafe	-,98693*	0,26748	0,002	-1,6510	-0,3228
	thirdwave kafe	kahvehane	0,18778	0,26244	0,775	-0,4638	0,8393
		zincir kafe	,98693*	0,26748	0,002	0,3228	1,6510
rahat_hissettirir	kahvehane	zincir kafe	0,17500	0,19911	0,681	-0,3192	0,6692
		thirdwave kafe	-0,27500	0,20060	0,394	-0,7729	0,2229
	zincir kafe	kahvehane	-0,17500	0,19911	0,681	-0,6692	0,3192
		thirdwave kafe	-0,45000	0,20574	0,096	-0,9607	0,0607
	thirdwave kafe	kahvehane	0,27500	0,20060	0,394	-0,2229	0,7729
		zincir kafe	0,45000	0,20574	0,096	-0,0607	0,9607

*. The mean difference is significant at the 0.05 level.

Descriptives

		N	Mean	Std. Deviation	Std. Error	Interval for Mean Lower Bound	Interval for Mean Upper Bound	Minimum	Maximum
ICT_sosyal_iletisim	kahvehane	22	2,8182	1,09702	0,23389	2,3318	3,3046	1,00	5,00
	zincir kafe	36	2,7500	0,96732	0,16122	2,4227	3,0773	1,00	5,00
	thirdwave kafe	35	2,8571	1,06116	0,17937	2,4926	3,2217	1,00	5,00
	Total	93	2,8065	1,02425	0,10621	2,5955	3,0174	1,00	5,00
ICT_rahatsiz_edilmeme	kahvehane	22	2,7727	1,02036	0,21754	2,3203	3,2251	1,00	4,00
	zincir kafe	35	2,8000	1,05161	0,17775	2,4388	3,1612	1,00	5,00
	thirdwave kafe	35	2,8286	0,92309	0,15603	2,5115	3,1457	1,00	4,00
	Total	92	2,8043	0,98605	0,10280	2,6001	3,0086	1,00	5,00
ICT_istedigim_amac	kahvehane	22	3,2273	1,10978	0,23660	2,7352	3,7193	1,00	5,00
	zincir kafe	36	3,8611	0,86694	0,14449	3,5678	4,1544	2,00	5,00
	thirdwave kafe	35	4,1714	1,09774	0,18555	3,7943	4,5485	2,00	5,00
	Total	93	3,8280	1,06958	0,11091	3,6077	4,0482	1,00	5,00
ICT_herkes_esit	kahvehane	21	2,6190	0,86465	0,18868	2,2255	3,0126	1,00	4,00
	zincir kafe	36	3,2222	1,01731	0,16955	2,8780	3,5664	2,00	5,00
	thirdwave kafe	35	3,1143	1,05081	0,17762	2,7533	3,4753	1,00	5,00
	Total	92	3,0435	1,01541	0,10586	2,8332	3,2538	1,00	5,00
ICT_kullanimini_arttirir	kahvehane	22	2,3636	1,04860	0,22356	1,8987	2,8286	1,00	4,00
	zincir kafe	36	3,9444	0,67377	0,11230	3,7165	4,1724	2,00	5,00
	thirdwave kafe	35	4,1429	0,87927	0,14862	3,8408	4,4449	2,00	5,00
	Total	93	3,6452	1,10969	0,11507	3,4166	3,8737	1,00	5,00
ICT_gelis_sikligimi_arttirir	kahvehane	22	2,2727	0,98473	0,20995	1,8361	2,7093	1,00	4,00
	zincir kafe	36	3,4167	1,18019	0,19670	3,0173	3,8160	1,00	5,00
	thirdwave kafe	35	3,3143	1,23125	0,20812	2,8913	3,7372	1,00	5,00
	Total	93	3,1075	1,23766	0,12834	2,8526	3,3624	1,00	5,00
ICT_erisimimi_saglamistir	kahvehane	22	2,3182	1,12911	0,24073	1,8176	2,8188	1,00	5,00
	zincir kafe	36	3,7778	1,07201	0,17867	3,4151	4,1405	1,00	5,00
	thirdwave kafe	35	3,4286	1,24347	0,21018	3,0014	3,8557	1,00	5,00
	Total	93	3,3011	1,27505	0,13222	3,0385	3,5637	1,00	5,00
ICT_ucretsiz_ICT_temini_tercih_nedenim	kahvehane	22	2,1364	1,20694	0,25732	1,6012	2,6715	1,00	5,00
	zincir kafe	36	3,4167	1,36015	0,22669	2,9565	3,8769	1,00	5,00
	thirdwave kafe	35	3,3143	1,25491	0,21212	2,8832	3,7454	1,00	5,00
	Total	93	3,0753	1,37712	0,14280	2,7917	3,3589	1,00	5,00
ICT_kendimi_evde_hissederim	kahvehane	22	2,2727	0,70250	0,14977	1,9613	2,5842	1,00	4,00
	zincir kafe	36	2,8333	0,91026	0,15171	2,5253	3,1413	1,00	4,00
	thirdwave kafe	35	3,3143	1,05081	0,17762	2,9533	3,6753	1,00	5,00
	Total	93	2,8817	0,99836	0,10353	2,6761	3,0873	1,00	5,00
ICT_daha_iyi_hissettirir	kahvehane	22	2,5455	1,05683	0,22532	2,0769	3,0140	1,00	4,00
	zincir kafe	36	3,2778	1,05860	0,17643	2,9196	3,6360	1,00	5,00
	thirdwave kafe	35	3,6286	1,00252	0,16946	3,2842	3,9729	1,00	5,00
	Total	93	3,2366	1,10727	0,11482	3,0085	3,4646	1,00	5,00

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
ICT_sosyal_iletisim	Between Groups	0,208	2	0,104	0,097	0,908
	Within Groups	96,308	90	1,070		
	Total	96,516	92			
ICT_rahatsiz_edilmeme	Between Groups	0,043	2	0,022	0,022	0,979
	Within Groups	88,435	89	0,994		
	Total	88,478	91			
ICT_istedigim_amac	Between Groups	12,107	2	6,053	5,849	0,004
	Within Groups	93,141	90	1,035		
	Total	105,247	92			
ICT_herkes_esit	Between Groups	5,109	2	2,554	2,562	0,083
	Within Groups	88,717	89	0,997		
	Total	93,826	91			
ICT_kullanimini_arttirir	Between Groups	48,025	2	24,012	33,113	0,000
	Within Groups	65,266	90	0,725		
	Total	113,290	92			
ICT_gelis_sikligimi_arttirir	Between Groups	20,268	2	10,134	7,559	0,001
	Within Groups	120,656	90	1,341		
	Total	140,925	92			
ICT_erisimimi_saglamistir	Between Groups	30,004	2	15,002	11,292	0,000
	Within Groups	119,566	90	1,329		
	Total	149,570	92			
ICT_ucretsiz_ICT_temini_tercih_nedenim	Between Groups	25,589	2	12,795	7,734	0,001
	Within Groups	148,884	90	1,654		
	Total	174,473	92			
ICT_kendimi_evde_hissederim	Between Groups	14,792	2	7,396	8,655	0,000
	Within Groups	76,906	90	0,855		
	Total	91,699	92			
ICT_daha_iyi_hissettirir	Between Groups	15,948	2	7,974	7,410	0,001
	Within Groups	96,848	90	1,076		
	Total	112,796	92			

Post Hoc Tests

Multiple Comparisons

Scheffe

Dependent Variable			Mean Difference (I-J)	Std. Error	Sig.	Interval Lower Bound	Interval Upper Bound
ICT_sosyal_iletisim	kahvehane	zincir kafe	0,06818	0,27994	0,971	-0,6286	0,7650
		thirdwave kafe	-0,03896	0,28145	0,990	-0,7395	0,6616
	zincir kafe	kahvehane	-0,06818	0,27994	0,971	-0,7650	0,6286
		thirdwave kafe	-0,10714	0,24556	0,909	-0,7184	0,5041
	thirdwave kafe	kahvehane	0,03896	0,28145	0,990	-0,6616	0,7395
		zincir kafe	0,10714	0,24556	0,909	-0,5041	0,7184
ICT_rahatsiz_edilmeme	kahvehane	zincir kafe	-0,02727	0,27121	0,995	-0,7025	0,6479
		thirdwave kafe	-0,05584	0,27121	0,979	-0,7310	0,6193
	zincir kafe	kahvehane	0,02727	0,27121	0,995	-0,6479	0,7025
		thirdwave kafe	-0,02857	0,23829	0,993	-0,6218	0,5646
	thirdwave kafe	kahvehane	0,05584	0,27121	0,979	-0,6193	0,7310
		zincir kafe	0,02857	0,23829	0,993	-0,5646	0,6218
ICT_istedigim_amac	kahvehane	zincir kafe	-0,63384	0,27530	0,076	-1,3191	0,0514
		thirdwave kafe	-,94416*	0,27678	0,004	-1,6331	-0,2552
	zincir kafe	kahvehane	0,63384	0,27530	0,076	-0,0514	1,3191
		thirdwave kafe	-0,31032	0,24149	0,441	-0,9114	0,2908
	thirdwave kafe	kahvehane	,94416*	0,27678	0,004	0,2552	1,6331
		zincir kafe	0,31032	0,24149	0,441	-0,2908	0,9114
ICT_herkes_esit	kahvehane	zincir kafe	-0,60317	0,27415	0,095	-1,2857	0,0793
		thirdwave kafe	-0,49524	0,27559	0,205	-1,1813	0,1908
	zincir kafe	kahvehane	0,60317	0,27415	0,095	-0,0793	1,2857
		thirdwave kafe	0,10794	0,23700	0,902	-0,4821	0,6980
	thirdwave kafe	kahvehane	0,49524	0,27559	0,205	-0,1908	1,1813
		zincir kafe	-0,10794	0,23700	0,902	-0,6980	0,4821
ICT_kullanimini_arttirir	kahvehane	zincir kafe	-1,58081*	0,23045	0,000	-2,1544	-1,0072
		thirdwave kafe	-1,77922*	0,23169	0,000	-2,3559	-1,2025
	zincir kafe	kahvehane	1,58081*	0,23045	0,000	1,0072	2,1544
		thirdwave kafe	-0,19841	0,20215	0,619	-0,7016	0,3047
	thirdwave kafe	kahvehane	1,77922*	0,23169	0,000	1,2025	2,3559
		zincir kafe	0,19841	0,20215	0,619	-0,3047	0,7016
ICT_gelis_sikligimi_arttirir	kahvehane	zincir kafe	-1,14394*	0,31333	0,002	-1,9238	-0,3640
		thirdwave kafe	-1,04156*	0,31503	0,006	-1,8257	-0,2574
	zincir kafe	kahvehane	1,14394*	0,31333	0,002	0,3640	1,9238
		thirdwave kafe	0,10238	0,27485	0,933	-0,5817	0,7865
	thirdwave kafe	kahvehane	1,04156*	0,31503	0,006	0,2574	1,8257
		zincir kafe	-0,10238	0,27485	0,933	-0,7865	0,5817

ICT_erisimi_saglamistir	kahvehane	zincir kafe	-1,45960*	0,31191	0,000	-2,2360	-0,6832
		thirdwave kafe	-1,11039*	0,31360	0,003	-1,8910	-0,3298
	zincir kafe	kahvehane	1,45960*	0,31191	0,000	0,6832	2,2360
		thirdwave kafe	0,34921	0,27361	0,446	-0,3318	1,0302
	thirdwave kafe	kahvehane	1,11039*	0,31360	0,003	0,3298	1,8910
		zincir kafe	-0,34921	0,27361	0,446	-1,0302	0,3318
ICT_ucretsiz_ICT_temini_tercih_nedenim	kahvehane	zincir kafe	-1,28030*	0,34806	0,002	-2,1466	-0,4140
		thirdwave kafe	-1,17792*	0,34994	0,005	-2,0489	-0,3069
	zincir kafe	kahvehane	1,28030*	0,34806	0,002	0,4140	2,1466
		thirdwave kafe	0,10238	0,30531	0,945	-0,6576	0,8623
	thirdwave kafe	kahvehane	1,17792*	0,34994	0,005	0,3069	2,0489
		zincir kafe	-0,10238	0,30531	0,945	-0,8623	0,6576
ICT_kendimi_evde_hissederim	kahvehane	zincir kafe	-0,56061	0,25016	0,087	-1,1833	0,0620
		thirdwave kafe	-1,04156*	0,25151	0,000	-1,6676	-0,4155
	zincir kafe	kahvehane	0,56061	0,25016	0,087	-0,0620	1,1833
		thirdwave kafe	-0,48095	0,21943	0,096	-1,0271	0,0652
	thirdwave kafe	kahvehane	1,04156*	0,25151	0,000	0,4155	1,6676
		zincir kafe	0,48095	0,21943	0,096	-0,0652	1,0271
ICT_daha_iyi_hissettirir	kahvehane	zincir kafe	-,73232*	0,28072	0,038	-1,4311	-0,0336
		thirdwave kafe	-1,08312*	0,28224	0,001	-1,7856	-0,3806
	zincir kafe	kahvehane	,73232*	0,28072	0,038	0,0336	1,4311
		thirdwave kafe	-0,35079	0,24625	0,367	-0,9637	0,2621
	thirdwave kafe	kahvehane	1,08312*	0,28224	0,001	0,3806	1,7856
		zincir kafe	0,35079	0,24625	0,367	-0,2621	0,9637

*. The mean difference is significant at the 0.05 level.