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Where are accidental discoveries made in knowledge work?

Renewal and new solutions can arise through unexpected coincidences. Related to this is the concept of serendipity, which refers to a useful observation, idea, knowledge, object, or phenomenon that is unexpected and guided by chance and wisdom. The purpose of this study was to examine experiences of serendipity (accidental discoveries) in knowledge work in Finland, and to determine where these discoveries are made and to what extent they are related to the individual's way of working, psychological safety, and organisational culture. The study was based on a survey conducted in 2019 (N = 1,197). The data were analysed us-

ing logistic regression models. I found that 54% of the survey respondents had made accidental discoveries quite often or very often at work, women more often doing so than men. The results also showed that experiences of serendipity were clearly related to the number of social ties and social media use for work. Accidental discoveries were especially made during informal encounters in the workplace. Furthermore, the study showed that serendipitous experiences were strongly linked to the individual's way of working, as well as to psychological safety and an innovative organisational culture.