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MASTTORGET

Activating a Public Square Through Collaboration



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ACKNOWLEDGEMENTS

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We would like to thank the residents, visitors, businesses and workers of Masstorget who gave so generously of their time in answering our questions, and sharing their feelings, experiences and thoughts. Their insights make up the heart of this research.

Finally, we would like to thank our teachers, Sara Gottschalk and Marika Hedemyr, for sharing their experience and wisdom in assisting us throughout the process. We are particularly grateful to our supervisor Leonardo Da Costa Custudio, who has provided invaluable guidance and support, demonstrating much patience in shepherding our small but somewhat unruly flock through this work.



Abstract

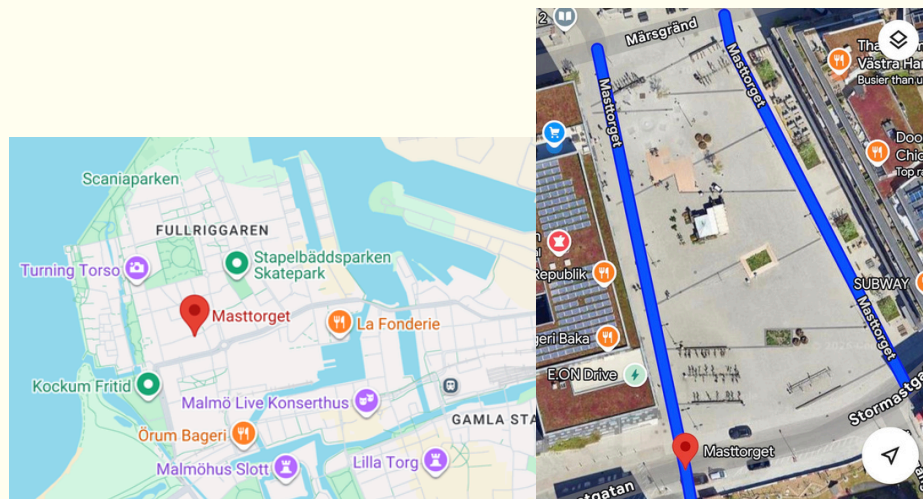
This report presents our research on Masttorget in Västra Hamnen and was produced as a result of collaborative work with the local organisation Västra Hamnen – Have it All, who wishes to activate the square. Through mapping, observations and interviews we gathered insights as to how Masttorget is perceived and used by visitors, residents and local businesses. The material from our research relates these experiences and perceptions, thereby describing and defining the place through the words of the people who frequent it. We also analyse how this aligns with the stated objectives of Västra Hamnen – Have it All. Our report and its conclusions are available to be used for further strategic planning and possible interventions by the organisation and even other actors who have an interest in Masttorget.



What is Masttorget?

Masttorget is located in the Västra Hamnen (Western Harbour) district of Malmö and was completed in 2013. It is a public space, owned and maintained by the City of Malmö, who have added life to this concrete rectangle by planting trees and greenery, placing flower beds, installing benches and bike stands. Over the years, Masttorget continues to develop with new businesses opening on and around the square, and a flow of passers-by aided by Västra Hamnen's ongoing growth.

During the spring and summer, Masttorget is full of life and attractive greenery. However, in the autumn and winter, it tends to be stagnant, windy, and grey. The many faces of Masttorget include people of all ages: passers-by, residents of the surrounding apartments and BaseCamp student accommodation, small business owners (flower stall, cafés, restaurants and occasional food trucks), and the employees of bigger businesses (ICA Maxi, Systembolaget).





Västra Hamnen - Have it All (hereafter Have It All) is a **collaboration platform** that brings together over 40 different actors across business, civil society, academia and public services in Västra Hamnen. Established in 2017, the organisation came out of years of dialogue and cooperation between the City of Malmö and property owners/developers in this new city district. According to their website, Have It All lays special emphasis on culture and health.

In the case description for this research project, the organisation states that it works through projects, networks and placemaking initiatives that activate public spaces and strengthen the identity of the Västra Hamnen city district. Have It All's vision, according to its website, is “**a vibrant and sustainable district where people, businesses and the environment feel good all year round**”.

COLLABORATING AROUND MASTTORGET

What has been the objective of the collaboration?

The objective of our collaboration as students has been to provide an interface between our academic studies and a ‘real world’ question in Malmö. We wanted to explore the critical cultural studies aspect of placemaking in Malmö and develop our research skills within the framework of a practical case and living context. It is intended that the findings and conclusions of our research can assist our collaboration partner, Have It All, to develop its strategy and actions for **“how Masttorget can become a more vibrant and meaningful place”** with **“long-term value”**. (from the Case Description).

The limits placed on collaboration

Bearing in mind the project’s time limitations and the research team’s lack of knowledge of urban planning considerations such as landscaping, environmental factors and permit/planning regulations, we decided to lay **focus on investigating the human experiences aspect of Masttorget.**

COLLABORATING AROUND MASTTORGET



The collaboration and research process

Internal collaboration

A **group agreement** underpins our collaboration as student researchers and its formation and content arose from discussions about our collective objectives and our commitments to each other during the research project.

Collaborating to understand the challenge

We met with Mina Legnered, Executive Director of Have It All, to discuss the scope of the project and gain a deeper understanding of the organisation's view of Masttorget as having "**untapped potential**". The main challenge, according to Have It All, is that while the square has achieved environmental sustainability, it could be further developed "**as a meeting place and social hub**", (Case Description) which would also serve to support longer-term economic sustainability.

Collaborating to gather research materials

COLLABORATING AROUND MASTTORGET

We had several meetings with Mina Legnered in both the planning and execution of the research work. We also met some stakeholders at a business breakfast arranged by Have It All at Turning Torso. We were due to present our research project at this event, but our intervention was cancelled due to time restraints.

In collaboration with Have It All, Bageri Baka on Masttorget organised a “Coffee Rave” towards the end of April, which coincided with the first sunny and relatively warm day of spring. The event was well attended, and we used the opportunity to conduct interviews with people who came to the event – a mixture of residents and visitors – as well as people otherwise visiting Masttorget. At the event, we also met and chatted with representatives from Skandia Fastigheter, who own many of the properties on Masttorget.



COLLABORATING AROUND MASTTORGET

A week later, we also stood outside Bageri Baka together with Mina Legnered and interviewed some of the people who came to enjoy free cups of coffee offered by Have It All, as well as seeking out interview respondents amongst other users of the square.

On further occasions, apart from the organised events, we conducted very spontaneous interviews, simply by approaching people going about their daily business. We have also interviewed people working in the business and services on and around the square. All these interactions have served to enrich our understanding of Masttorget.

These collaborations and interventions enabled us to gather research material from the parties who have an interest in Masttorget (visitors, residents and businesses/employees). These interests are not necessarily the same, and the people we interviewed and otherwise talked to have a variety of relationships to Masttorget, so that the picture that we have composed is a multifaceted one. Nevertheless, all the people who contributed information and/or their thoughts can be regarded as having a stake in how the square is now and could develop in the future.

our research question

After considering the background information provided by Have It All and discussing our approach with Mina Legnered, we landed in the research question we would investigate:

“How do Västra Hamnen - Have it All’s objectives of “placemaking” and creating “a vibrant and meaningful” Masttorget with “long-term value” correspond to the experiences of the visitors, residents and businesses who use the square?”





This meant we would primarily concentrate on investigating how people use Masttorget and how they experience it – in feelings, in their descriptions and memories of it – and what the square means to them. We would also explore how and what makes people visit, come and go and even stay on the square.

From this investigation, we can provide Have It All with a complementary picture of Masttorget, to supplement their understanding of how it is **perceived** and **used**, and as a **resource for future strategic planning**. And, as critical studies students of culture, we have had the chance to apply in practice some approaches and methods that we have been exposed to in our studies to date.

MAST-STORIES: MAPPING MASTTORGET

What is the square?

A collage of Masttorget in words, movements, experiences.

Who is Masttorget? How does it *function*? *Who* or *What* makes it live?

Keywords

Mapping, Humans & Environment, Movement, Observing, Holistic

Outcome

A better understanding of **how Masttorget functions now, and might develop in the future**. A **holistic** approach based on **observing** its ebbs and flows and gathering impressions and **experiences** of the people who give it **value**.



Our research concept, presented to Have It All

CONCEPTS UNDERPINNING THE RESEARCH

Placemaking, Quinta Helix model and phenomenology

Our research builds on a number of established concepts in cultural studies. Firstly **placemaking**, which emphasizes the **co-creation of space through partnerships** between communities, institutions, and stakeholders, in a “**multi-stakeholder process**, where meaning emerges through use, participation, and shared practices.” (Courage et. al. 2021, pp. 2–3)

In the context of Masttorget, the idea of placemaking establishes **the role of community participation and social interaction** in shaping the **social, economic and cultural meaning** of the square. It helps us to comprehend how different groups interact with the square as well as what repeated social and cultural practices shape the meaning of Masttorget for its users.

CONCEPTS UNDERPINNING THE RESEARCH

Placemaking, Quinta Helix model and phenomenology

Secondly, the **Quinta Helix model** helps us to establish how sustainable placemaking of Masttorget can develop through **collaboration** between **academia, business, government, civil society** and **environment**. The model provides a framework for considering how **sustainable public life** emerges through ongoing collaboration, embodied experience, cultural participation and shared forms of meaning-making.

Drawing from **phenomenological** perspectives associated with Maurice Merleau-Ponty (Merleau-Ponty, 2012, p. 147), we understand Masttorget as a space shaped by embodied perception and lived experiences. Accordingly, we conducted interviews using a phenomenological approach to investigate how the square is perceived and experienced through daily practices.

Through our observations, mappings and interviews, we have focused on **generating new knowledge** on how Masttorget is perceived, experienced and used.

METHODOLOGICAL APPROACH

Multimethod qualitative research

Our study of Masttorget draws on a **multimethod qualitative approach**, which is particularly applicable for capturing the dynamic and fluidity of social interaction and community participation in public spaces. Combining qualitative methods such as desk research, interviews, mapping and observations allows researchers to investigate “the multiplicity and the contingency of the social world” (Moran-Ellis et al., 2006).

Using **interviews** we were able to gather insights from diverse participants on the square, as various perceptions, lived experiences, and interpretations of the space. **Observations and mapping** of the square at different times of the day revealed various patterns, such as how people use the square or merely pass through, how long they stay, which areas are actively used or avoided, as well as the type of activities performed on the square.

Our study using these methods aim to produce more detailed and objective research interpretations of how the square operates as **a social and cultural environment**, as well as generating insights that can inform socially engaged interventions and placemaking strategies.

METHODS AND PROCESS

Masttorget at first sight: a short guided tour and getting to know the space by taking photos

To get acquainted with the square, we observed how Masttorget lives from morning till night. We divided the day into sections and conducted observations in the morning, afternoon and evening.

Before we started our observations, we did a small tour around the square guided by a member of our group who lives at BaseCamp at the corner of Masttorget. We moved along the perimeter of the square, taking photos of some objects that caught our attention. Among them, the pine trees and the flower stall, a falafel truck, some architectural details, as well as the first spring flowers in the flowerbeds near Subway restaurant.

METHODS AND PROCESS



The pictures we took reflect the first impressions a newcomer receives when coming to the square in the springtime. Such unstructured observations and freestyle photography allowed us to approach Masttorget both as a physical space and as a mental image, without any preconceived ideas about the place and its role, thus enabling us to stay open to what we see and otherwise experience on site.

METHODS AND PROCESS

Mapping of movements at Masttorget

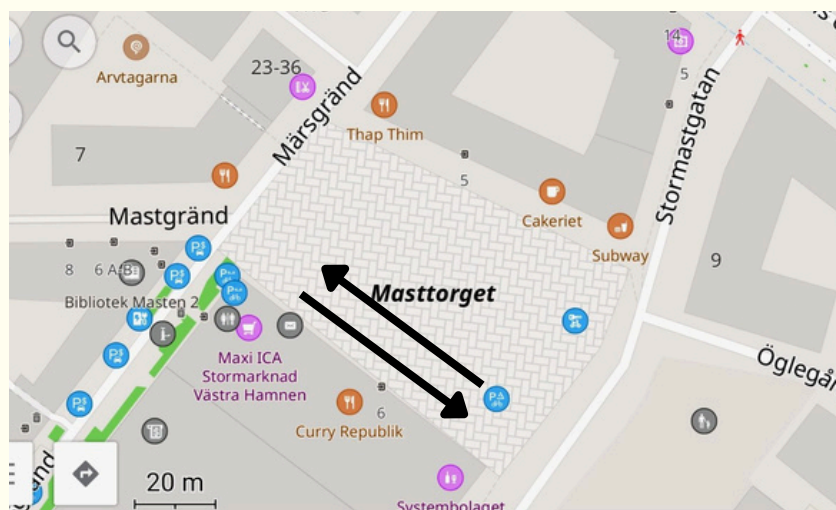
Mapping movements is a second element in our observations of how this space can be on a typical working day in April. It is a method that has allowed us to better understand the structures of use of the square, rather than just seeing it as a random combination of movements.

We conducted so-called **place-centred behavioral mapping**. This involves observing the movements of people in a particular location during different times of the day. As stated in the description of the tool, available on the Interreg website of the European Regional Development Fund, “place-centred mapping is appropriate when the goal is to assess the usage of a particular area or location” (Hupmobile's Participatory Tools). This tool is useful since it **“reveals the relationship between different (spatial) qualities of a place and activities**, e.g., how does the design of a square or street encourage or discourage certain uses”.

Mapping of movements at Masttorget

We used a printed-out map to mark the lines of movement and dots where people stay for a longer time, as well as hand-drawn maps of the location. We did not inform people that their movements were being observed because this could change their behaviour.

Our mapping of Masttorget took place in spring and was limited by the time span of our research project. Mapping movements using this tool could be repeated at different times of the year, to obtain a deeper understanding of how people move within and use the space.



METHODS AND PROCESS

Mapping of movements at Masttorget

Since a relatively short amount of time was allocated for the study, we condensed the mapping phase into a few sessions: in the **morning**, at **lunchtime**, in the **afternoon** and **evening**. In each session, we spent an hour mapping, selecting different benches as our observation points to enable us to map movements from two various perspectives.

We **carefully and separately documented** both the movements of people within the square and their movements toward specific shops and businesses. For each person passing by, we analyzed where they were coming from and going to, and then indicated their path using arrows on the map.

In addition, we marked dots on the map for people who sat on the benches. This helped us analyze whether the square functions primarily as a place to linger at and have **social interactions**, or **mainly as a space for movement and transit**.

Observations with a phenomenological lens

In addition to more **structured observation of movement patterns** at the square, we conducted **unstructured phenomenological observations**. This means that during such observation sessions, we allowed ourselves to stay at the square for an hour or two, observing both what was going on around us as well as our inner feelings and transformations of our bodies and minds. The idea was not to force ourselves into any action, but to do what the space suggests us to do and make notes in the process.

The **phenomenological approach** means that we acknowledge that not only our minds take part in the process of learning and knowing the world, but the whole body. Our bodies are situated in a space, they also affect this space and are affected by it. By applying this phenomenological lens, we made an effort to experience Masttorget not only with our eyes but with all our senses. We consider that use of this method makes the observations "thicker" and richer in insights.



Additional method – a cultural probe

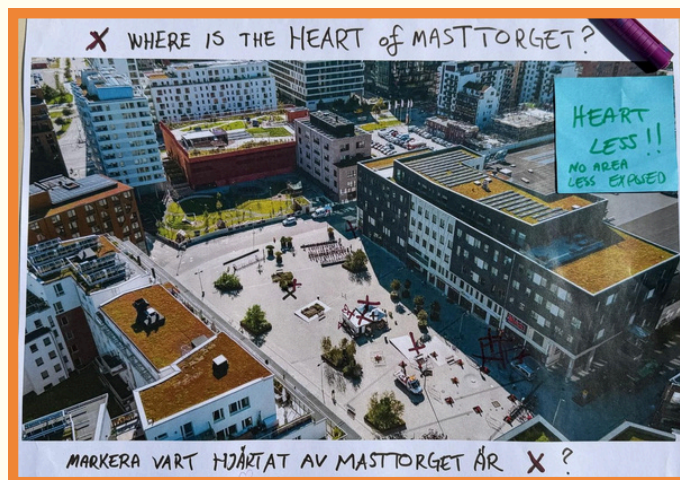
Mina Legnered was interested in understanding how people perceive the square, including **where the heart of Masttorget is**. Using a printed map, we asked people where, in their opinion, the heart of Masttorget lies, and marked their answer on the map.

If we compare the square to the human body and attempt to define a “heart” for it, we must first clarify what is meant by the concept of a heart. This can be understood in several ways. **Firstly**, the heart of the square can be defined as the area with the highest level of movement and activity. **Secondly**, it may be considered the most important location in spatial terms. **Thirdly**, it can be understood as the element that keeps the square alive.



METHODS AND PROCESS

Additional method – a cultural probe



Based on our observations and the results of our interviews, we concluded that the **“beating heart” of the square is the area around ICA Maxi**. This is where the highest frequency of movement occurs, and without this store the square would likely be significantly less active, as people would have fewer reasons to visit. However, some participants in the interviews expressed a different perspective. They identified the area around the flower stall as the heart of the square, as it enhances the aesthetic quality of the space, which gives it potential to become an even more important point in the future.

METHODS AND PROCESS

Interviews to capture experiences and feelings - visitors, residents and business owners/employees

In addition to using the phenomenological approach to observations, we added the phenomenological lens to our interviews. Our aim was to **capture how people experience the square**, and we formulated the interview questions with a **focus on feelings**. At the same time, we are aware that talking about feelings is not easy for many people. Therefore, we did not limit the questions to feelings here and now, but added a **question that evoked memories** of past events and **experiences** related to Masttorget.



METHODS AND PROCESS

On combining observations and mapping with interviews

By gathering information via **observation, mapping** and **interviews**, we are able to gain a deeper understanding of Masttorget and its actors. This **multimethod, multi-layered** approach helps us to further analyse and produce deeper insights on the life of the square, get a feeling for its pulse, and better comprehend the feelings it evokes.

Interviews give words to experiences while observations and mapping provide context. In addition, this methodological overlapping underscores how the physical environment, built and natural, can be considered an actor of the square as well, which impacts upon and contextualizes experience, memory and feeling.



SUMMARY OF INTERVIEWS, MAPPING AND OBSERVATIONS

Summary of interviews

In total, we conducted **41 individual interviews**. 20 with residents of the square, 14 with visitors and 7 with business owners/workers at the square. These were conducted on various occasions and different times of the day, in the period 24 April - 15 May 2026. Some of the interviews were done at events, such as the Coffee Rave held at Bageri Baka, whilst others were conducted with passers-by or at pre-arranged appointments.

Below, we have represented a **summary** of the words and descriptions we gathered



How Often Square is visited



Feeling Words That Describe the Square



In-The-Moment Feelings of Square



SUMMARY OF INTERVIEWS, MAPPING AND OBSERVATIONS

Summary of mapping

The results obtained from our **observations** and **mapping** indicate that the highest volume of footfall was directed toward ICA Maxi. In fact, people entered the square from various directions, moved toward the store, and then left the area immediately after completing their shopping. This suggests that the square functions almost as an extension of ICA Maxi, rather than ICA Maxi being part of the square.

Our observations also showed that BaseCamp plays a significant role in the movement patterns within the square. Residents of BaseCamp are drawn to the square primarily because of the presence of ICA Maxi, and given the student accommodation comprises nearly 600 apartments, their influence on the life of the square is considerable and cannot be overlooked.

SUMMARY OF INTERVIEWS, MAPPING AND OBSERVATIONS

Summary of mapping

A total of 140 movements involving bicycles, scooters, and pedestrians were mapped, during three different time periods. The movements indicate that the square is mainly used as a **transit space** rather than a place for staying or social interaction.

For example, one might expect that parents taking their children out on a sunny day would linger at least a short amount of time in the square, maybe sitting on a bench. However, our observations showed that they typically just passed through without stopping, reinforcing the idea of a **passage space**. Although there were some movements toward the flower stall and other businesses, these were not significant compared to the flow towards ICA Maxi.

Regarding the benches, observations showed that they were occasionally occupied. In some cases, people would approach the benches, pause briefly, realize that no seating was available, and then leave the square. This further supports the conclusion that **Masttorget does not currently function strongly as a place to “hang out”**.

FINDINGS

How do people use the square? What do they do at Masttorget?

- **A transit space**

Our observations show that Masttorget is used mostly as a transit space by people crossing it to get to ICA Maxi. However, this transit role does not mean that people do not stay at the square longer than is necessary to cross it. Activities such as sitting on a bench while waiting for a friend who went to ICA Maxi or standing by a flowerbed talking on the phone are common at Masttorget.

- **A recreational space**

Although Masttorget does not currently serve mainly as a place for recreation, some short-term recreational activities do take place there. During the period of our observations, all of them depended on the presence of sunlight. Among the most common activities are eating ice-cream while sitting on a sunlit bench, enjoying coffee with a friend at a table outside Baka Bageri, choosing flowers at the flower stall, and slowly walking a dog across the square.

FINDINGS

How do people use the square? What do they do at Masttorget?

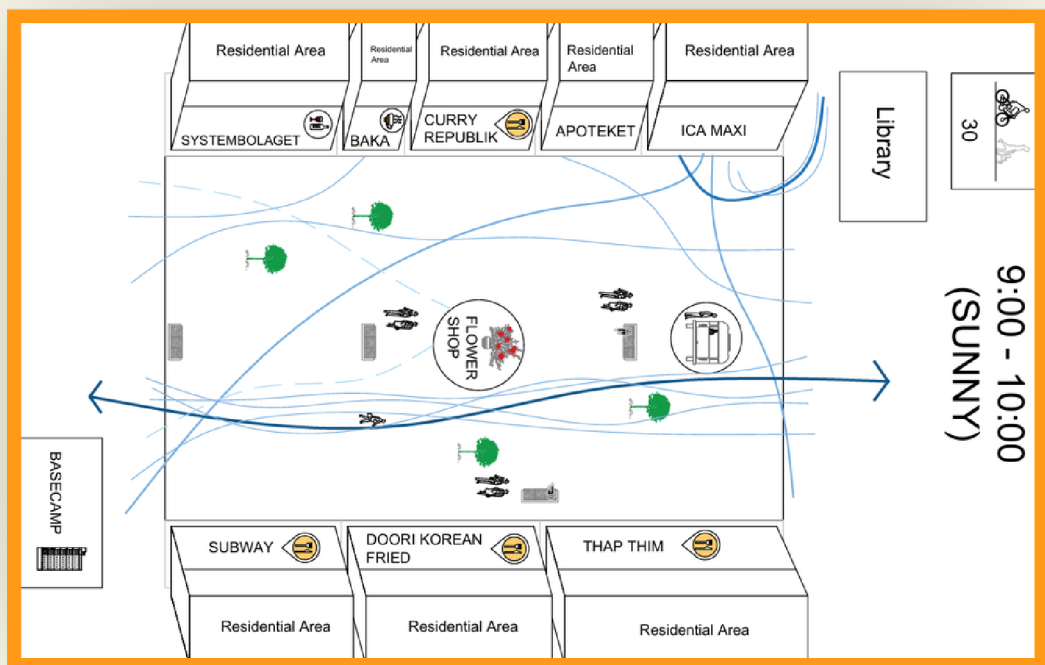
- **Children**

Children are present at the square and try to find ways to play, although there is nothing specifically designed for them, such as a playground or other child-friendly space. However, children tend to use what is available: for example, smaller children chase around flowerbeds, and older children come to Mastorget during lunch break to get some food at ICA Maxi, on one occasion starting a water-fight. Thus, **children transform the space around them into their own place.**

In summary, we observe that the square functions not only as a transit space but, to a lesser extent, as **a place for social actions and interactions:** where people, for example, meet over coffee and lunch, and individuals come to enjoy personal space in good weather. Thereby, we find that these **interactions at the square produce socio-cultural meaning.**

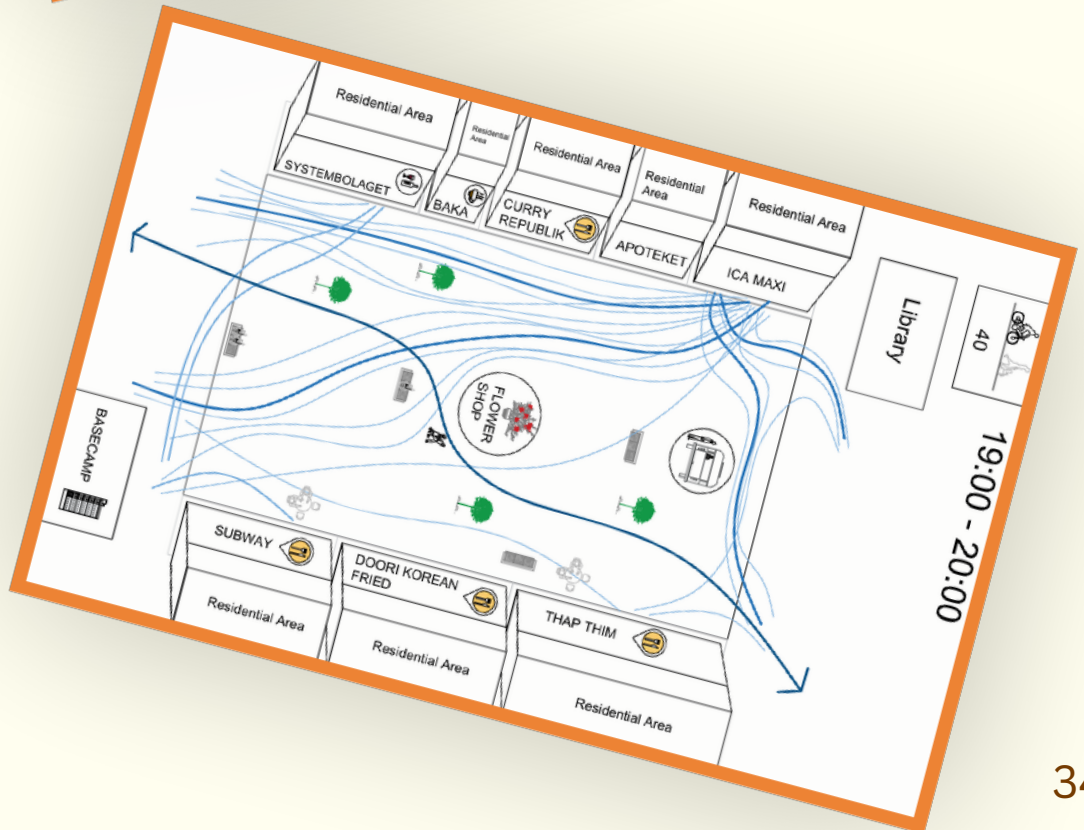
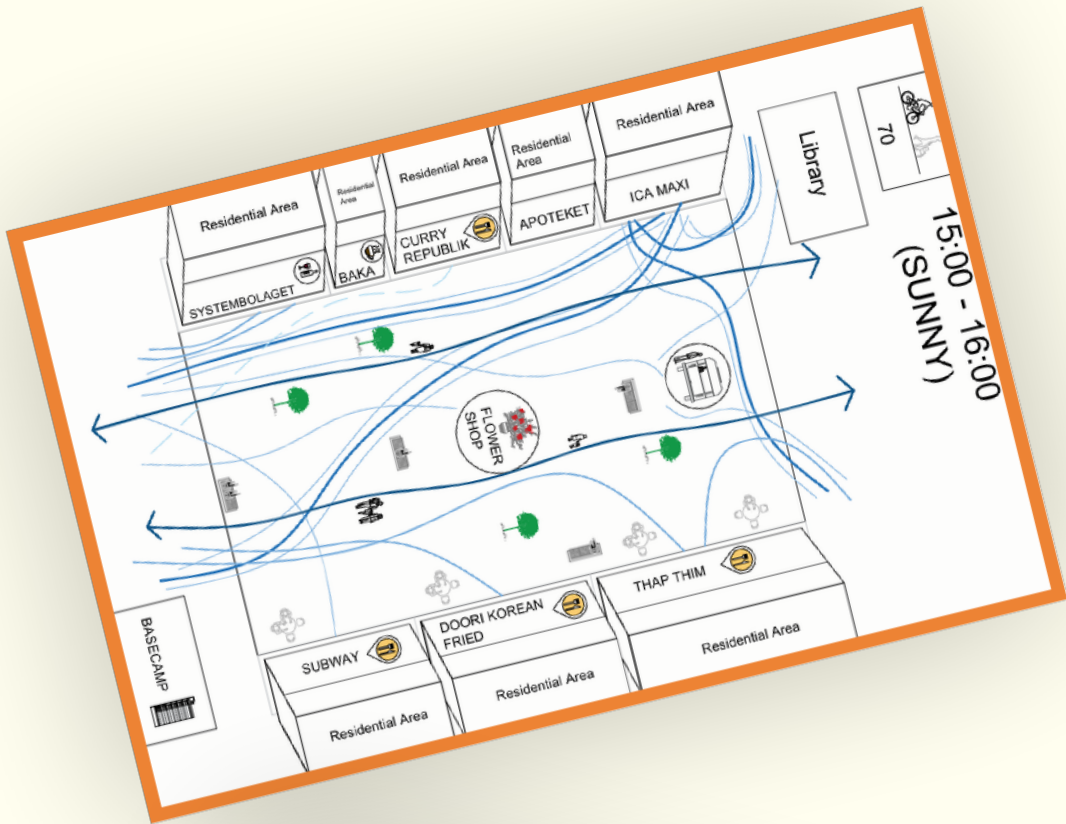
FINDINGS

Mapping of movements at Masttorget confirms that it is mainly used as a transit space. Most people move through the square toward ICA Maxi and leave shortly after shopping which makes the supermarket the main magnet of movement in the area. Even if some people briefly used benches or visited restaurants and the flower stall, our mapping shows that transit, rather than lingering, with the resulting social interactions that can arise, is the main feature of activity on the square.



FINDINGS

From mapping





FINDINGS

Our interviews revealed that Masttorget carries different meanings for different users, **ranging from emotional attachment to simple everyday functionality**. For some respondents, the square represents convenience and accessibility. People frequently described it as a practical place that connects to their daily routines, especially because of ICA Maxi and nearby services. Some explained that they mainly pass through the square while shopping, commuting, or waiting for friends, highlighting Masttorget's role as a transit and service-oriented space.

Our findings reveal that **feelings about and experiences of Masttorget are also dependent on seasons and weather**. In winter it is perceived as very cold, windy and exposed, whilst in spring/summer the same space becomes one that is perceived as more open, inviting and “nice”.

Nevertheless, some interviewees associated the square with **feelings of comfort, safety, familiarity, and social connection**. Some described Masttorget as **home**, emphasizing long-term emotional ties developed through years of living in the area.

FINDINGS

Further, our findings show that people value **aesthetic and environmental qualities**. Flowers, sunlight, greenery, and opportunities to sit and observe, even meet with others contributed positively to people's experiences and feelings about Masttorget. However, they also felt that something was still missing. Interviewees expressed a desire for more **restaurants, trees, seating areas, food trucks, produce stalls and seasonal activities such as Christmas markets**.

These suggestions indicate that users see potential in Masttorget and imagine that cultural expressions can make it into a **more vibrant social and recreational space**.



FINDINGS

At the same time, not all participants felt emotionally connected to the square. Some described it as boring or as simply a workplace or passage space without deeper meaning.

This contrast highlights how **Mastorget** currently functions both as a meaningful social environment for some users and as a purely practical urban space for others. And that although some level of social interactions takes place - primarily on the benches and low walls - the square still lacks components that could create **social attachment** or relations to it.



CONCLUSIONS

Returning to our research question, **“How do Västra Hamnen – Have it All’s objectives of “placemaking” and creating “a vibrant and meaningful” Masttorget with “long-term value” correspond to the experiences of the visitors, residents and businesses who use the square?”**, we can conclude the following:

- Overall, the findings suggest that while Masttorget already plays an important role in everyday life, many users believe it could develop into a more active, welcoming, and socially engaging place. The square is certainly vibrant and lively at certain times of the year, and appears to have a long term value to its users - as a transit space, as a base for their life, a social or workplace - even if they expressed a range of feelings towards it.



CONCLUSIONS

- Nevertheless, **the placemaking of Masttorget has not yet completely evolved**, and this would involve more participation, involvement and interaction with the space, which is currently underutilized. We can also conclude that the cultural meaning of Masttorget is not fully realized because most of the participants do not express an emotional connection to it. This, by contrast, for example, to more established squares in Malmö such as Möllevångstorget and Lilla Torget. This may simply be a matter of time and developing usage.
- Regardless, due to the presence of ICA Maxi, Systembolaget, the library and even schools and pre-schools in the surrounding streets, regular transitory usage will continue to be a strong feature of Masttorget. This, in common with a number of other squares in Malmö that have components of shopping and public service (libraries, schools, health care) built into them.

CONCLUSIONS

- With reference to Have It All's vision of creating a vibrant, sustainable, and culture-driven Masttorget, our findings suggests that a **long-term value for the square can be produced not simply by physical redevelopment or economic activity, but through continuous community participation, collaborative placemaking, and the development of socio-culturally meaningful interactions** between residents, businesses, institutions, and environmental systems. Hence, the square can be culturally activated through relationships, embodied experiences, and shared cultural practices that continuously shape social interaction within the space.



RECOMMENDATIONS

Based on the empirical material gathered, which we have analysed to arrive at findings and conclusions related to our research question, **we offer the following recommendations** to Have It All:

- Due to its formation, incorporating large shops and adjacent public services, Masttorget has and will continue to have **transitory functions** as a significant component, making it a space rather than a place for many users. This should be taken into account when **planning the square's development and future activities**.
- **Events and activities can be organised in collaboration** with some of the actors comprising the local quinta helix - for instance, business, civil society, local government - with the aim of **deepening cultural and social connections** to Masttorget. These can be **co-created events and recurring neighbourhood activities** such as coffee mornings, flea markets and cultural expressions such as dance events. Financial and other support can be applied for from the City of Malmö for neighborhood-based collaborative activities.



RECOMMENDATIONS

- The **possibility of reintroducing child-friendly facilities** and events can be investigated in consultation with the City of Malmö and residents' associations.
- **Technical solutions** to problems such as windyness and traffic can be investigated in collaboration with the City of Malmö, which has responsibility for physical development and maintenance of the square itself. With the aim of **developing the potential of Masttorget** as a pleasant and inviting place to visit and linger at.
- We recommend all of the above as building blocks for the development of Masttorget as a **socially, environmentally and economically sustainable quarter** within the larger Västra Hamnen district.



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