

Designing a business service experience : customer's perspective on value co-creation

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Old-age digital exclusion as a policy challenge in Estonia and Finland

Leppiman, Anu; Riivits-Arkonsuo, Iivi; Pohjola, Anneli Social Exclusion in Later Life: Interdisciplinary and Policy Perspectives 2021 / p. 464-477 <https://www.amazon.com/Social-Exclusion-Later-Life-Interdisciplinary/dp/3030514056> https://doi.org/10.1007/978-3-030-51406-8_32