

**The European Smart Readiness Indicator (SRI) for buildings - in the making, get involved!**

Litiu, Andrei; Derjanecz, Anita; **Kurnitski, Jarek** The REHVA European HVAC journal 2018 / p. 47-52 : ill <https://www.rehva.eu/rehva-journal/detail/06-2018>

**The hidden power of emotions : How psychological factors influence skill development in smart technology adoption**

Gerli, Paolo; Clement, Jessica; Esposito, Giovanni; **Mora, Luca**; Crutzen, Nathalie Technological Forecasting and Social Change 2022 / Article nr. 121721 <https://doi.org/10.1016/j.techfore.2022.121721> [Journal metrics at Scopus](#) [Article at Scopus](#) [Journal metrics at WOS](#) [Article at WOS](#)

**Unravelling the customer journey: A conceptual framework and research agenda**

Mele, Cristina; **Hollebeek, Linda Desiree**; Di Bernardo, Irene; Russo Spena, Tiziana Technological forecasting and social change 2025 / art. 123916 <https://doi.org/10.1016/j.techfore.2024.123916>