



Papers published and in process

Papers

- Omer, I., & Jiang, B. (2015). Can cognitive inferences be made from aggregate traffic flow data? *Computers, Environment and Urban Systems*, 54, 219-229.
- Bartolini, C., Tettamanti, T., & István, V. (2017). Critical features of autonomous road transport from the perspective of technological regulation and law. *Transportation Research Procedia*, 27, 791-798.
<https://www.sciencedirect.com/science/article/pii/S2352146517308992>
- Szalay, Z., Tettamanti, T., Esztergár-Kiss, D., Varga, I., & Bartolini, C. (2018). Development of a Test Track for Driverless Cars: Vehicle Design, Track Configuration, and Liability Considerations. *Periodica Polytechnica Transportation Engineering*, 46(1), 29-35. <https://pp.bme.hu/tr/article/view/10753>
- e Silva, J. D. A., de Oña, J., & Gasparovic, S. (2017). The relation between travel behaviour, ICT usage and social networks. The design of a web based survey. *Transportation research procedia*, 24, 515-522.
<https://www.sciencedirect.com/science/article/pii/S2352146517307895>
- Serna, A., Gerrikagoitia, J. K., Bernabé, U., & Ruiz, T. (2017). Sustainability analysis on Urban Mobility based on Social Media content. *Transportation Research Procedia*, 24, 1-8.
<https://www.sciencedirect.com/science/article/pii/S235214651730340X>

Special issue

- Joint editorship for a special issue: **“Geospatial Big Data and Transport”** by Prof Bin Jiang and Prof. Constantinos Antoniou:
[http://www.mdpi.com/journal/ijgi/special issues/big data transport](http://www.mdpi.com/journal/ijgi/special%20issues/big_data_transport)

Book chapter

“Big Data and the Study of Service Quality in Barcelona Hospitality Industry” by Ainhoa Serna, Antònia Casellas, Jon Kepa Gerrikagoitia and Grant Saff.

Chapter in ***Quality Services and Experiences in Hospitality and Tourism***, co-edited by Cai Liping and Pooya Alaedini. The book will be published as part of Emerald Publishers' tourism series on Bridging Theory and Practice (with Jafar Jafari and Cai Liping as series co-editors)

Abstract: Big data generated in social media offers rich sources of information for the study of service quality on many industries and services. Although a still incipient field of research on hospitality and tourism studies, the growth of user-generated content (UGC) sources has motivated the development of big data analytics with the aim to discover meaningful patterns in data which could provide information on relievable customer experiences. In this context, the chapter has a twofold objective. First it provides an overview of the up-to-date research published on the topic. This would allow exploring and demonstrating the utility of big data analytics to improve the understanding of service quality on hospitality. Second, using the case study of Malta, it exemplifies how the analysis of UGC in TripAdvisor using Sentiment Analysis and ontology engineering consisting on analysing the negative, positive or neutral (polarity) attitude of the opinions of users, provide in real time reliable data regarding the perceptions and experiences of tourists. The time period analysed is from January 2012 to November 2016.

Conferences

- A Serna, U Bernabé, T Ruiz, R Arroyo, JK Gerrikagoitia “Sentiment analysis of social media data to study perceptions and demand of public bicycle sharing systems” presented in The Transportation Research Board (TRB) 96th Annual Meeting in Washington D.C. January 2017 <https://trid.trb.org/view/1439066>
- Serna, A., Gerrikagoitia, J. K., Bernabe, U., & Ruiz, T. (2017). A Method to Assess Sustainable Mobility for Sustainable Tourism: The Case of the Public Bike Systems. In *Information and Communication Technologies in Tourism 2017* (pp. 727-739). Springer, Cham. https://link.springer.com/chapter/10.1007/978-3-319-51168-9_52