

LEVEL 7 ASSESSMENT SPECIFICATION

Student name:	Fung Wing To, Timothy	Student ID number:	2430003
Programme:	DBA		
Module:	Research Principles and Philosophy		
Module code:	HKBM7017	Contribution to Overall Module Assessment (%):	100%
Lecturer:	Dr Chammy Lau	Internal Verifier:	Prof Peter Fong
Assignment Title:	Report	Word count (or equivalent):	8,231 words
Submission deadline:	15 September 2025	Return date of provisional marks & written feedback:	15 October 2025
Submission method:	All written assessments, where practical and possible, must be submitted via Turnitin unless otherwise instructed by the Lecturer. (Please DO NOT put this assessment specification into Turnitin or it will match many similarities with other students' submissions.) Alternative submission method (if applicable): Late submission of the assessment will result in a late penalty mark.: Work which is submitted up to 1 week late will be capped at 50% for the first attempt and will be awarded a mark of 0% for re-assessment. Late submission penalties may be lifted only if there is an approved extenuating circumstances claim. Work submitted more than 1 week late will be considered as a non-submission and will not be marked. The work may be considered as a submission for reassessment if offered by an Examining Board or if there is an approved extenuating circumstances claim.		
Academic honesty / referencing:	Academic honesty is required. In the main body of your submission you must give credit to authors on whose research and ideas your work is based. Append to your submission a reference list that indicates the books, articles, etc. that you have used, cited or quoted in order to complete this assessment.		

Module Learning Outcomes (from module syllabus)

Upon the successful completion of this module, the student should be able to:

- Develop a comprehensive understanding of research design and methods in business, administration, and management studies; as well as developing an advanced and critical understanding of the current literature;
- Critically assess the philosophical presumptions that underpin research into business, administration and management studies and identify the philosophical and epistemological presumptions that underpin how the DBA candidates approach their research project;
- Design a research project with clear and specific research objectives and questions to critically examine contemporary business and management challenges and locate this in a specific philosophical or epistemological framework;
- Develop a systematic and advanced philosophical understanding of the approaches used in research as well as the debates at the forefront of the discipline.

TASK DESCRIPTION

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(Lecturer to indicate Yes or Not against each element)

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Table of Contents

1. Introduction	5
Background	5
Research Rationale	6
Research Problem	7
Research Purpose and Importance	7
Research Gap	8
Research Aim	8
Research Question	8
Scholar's argument	9
2. Literature review	10
2.1 Development Background of Ride-hailing	10
2.2 Policy: Legalization in Hong Kong	12
2.3 Economic benefit:	16
2.4 Stakeholder	16
2.4.1 Customer	16
2.4.2 Government	18
2.4.3 Taxi Driver	19
2.4.4 Ride Hailing Driver	20
2.4.5 Ride Hailing Service Investor	21
2.5 Social benefit:	22
2.5.1 Customer	22
2.5.2 Government	23
2.5.3 Ride Hailing Service Investor	24
2.5.4 Taxi Driver	26
2.5.5. Ride Hailing Driver	26
2.6 Research Question and Conceptual Framework	27
3. Research methodology	31
3.1 Research Philosophy	31

3.2 The Ontology has two categories: Subjectivism and Objectivism.....	31
3.3 Research Approach.....	32
3.4 Research Design.....	34
3.5 Measurement table and questionnaire questions Content Validity	34
3.6 Sampling Method, Sample Size and Respondents	34
3.7 Research justification	35
4. Data Collection and Analysis	36
4.1 Data Collection	36
4.2 Data Analysis	36
Case study analysis	36
Descriptive analysis	36
Reliability analysis.....	36
Correlation Analysis.....	37
Factor Analysis	37
Multiple regression.....	37
Model summary	37
5. Expected outcomes and contributions.....	38
5.1 Expected Research Outcomes.....	38
5.2 Contributions	39
Theoretical Implications.....	39
Practical Implications.....	39
6. Research Limitation.....	40
7. Conclusion	40
8. Research plan of work and timetable.....	40
Reference List	42

Research Title: Exploring the impact of ride-hailing legalization on the social and economic benefit of stakeholders in Hong Kong

1. Introduction

Background

When researching the impact of ride-hailing service legislation on the social and economic interests of stakeholders in Hong Kong, it is crucial to understand the historical context of taxi services.

Hong Kong's 20th-century hailing service was largely provided by unlicensed taxis. These vehicles often operated during periods of political unrest and adverse weather, offering crucial public transportation. The government faced challenges in regulating these operations due to their illegal status, struggling to ensure passenger safety and balance stakeholder interests, which contributed to heightened social tensions.

Over time, The Hong Kong government engaged in a ten-year consultation to legalize unlicensed taxi services, a process complicated by the need to balance diverse stakeholder interests and perspectives on economic and social efficiency, including those of ride-hailing drivers, taxi drivers, passengers, and platform investors.

Furthermore, Hong Kong lags significantly behind international standards in the development of ride-hailing services. This slow pace of development has led to legal ambiguity, creating pressing issues for passenger safety, decision-making by ride-hailing platform investors, and even conflicts between ride-hailing and taxi drivers. The Government's lack of clarity regarding the number of licenses issued and development regulations has directly impacted social and economic development. Initially, the drafting of the plan generated varying degrees of concern among stakeholders, particularly the Government's lack of clarity regarding the number of licenses to be issued and the development of regulations, which will impact each Stakeholder to varying degrees, directly impacting the social and economic benefit and a key area of public concern.

Therefore, this study aims to analyse the benefits of social and economic benefits of legalising ride-hailing services in Hong Kong on all relevant stakeholders. The primary research object include ride-hailing drivers, taxi drivers, the Hong Kong government, passengers, and ride-hailing platform investors. The findings aim to provide constructive recommendations for relevant solutions and promote shared development for all parties.

Research Rationale

Hong Kong's transportation policy for ride-hailing services is outdated compared to international standards, causing an unequal distribution of benefits among stakeholders and impeding economic and social progress due to the decade-long non-implementation of proposed policies. The legalization of ride-hailing is crucial for realizing both economic advantages and social equity. This study investigates the potential of legalizing ride-hailing within transportation policy, offering strategies to maximize social and economic benefits for all stakeholders while safeguarding their rights and interests, aiming for social sustainability and a mutually beneficial outcome for the economy and society.

Addressing Changing Transportation Demands

Urbanisation and technological advancements in Hong Kong have altered transportation needs, leading to the rise of convenient ride-hailing services. Legalising these services is important for informing government strategy and managing transportation infrastructure.

Promoting Scientific Policymaking

This research supports government decision-making in ride-hailing legislation by analyzing stakeholder needs and impacts, aiming to improve policy's scientific and practical relevance and incorporate all parties' concerns.

Balancing benefits

The legalization of ride-hailing services impacts multiple stakeholders such as drivers (ride-hailing and taxi), passengers, platform investors, and the government. Research in this area can clarify conflicts of interest, inform policy to balance these interests, and foster social harmony.

Learning from International Experience

Hong Kong's progress in legalising online ride-hailing services has been relatively slow. By studying successful international cases, we can provide insights for local policymaking, promote Hong Kong's development in this area, and ultimately enhance the quality and

efficiency of overall transportation services.

Improving the Legal and Regulatory Framework, Public Safety and Social Stability

The rise of online ride-hailing services challenges current legal and regulatory structures, necessitating research to inform the development of practical regulations. Such research can address issues of legal ambiguity and safety risks, while also establishing safeguards for the industry's sustainable growth. Legalisation of these services would improve oversight of drivers and vehicles, enhancing public transportation safety and reducing accident risks. Moreover, resolving conflicts of interest and establishing effective regulatory mechanisms are crucial for social stability, preventing policy-induced conflicts and promoting harmonious development.

This study aims to project the benefits to all stakeholders of the Hong Kong government's planned transportation policy to legalise ride-hailing services in November 2025. The study highlights the importance of this topic for both academic research and practical policymaking.

Research Problem

Hong Kong's ride-hailing policies lag behind international standards, causing taxi driver strikes due to decreased income and passenger lawsuits over accident liability and compensation. The absence of clear legislation hinders government management and passenger protection. Slow progress in licensing ride-hailing drivers and setting standards affects investor decisions. This study examines ride-hailing legalization within transportation policy to propose strategies for maximizing stakeholders' social and economic benefits, aiming for social sustainability and mutual gain for the economy and society.

Research Purpose and Importance

This study primarily examines the impact of ride-hailing legalisation on stakeholders' benefits in Hong Kong.

The research will focus on analysing the legalisation of ride-hailing policy behaviour, finding relevant literature support, and utilising respondents' views for analysis. The respondents are mainly beneficiaries who have attack ride hailing intentions and make predictions about future development.

The Hong Kong government currently plans to legalise the relevant policy for the first time in November 2025. This study aims to predict the benefits of this policy for all stakeholders.

This topic not only holds academic value but also practical social significance, increasing the discussion and attention. Thus, this research has immense importance for the future social stability and economic stimulation of Hong Kong.

Research Gap

While there have been studies on the transportation industry in the past, none have focused on the post-legalisation scenario, and none have been conducted in Hong Kong. Furthermore, there has been insufficient examination of the perspectives of Hong Kong stakeholders, including investors in ride-hailing platforms, ride-hailing companies, and taxi drivers, which are crucial for understanding the overall impact of such developments. Thus, this research finding will enhance the research value.

Research Aim

The research aims to examine the impact of ride-hailing legislation on the social and economic benefits of stakeholders in Hong Kong. This study focuses on exploring the potential of legalising ride-hailing services within transportation policy and proposes strategies to maximise social and economic benefits for relevant stakeholders, while fully protecting the rights and interests of all stakeholders. The ultimate goal is to achieve social sustainability and a win-win situation by balancing contributions and conflicts, following the legalisation of ride-hailing, which offers social and economic benefits.

This research will provide stakeholders, including government officials, ride-hailing drivers, taxi drivers, ride-hailing service platform investors, and passengers, with insights into the feasibility and implications of the project, as well as the development plan that enhances ride-hailing service development, which increases the importance and research value of this study..

Research Question

1. How does the impact of the legalisation of ride-hailing services on stakeholders' benefits of social and economic on in HK?
2. Which one has a significant impact on stakeholders' social benefits and economic benefits by the ride-hailing legislation?

3. Which one is highly significant on the factor of the stakeholders' social benefit and economic benefit by the ride-hailing legislation?

Scholar's argument

Conversely, prior research has shown that ride-hailing services, which increase the number of cars on the road, can also lead to environmental problems such as air pollution and traffic congestion (Newburn, 2016). In Hong Kong, the legalisation of online ride-hailing services is a controversial issue.

2. Literature review

2.1 Development Background of Ride-hailing

Since 2015, ride-hailing has rapidly gained popularity worldwide, particularly in the United States, where companies like Uber has become industry leaders. Here are some key data and observations:

Worldwide situation

Uber's Growth:

Uber was founded in the United States in 2010 and obtained legal operating licenses in several cities in 2015. According to reports, Uber had over 16 million monthly active riders in 2015. By 2022, Uber's total revenue reached approximately \$30 billion, demonstrating its strong market influence and demanding, as shown in Fig.1(Guptals,2023).

UBER ANNUAL REVENUE BY YEAR (2015-2022)

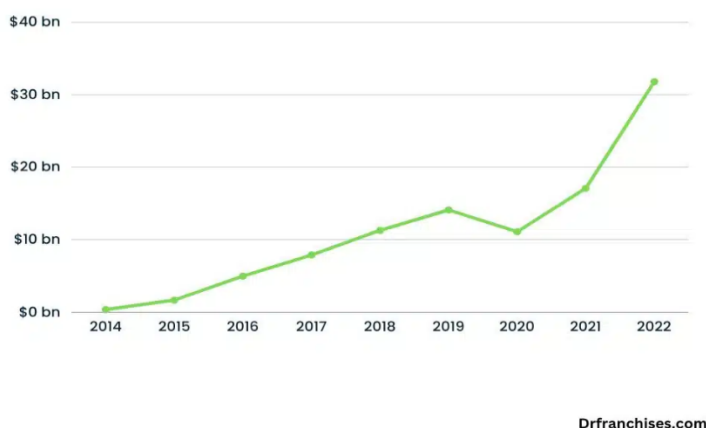


Fig.1 Uber Annual revenue 2015-2022 Source: Drfranchises.com

Reasons for Ride-Hailing's Success

Technology Driven: Modern people prefer mobile apps as the primary tool for accessing various services. Ride-hailing platforms have attracted a large number of users by providing convenient booking and payment services through mobile apps (Wang and Smart, 2020).

Flexibility and Efficiency: Ride-hailing platforms provide more flexible service and a faster travel experience than traditional taxis, especially concerning payment methods like credit cards or online options, which offer greater flexibility than traditional transactions(Tirachini, 2020).

Challenges

Regulations and Laws: As their businesses expand, Uber and Lyft face numerous legal challenges, including those related to labour rights, taxation and safety standards, and insurance and compensation (Allsop,2006).

Market Competition: With the entry of emerging platforms, competition is intensifying. Government intervention and regulatory regulations are also imposing operational restrictions, forcing existing platforms to innovate and adjust their strategies continuously. At the same time, online ride-hailing drivers must also improve themselves to meet regulatory requirements (Howlett and Cashore,2009).

Hong Kong's Current Situation

The Hong Kong taxi industry experienced a decline in business volume from a daily peak of 1 million in the 1970s-1980s to a post-1998 financial crisis low. By 2024, enhanced MTR lines further impacted the industry, while ride-hailing services gained significant traction, with Uber serving the city for eight years. A 2021 report estimated Uber Taxi generated HK\$860 million in economic benefits for Hong Kong, indicating substantial demand for ride-hailing, despite its informal legal status.

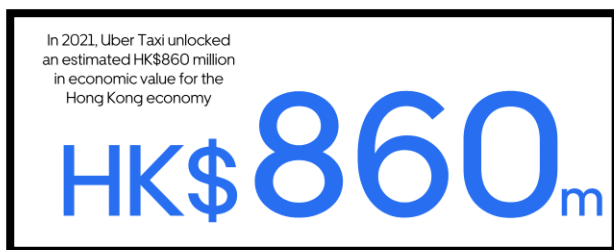


Fig.2 Uber taxi economic value for Hong Kong Source from Public First

Hong Kong's taxi industry is experiencing a decline in service quality, marked by limited digital payment methods, negative driver attitudes, and instances of overcharging, particularly affecting tourists. These factors are contributing to greater passenger dissatisfaction and a migration of demand towards ride-hailing platforms.

The following is an overview of the development and legal status of online ride-hailing in Hong Kong:

Transportation System

Hong Kong's public transport is developed, but urbanization and population growth are increasing demand for flexible travel. The government is actively promoting online ride-hailing services, adopting the "Sharing Economy" and aligning with international standards.

Development and Legal Landscape of Ride-hailing Services

The "Road Traffic (Amendment) (Online Ride-hailing Services) Bill 2025" in Hong Kong proposes changes to regulations for online ride-hailing services. Key amendments include extending the age limit for vehicles from 7 to 12 years, requiring vehicles to be registered in an individual's name and used solely by the registered owner, and mandating appropriate third-party insurance and display of required signage.

Driver Qualifications

Applicants for online ride-hailing driver status must be at least 21 years old, hold a Hong Kong permanent identity card, and have no serious traffic convictions within the five years prior to application.

Legislative Progress

The bill will be submitted to the Legislative Council for first reading on September 10, 2023. The authorities anticipate that the first licensed platforms will be operational as early as the fourth quarter of 2026.

2.2 Policy: Legalization in Hong Kong

Transportation Policy Theory

Transportation policy theory involves frameworks for formulating and implementing policies to ensure a safe, efficient, and sustainable transportation system (Allsop, 2006). These theories consider economic, social, and environmental factors and aim to improve mobility, reduce traffic accidents, and promote public transportation use (Marsden and Reardon, 2017). In this study via adapted two policy frameworks were adapted to explain the transportation policy theory and legalisation process: the policy cycle (Jann and Wegrich, 2004) and the components of policy (Cashore and Howlett, 2007).

Analysis through the Policy Cycle and Components framework

1. The Policy Cycle

The policy cycle is a systematic process that typically includes the following stages:

Problem Identification:

Identify problems in the transportation system, such as congestion or frequent accidents (Reardon, 2016).

Policy Formulation:

Based on the problem identification, formulate relevant policy objectives and solutions, such as promoting the legalisation of public transportation or ride-hailing(Marsden et al,2012).

Policy Implementation:

Put the formulated policies into practice, achieving these objectives through laws, regulations, and resource allocation(Allsop, 2006).

Policy Evaluation:

Monitor and evaluate the effectiveness of policy implementation, analyzing whether the intended objectives have been achieved and any necessary corrections(Allsop, 2006).

Policy Adjustment:

Based on the evaluation results, adjust and improve policies to address emerging problems or challenges(Marsden et al,2012).

2. Policy Components

The policy components framework emphasizes the various components of a policy, including:

Objective: Clearly defines the problem the policy aims to address and the desired outcome, such as reducing traffic accidents or increasing public transportation usage(Howlett and Cashore,2009).

Method: The specific measures to implement the policy, such as legal regulations, fiscal incentives, and infrastructure development(Howlett and Cashore ,2009).

Resources: The resources required to implement the policy, including financial, technical, and human resources(Howlett and Cashore ,2009).

Stakeholders: The interests and opinions of all parties involved, such as government agencies, transport operators, drivers, passengers, and the general public, must be considered (Howlett and Cashore ,2009).

Environmental Factors: The implementation of a policy is influenced by the external environment, including economic conditions, social and cultural developments, and technological developments(Marsden et al,2012).

The above is a definition of transportation policy theory and an analysis of the policy cycle and policy components frameworks using two policy frameworks to explain the legislative process. Next step, which will discuss the real-world situation facing the Hong Kong government in the face of online ride-hailing legislation.

2.2a Hong Kong government in the face of online ride-hailing legislation.

Safety and Security

Ride-hailing legislation is crucial for the safety of both passengers and drivers, primarily in the following areas:

Background Check

Ride-hailing drivers are subject to stringent background checks, encompassing criminal and traffic violation histories, to ensure passenger safety and reduce crime (Silva and Andrade, 2016). Eligibility criteria mandate applicants be at least 21 years old, hold a Hong Kong permanent identification card, and maintain a clean traffic record for the preceding five years.

Insurance Requirements

Legislation can mandate that ride-hailing platforms secure appropriate third-party insurance, thereby safeguarding passengers and drivers and reducing the financial impact of accidents by ensuring victims receive fair compensation (Hosni et al, 2014).

Standardized Safety Measures

Legislation ensures that all ride-hailing platforms adhere to the same safety standards, such as vehicle inspections and driver training, further enhancing the overall safety of the industry (Hosni et al, 2014).

Consumer Rights

The legislation of ride-hailing services is also crucial for protecting consumer rights, primarily in the following areas:

Transparency

Legislation can enhance transparency by requiring ride-hailing platforms to disclose information such as fee structures, terms of service, and passenger reviews. This enables passengers to make more informed decisions when choosing a service and avoid hidden and unfair charges (Gargiulo et al, 2015).

Service Quality

Legislation can standardise service quality standards, such as vehicle hygiene, ride environment, and driver service attitude(Gargiulo et al,2015). This not only improves passenger satisfaction but also promotes market competition, forcing platforms to provide higher-quality services.

Complaint and Dispute Resolution Mechanism:

Legislation can establish a formal complaint mechanism, allowing passengers to effectively voice their concerns and seek solutions when they encounter problems, thereby protecting their legitimate rights and interests(Hosni et al,2014).

Institutionalized Management

Legislation not only improves safety and protects consumer rights, but it can also help establish a more institutionalised regulatory framework:

Clear Guidelines

Through legislation, ride-hailing platforms and drivers will have clear legal guidelines for their operations, reducing operational ambiguity and ensuring that all parties adhere to consistent standards (Silva and Andrade,2016).

Fair Treatment

Institutionalised management can prevent unfair treatment of passengers, the industry, and drivers, and mitigate community issues caused by a lack of regulation(Silva and Andrade,2016). For example, legislation can restrict unfair competition and monopoly practices, protecting the legitimate rights and interests of small-time taxi drivers and traditional taxi drivers.

Community Stability

Through institutionalised management, a healthy industry ecosystem can be established, promoting harmonious coexistence among different transportation options, thereby reducing community tensions and conflicts and enhancing overall social stability(Gargiulo et al,2015).

2.3 Economic benefit:

Economic benefits denote the monetary reward or value accrued or diminished by a project or policy for a firm, Government, or the public subsequent to a choice, which may pertain to a nation, an enterprise, or an urban area(Scandizzo, 2021). Prevalent categories of economic benefit included employment generation, tax income, enhancement of enjoyment of life, productivity, property value, operational efficiency, and social capital(Naumov and Keith, 2022).

2.4 Stakeholder

Stakeholder theory offers a framework for corporate and organisational management, emphasizing the many benefits for governments, inhabitants, suppliers, investors, and consumers (Schaltegger et al., 2017). Phillips et al. (2003) pointed out this theory focusses on normative ethics in business and social responsibility as a corporate responsibility. Ibrahim et al. (2023) regard the important to understand and manage topics like sustainability and CSR since stakeholder groups have a big impact on how strategies are made and decisions are made. The people who utilise the Ride ride-hailing service, taxi drivers, ride-hailing service drivers, the government, and platform investors are the main focus of this research.

2.4.1 Customer

The summary analyses the economic benefits of legalized ride-hailing services for passengers using Maslow's Hierarchy of Needs. Ride-hailing customers, typically valuing convenience, adaptability, and ease of access, include commuters, tourists, and event attendees(Wang et al,2018). Maslow's five levels of needs—physiological, safety, social, esteem, and self-actualization (Rojas et al,2023), which will be applied to examine the advantages and disadvantages for passengers.

Physiological: The convenience of ride-hailing services helps passengers meet the daily travel needs(Sui et al,2019); however, frequent use can increase their financial burden and impact the livelihoods (Newburn, 2016)

Safety: Legalisation improves driver safety standards and enhances passengers' sense of security(Dong,2020); however, dynamic pricing can lead to high fares during peak hours, undermining travel confidence(Newburn, 2016).

Social: The convenience of ride-hailing services fosters social interaction(Fleurbeay,2009), but overreliance can reduce public transportation use, hindering social opportunities(Ochoa-Covarrubias et al,2021).

Esteem: Legalisation promotes service standardisation, improving passengers' service experience and sense of esteem(Gao et al,2016); however, inconsistent service quality can lead to passenger dissatisfaction(Malik & Wahaj,2019).

Self-actualization Needs: Passengers have the freedom to choose from a variety of services, from standard models to luxury options, which can help them achieve self-actualisation and satisfy their vanity(Gao et al,2016). However, excessive choice can also lead to frustration(Mackett & Thoreau, 2015).

In addition, the legalisation of ride-hailing services has brought other economic benefits, including:

Price Competition and Flexible Pricing: Market competition drives prices down, and dynamic pricing can offer more favourable fares during off-peak hours(Fleurbeay,2009).

Convenience: Convenient booking and payment systems save passengers time(Guo and Li,2018).

Enriched Travel Options: A variety of service types meet the needs of different passengers(Fleurbeay,2009).

Improved Safety: Background checks and training increase passengers' sense of security(Fleurbeay,2009).

Scholars' opposite opinion on ride hailing service

Dynamic Pricing Risks: Prices can spike during peak periods, increasing the burden on passengers(Lucas, 2012).

Hidden Fees: Additional service fees or cancellation fees can lead to unexpected billing(Lu et al,2024).

Impact on the Traditional Taxi Industry: This could impact the income of traditional taxi drivers, which in turn influences passenger choices(Huang et al,2024).

Inconsistent Service Quality: Intensive market competition can lead to inconsistent service quality (Hernández & Hansz,2024).

2.4.2 Government

A government is a system for administering an organised society, typically a nation, usually comprising legislative, executive, and judicial branches that enforce, judge, and implement policies(Fasenfest,2010). The Hong Kong government's role in legalising ride-hailing services is policy and regulatory, which is responsible for formulating and enforcing laws and policies related to ride-hailing services to regulate the operations, ensure passenger safety, and ensure fair pricing.

Improve the international standard.

Government regulations to safeguard passenger safety and rights, including a complaint mechanism and transparent pricing policies, will ensure that online ride-hailing services develop in line with international standards and enhance the attractiveness to tourists(Tong,2014).

Increasing Employment Opportunities and tax contributions

Legalising ride-hailing services has created new employment opportunities, attracted a large number of drivers to the market, and reduced unemployment(Tirachini and Río, 2019), which creates jobs that can increase driver income and boost tax revenue.

Moreover, the creation of ride-hailing service investors needs to pay the license fee, and business profits will contribute to the government tax income, which has direct tax contributions(Tong,2014).

Promoting Consumption

The convenience of ride-hailing services has encouraged more people to travel, which in turn stimulated consumption in related industries such as catering and tourism, which has fostered market competition, provided passengers with more choices, and improved service quality(Tirachini,2020).

Improving traffic efficiency

The flexibility of ride-hailing services can alleviate traffic congestion, improve urban transportation efficiency, and reduce travel costs(Jakob et al,2006).

Promoting income growth

Legalised ride-hailing platforms and drivers can operate legally and earn a stable income, thereby boosting overall economic vitality(Huang, 2020).

Scholars' opposite opinions on ride-hailing services

Regulatory Difficulties:

Due to insufficient resources and technological advancement in the regulatory process, governments may face regulatory difficulties and struggle to effectively oversee all ride-hailing operations(Henao and Marshall, 2018).

Policy Delays:

This lag in policy development leads to lengthy legal and policymaking processes, hindering the development of emerging markets and preventing them from quickly adapting to market changes(Harford, 2006).

Conflict of Interest:

Government policymaking may be influenced by the existing transportation industry, leading to conflicts of interest and potentially favouring the traditional taxi industry, hindering the equitable development of ride-hailing services(Hall et al,2018).

2.4.3 Taxi Driver

Income Diversification

The legalisation of ride-hailing services provides taxi drivers with an additional source of income, allowing them to choose to drive online-hailing services part-time, thereby increasing their overall income (Vaze et al,2017).

Market Competition

Legalisation allows taxi drivers to operate on a level playing field, potentially encouraging the traditional taxi industry to adopt modern technology and apps to improve efficiency, streamline the order and payment process, further increase income, enhance service quality, and ultimately attract more passengers(Wang et al,2015).

Flexible Working Hours

The flexibility of ride-hailing services allows taxi drivers to accept orders according to their own schedules, increasing their work flexibility and improving the work-life balance (Wang and Smart,2020).

Enhanced Industry Recognition

Legalisation provides taxi drivers with legal recognition, enhancing the professionalism of the industry and raising the social status of the driving profession (Harford, 2006).

Scholars' opposite opinions on ride-hailing services

Conversely, Hensher (2017) argued Legalisation of ride-hailing services may intensify competition for taxi drivers, potentially reducing the income, particularly during peak times, and may lead to a decrease in taxi passenger volume as passengers opt for ride-hailing alternatives, impacting taxi drivers' income stability(Handy,2020).

Moreover, (Hall et al,2018) intensified market competition may lead taxi drivers to reduce service quality, potentially impacting job satisfaction. Legalization could also impose additional compliance costs, further reducing profit margins(Guzman & Oviedo,2018).

Handy(2020)studied how Government regulatory policies may hinder taxi drivers' flexibility and lead to more operational restrictions.

2.4.4 Ride Hailing Driver

Legal Status

Allsop(2006) studied Legalization grants ride-hailing drivers legal status, increasing consumer trust.

Income Stability

Legalisation of ride-hailing services provides drivers with more opportunities for receiving orders and greater income stability(Wang et al,2018).

Flexible Work Hours

Legalisation encourages drivers to use advanced mobile applications, which streamlines the order-taking and payment processes, simplifies their work schedules, allows for more flexibility, and improves their work-life balance (Howlett and Cashore,2009).

Social Security

Legalisation is often accompanied by better social security (such as insurance and retirement plans), enhancing drivers' job security(Reardon, 2016).

Scholars' opposite opinion on Ride hailing service

Lu et al(2024) argued Legalization may intensify market competition, potentially reducing driver income during low-demand periods and failing to increase earnings during peak periods due to heightened competition. As self-employed individuals, ride-hailing drivers

face inherent income instability, as noted by Lucas (2012).

Moreover, Mackett and Thoreau (2015) claimed drivers will have to bear compliance costs (such as insurance and licensing fees), which will affect their profits. Furthermore, changes in government policies could impact the stability of the ride-hailing market, creating uncertainty.

2.4.5 Ride Hailing Service Investor

Increasing market share

Legalisation allows ride-hailing platforms to expand their businesses within the legal framework, attracting more users and drivers and increasing market share(Vaze et al,2017).

Improving revenue stability

Fleurbeay(2009)studied that after legalisation, platforms can operate with a transparent pricing model, improving revenue stability.

Increased Brand Trust

This strengthens consumer trust in the platforms, potentially fostering user growth and loyalty, improving service quality, and thus enhancing competitiveness(Guo et al,2018).

Increased Investment Attractiveness

Gao et al(2016)pointed out legalised environment can attract more investors and partnership opportunities.

Scholars' opposite opinions on ride-hailing services

Following legalization, platforms face increased initial operating costs due to capital investment requirements for legal and regulatory compliance, as well as heightened operational burdens stemming from greater social responsibilities, Hall et al(2018) such as protecting the rights of drivers and passengers (Guzman and Oviedo, 2018; Handy, 2020).

Hall et al(2018) argued that more competitors will emerge and put pressure on market share when legalised, which increased transparency may necessitate adjustments to pricing models and impacting revenue. Newburn(2016)believed that Changes in government policies may impact business operations and create risks of instability.

H1: Ride-Hailing Legalization has significant impact on the stakeholders' Economic benefit in Hong Kong

2.5 Social benefit:

A socially beneficial entity is defined as a government or organisation that implements policies or programs that advantage society and the individuals participating in the project (Resnik, 2018). This research identifies the primary beneficiaries of the proposed establishment of a ride-hailing service in Hong Kong as stakeholders, including the Hong Kong government, ride-hailing drivers, taxi drivers, passengers, and investors in ride-hailing service platforms (Tong et al, 2022).

2.5.1 Customer

This section will analyze the social benefits of legalized ride-hailing services for passengers by applying Maslow's Hierarchy of Needs, specifically focusing on the social, esteem, and self-actualization levels. Maslow's theory outlines five categories of human needs: physiological, safety, social, esteem, and self-actualization (Rojas et al, 2023).

Social Needs

Ride-hailing services facilitate participation in social activities, thereby promoting social interaction and relationship building, and enabling easier movement across boundaries, which fosters community integration and enhances social connections (Wang et al, 2015). However, an over-reliance on these services may decrease public transportation use, potentially reducing casual social contact and increasing social isolation (Newburn, 2016).

Esteem Needs

Ride-hailing services can enhance passenger self-worth and social status through superior service and customizable options, fostering control, pride, and respect (Rojas & Guardiola, 2017). Conversely, service quality can be inconsistent, leading to passenger dissatisfaction and diminishing the need for respect (Hall et al., 2018).

Self-Actualisation Needs

Online ride-hailing services provide passengers with diverse options, enabling personalized travel that supports individual goals and lifestyles (Sarracino, 2019). This flexibility allows for exploration and personal growth through new destinations and routes (Ryan & Deci, 2017).

However, an excessive number of choices can lead to confusion and anxiety, negatively affecting the travel experience (Handy, 2020).

Additionally, the Social Benefits of Legalized Ride-Hailing for Passengers

Ride-hailing provides flexible, on-demand travel, crucial for time-sensitive situations (Rojas, 2017). It enhances customer experience and quality of life, offering insights into diverse driving cultures (Sung, 2021). For those in areas with limited public transport, ride-hailing improves accessibility and social participation. Ride-sharing, specifically, fosters social interaction and community cohesion by connecting passengers traveling similar routes (Randell, 2016; Sarracino, 2019; Ravallion, 2012).

Scholars' opposite opinion on ride hailing

Over-reliance on ride-hailing services may lead to reduced public transportation use, hindering opportunities for social interaction, particularly with people from different walks of life or communities, which affects passengers' understanding of and support for the public transportation system, undermining its sustainability (Malik & Wahaj, 2019).

Moreover, (Newburn, 2016) claimed the cost Issues on ride-hailing services offer a convenient means of transportation, their costs can be high for some passengers, potentially limiting their use by certain low-income groups and exacerbating social inequality.

Furthermore, Vaze et al (2017) studied the issues of inconsistent Service Quality is important Although legislation requiring standardised service exists, service quality can still vary, which can lead to dissatisfaction among passengers in some cases, impacting the social experience. Some passengers, after experiencing poor service, may develop an aversion to ride-hailing services and reduce their loyalty.

2.5.2 Government

Improving Traffic Safety

Legalisation can strengthen background checks and training for ride-hailing drivers, improve overall traffic safety, and reduce accident rates; education can improve city development (Kiss, 2004).

Increase Tax Revenue

After legalisation, ride-hailing platforms and drivers will be able to pay taxes, increasing government revenue sources and supporting public services (Jann and Wegrich, 2004).

Improve Traffic Efficiency

The flexibility of ride-hailing can reduce traffic congestion, improve urban transportation efficiency, and promote economic activity (Dong, 2020)

Boost Employment

Legalisation creates new job opportunities, attracting more people to the ride-hailing industry and reducing unemployment (Gargiulo et al,2015).

Improve Consumer Protection

The regulatory mechanisms brought about by legalisation can protect passenger rights and create a safer and more transparent travel environment. Ryan et al. (2010) measured customer loyalty, which included safety.

Scholars' opposite opinion on ride hailing

Regulatory Challenges

The Government will need to invest resources in regulation, which may create administrative burdens and pressure on laws and policies; and constant adjustments will be needed to respond to market changes, increasing policy instability and impacting resource allocation for other public services (Handy, 2020).

Potential Social Inequality

Surge pricing or service differentiation may make ride-hailing unaffordable for low-income groups, further exacerbating social inequality(Lucas, 2012).

Impact on Public Transportation

The popularity of ride-hailing services may lead to a decline in public transportation ridership, impacting the sustainability of the public transportation system(Huang et al,2024).

Increased Social Responsibilities

Lu et al (2024)studied after legalisation, the Government will have to shoulder greater social responsibilities, including protecting the rights and interests of drivers and passengers, which will increase regulatory pressures.

2.5.3 Ride Hailing Service Investor

Businesses around the Ride Hailing Service Investor welcome the passenger to increase the market share in the local ride-hailing industry.

Increased business opportunities

Collaborating on business ventures can enhance financial outcomes and facilitate the establishment of new enterprises, potentially attracting investors or fostering growth through avenues like social media advertising (Sarracino, 2019). Working with others is presented as more advantageous than sole proprietorship for increasing revenue.

Enhancing market confidence

Legalisation enhances the legitimacy of the business, strengthens investor confidence in the market, and may attract more capital and create business opportunities, which can enhance market value (Zerjav, 2021).

Promoting industry development

Legalisation creates a favourable environment for stable growth in the industry and contributes to sustainable long-term returns (Rojas & Guardiola, 2017).

Enhancing social responsibility

Legal operations enable platforms to emphasise their commitment to safety and service quality, enhancing their corporate social responsibility image and brand value (Ravallion, 2012).

Regulating the competitive environment

Legalisation promotes fair competition, reduces unfair competition, and allows investors to operate in a transparent environment (Ravallion, 2012).

Socio-economic benefits

Investing in legalised ride-hailing platforms helps create jobs and promote economic growth, with a positive impact on society as a whole (Rojas, 2017).

Scholars' opposite opinion on ride hailing

Guzman and Oviedo (2018) explored the issue of Risk of Earnings Fluctuation, as the market matures, there is a risk of slowing earnings growth, impacting investor return expectations.

Hall et al (2018) believed that legalised platform management needs to fulfil social responsibilities and regulations, such as protecting the rights of drivers and passengers, which increases operational burdens, which increases the pressure on investors.

Changes in government policies or laws may impact business operations, forcing investors to bear compliance costs, including the costs of complying with legal and regulatory

requirements, increasing investment and profit uncertainty (Lu et al,2024).

2.5.4 Taxi Driver

Legal Protection

Legalisation grants taxi drivers legal status, taxi drivers are required to adhere to industry standards, improve service quality, and enhance their job security and social status(Wang et al,2015).

Improved Social Security

Legalisation is often accompanied by social security policies (such as health insurance and retirement plans) to protect drivers' fundamental rights and interests(Wang et al,2015).

Enhanced Passenger Trust

Legalisation creates a safer travel environment, attracting more passengers to taxi services and increasing income opportunities(Wang and Smart,2020).

Industry Development Opportunities

Legalisation promotes the healthy development of the industry and may provide more training and development opportunities, enhancing drivers' professional skills(Kiss,2004).

Scholars' opposite opinions on ride-hailing

Legalisation may lead to more competitors, resulting in a risk of declining income for taxi drivers and increasing market competitive pressure(Hensher,2017). Moreover, taxi drivers may face increased compliance costs, such as insurance and license fees, increasing the financial burden(Mackett & Thoreau,2015).

Legalization of taxis may lead to increased competition, potentially causing unstable passenger flow and income for drivers, thus impacting their quality of life (Lucas,2012). Additionally, legalization imposes greater social responsibilities, such as ensuring passenger safety, on taxi drivers, increasing their work pressure(Newburn,2016).

2.5.5. Ride Hailing Driver

Legal Identity Security

Legalisation grants ride-hailing drivers legal status, enhancing the sense of social

recognition and improving their professional status(ref).

Safety Guarantee

Legalisation typically requires higher safety standards, including background checks and training, to ensure the safety of drivers and passengers(Huang,2020).

Social Security System

Legalisation may provide social security programs, such as health insurance and retirement benefits, improving drivers' livelihoods(Huang,2020).

Career Development Opportunities

Legalisation promotes industry standardisation, providing more training and career development opportunities and enhancing professional skills(Kiss,2004).

Scholars' opposite opinion on ride hailing

Hosni et al(2014). After legalisation, increased market competition could lead to income instability or decline, impacting quality of life; and Legalisation requires adherence to stricter regulations, potentially reducing drivers' work flexibility and autonomy(Kriston et al,2010).

After legalisation, drivers need to shoulder more social responsibilities, such as ensuring passenger safety, which could increase work pressure(Silva and Andrade,2016).

H2: Ride-Hailing Legalization has significant impact on the stakeholders' Social Benefit in Hong Kong

2.6 Research Question and Conceptual Framework

This research adapted a conceptual framework, validated by Marsden and Reardon (2017), Tong et al. (2023), and Naumov and Keith (2023), to predict the impact of ride-hailing legalization stakeholders' social and economic benefits in Hong Kong. This research framework focuses on key stakeholders—ride-hailing drivers, government, taxi drivers, ride-hailing investors, and passengers—to examine the reasons for and the impact of legalization on the social and economic benefits. (Fig.3-6).

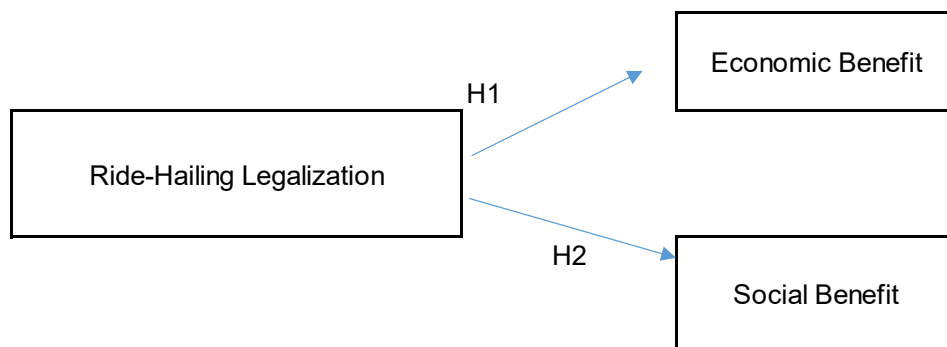


Fig.3 Construction Conceptual framework 1: The relationship between Ride-Hailing Legalization and Benefits

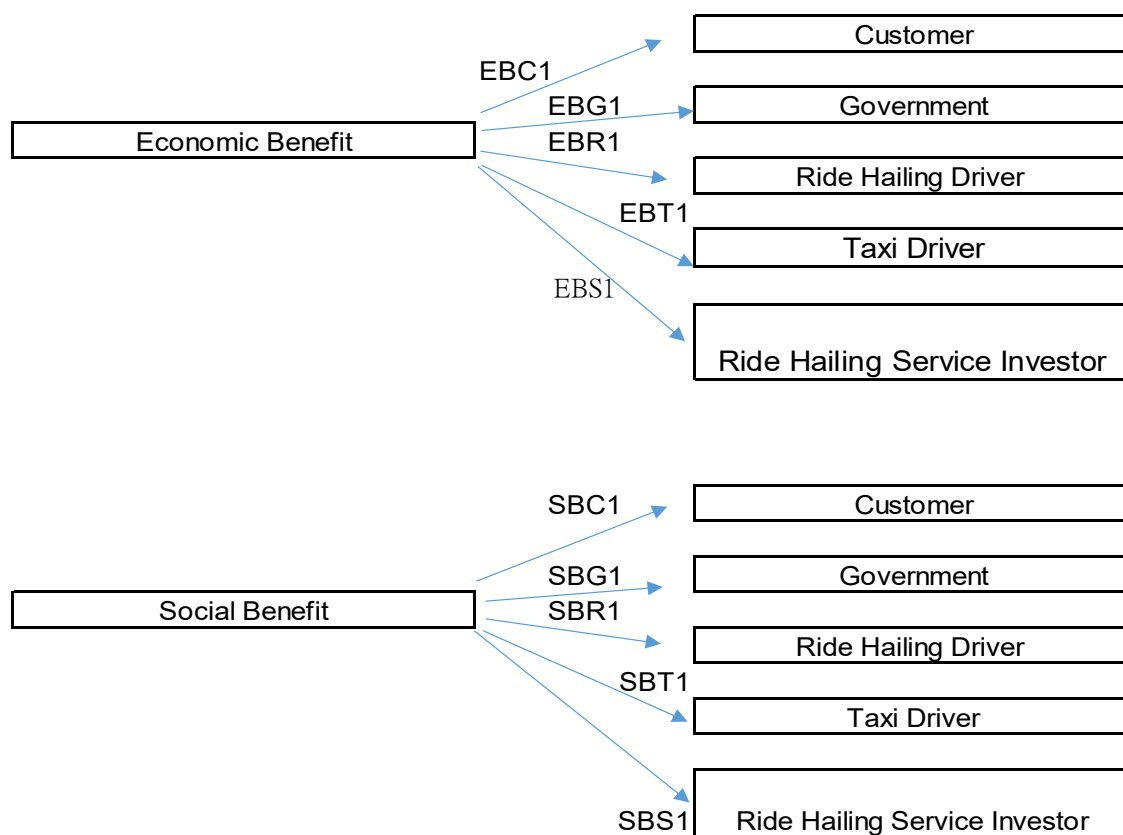


Fig.4 Construction Conceptual framework 2 : The relationship between Benefits and stakeholders

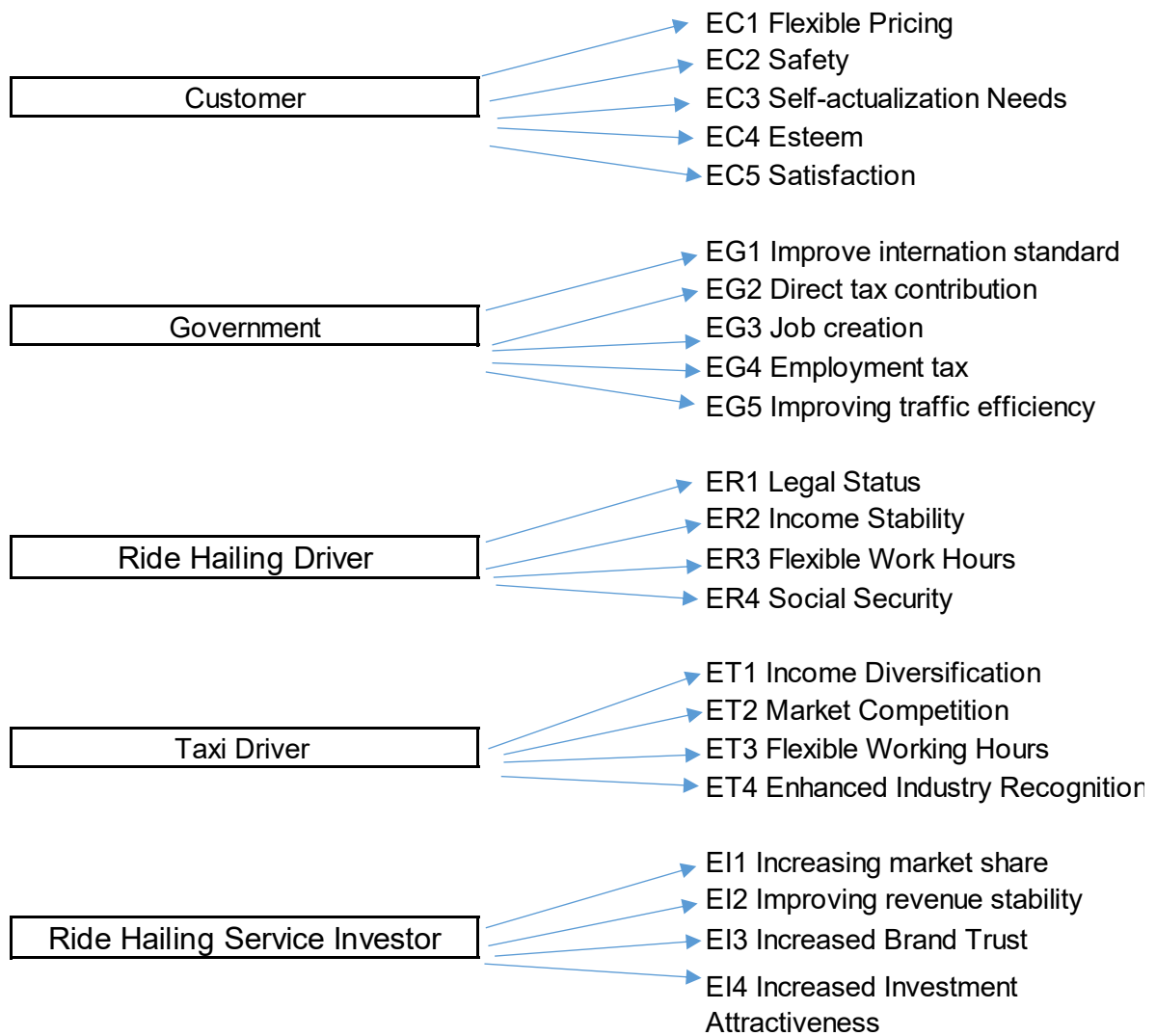


Fig.5 Construction Conceptual framework 3: The factors of stakeholder in Economic benefit

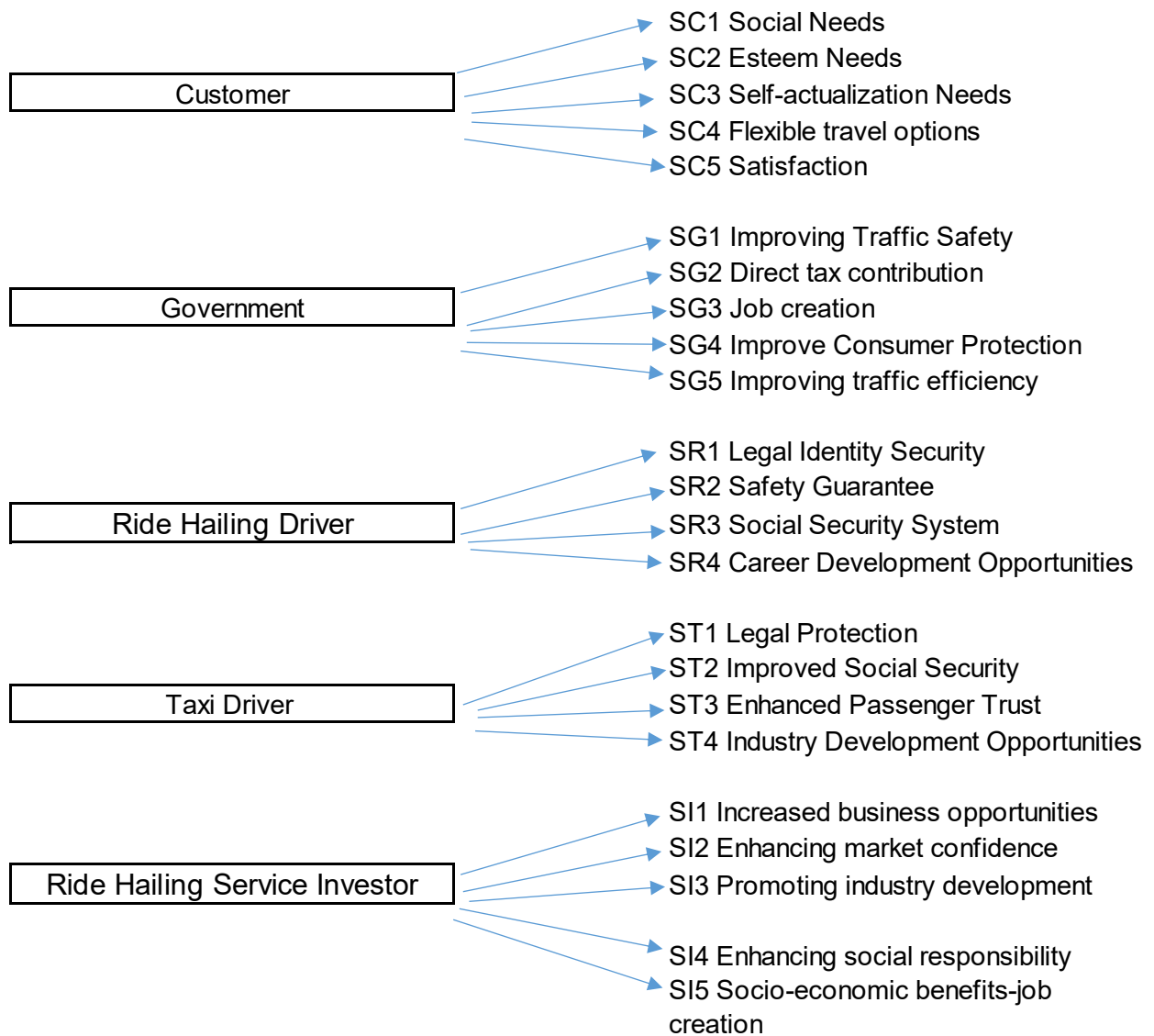


Fig.6 Construction Conceptual framework 4: The factors of stakeholder in Social benefit

3. Research methodology

3.1 Research Philosophy

Ontology is a mathematical philosophy that studies the nature and attributes of entities, focusing on their structure and relationships, as outlined by Nasution (2018), which is a significant branch of research philosophy.

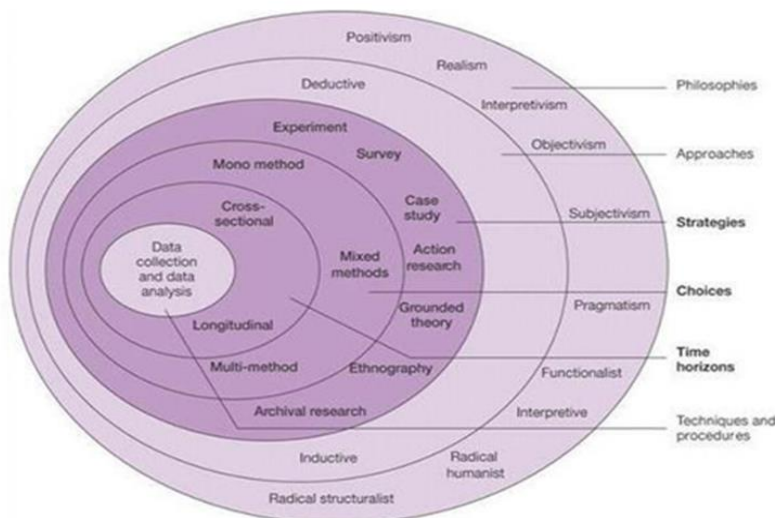


Fig.7 Research onion Source from Saunders et al(2019)

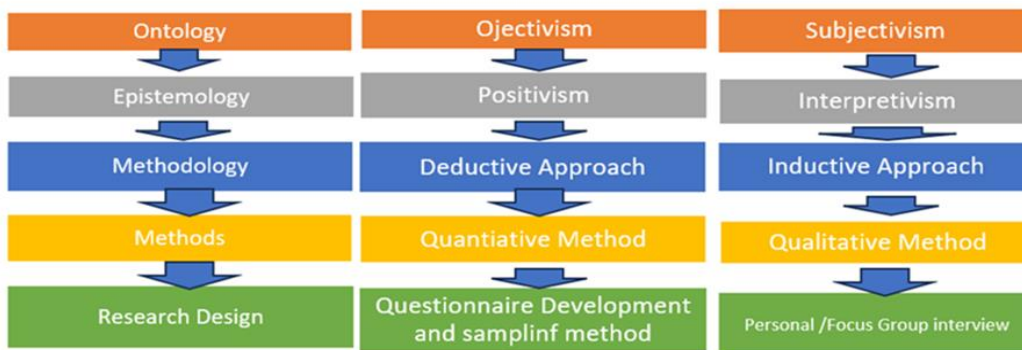


Fig.8 Summary of Research Method Source from Saunder et al(2019)

3.2 The Ontology has two categories: Subjectivism and Objectivism.

The research explores the benefits of legalizing ride-hailing services in Hong Kong, analyzing the issue through subjectivism and Objectivism. Subjectivism posits that reality is influenced by human perceptions and actions(Nissen,2015), while Objectivism evaluates scientific outcomes based on experience, evidence, observation, measurement, and judgment. The analysis necessitates consideration of various stakeholders(Wright et al., 2013).

This study examines the economic and social stakeholder benefits of legalizing ride-hailing services in Hong Kong, employing a subjectivist ontology and Interpretivist epistemology to focus on the multiple stakeholders involved (Neuman, 2006).

This study will adapt variables from previous research by Marsden and Reardon (2017), Tong et al. (2023), and Naumov and Keith (2023) to evaluate the economic and social benefits of legalizing ride-hailing services in Hong Kong. These prior studies utilized objective ontology and review methods to identify contributions from ride-hailing legalization to social and economic welfare.

Epistemology

Epistemology is a philosophical field that investigates the classifications, origins, constraints, and values of knowledge, addressing ethical dilemmas, empirical evidence, evaluative standards, limitations, societal impacts, and individual relevance, including Positivism and Interpretivism in the theory of knowledge. (Stein, 2018).

Epistemology comprises two categories.

Positivism analyses facts and concepts through induction based on scientific theories (Flick, 2014), while interpretivism uses observation and experience to inductively examine social systems, with both approaches aiding in concept assessment and fact comprehension (Lincoln et al., 2011). This study adopts an interpretive epistemology to investigate factors influencing stakeholder benefits in Hong Kong's socio-economic landscape post-legalization of ride-hailing services, intending to use theoretical and qualitative analyses for hypothesis formulation and impact assessment (Denzin & Lincoln, 2005).

3.3 Research Approach

Refer to Bryman (2008) pointed out, methodology denotes the research methods and processes. Applied for different situation with objective, including both deductive and inductive approaches, used in diverse contexts with a unified purpose.

The deductive reasoning approach, while establishing legitimacy, credibility, and impartiality through assumptions and empirical theory, is unsuitable for contexts of uncertainty (Saunders et al., 2019).

In contrast, the inductive technique, which involves observing and testing assumptions, utilizing practical experience for data gathering, and judging credibility, facilitates the collection of evidence from particular facts and the evaluation of the dependability (Bryman,

2008).

The Quantitative approach via data observation, experiential analysis, computer methods, questionnaire surveys (Kothari, 2007), literature reviews, and previous research for objective analysis, requiring complex subject complexity and extended deliberation.

Qualitative research methods utilize tools such as questionnaires, cognitive sensitivity, and focused surveys to gather subjective interpretations and develop new perspectives from individuals or groups (Creswell, 2014). These techniques are employed to assess the credibility of factual information. For example, a case study involving taxi drivers, ride-hailing drivers, and clients used concise questionnaires within focus groups, posing "how" and "what" questions to elicit personal viewpoints. This integration of cognitive sensitivity and targeted surveys aids in the development of novel theories and a deeper understanding of the subject matter (Padgett, 2008; Merriam, 2009).

This research employs both deductive and inductive approaches via qualitative and quantitative methods to analyse the foundational articles by Suhartanto et al. (2013) to investigate the factors influencing stakeholder benefits within social and economic contexts following the legalisation of ride-hailing services in Hong Kong.

This study utilises quantitative methodologies, including descriptive analysis, reliability testing, and multiple regression, to evaluate hypothesis validity and investigate the interrelationships across variables, referencing the work of Hair et al. (2014). According to Kothari (2007), large sample sizes will be used for both theoretical validation and research questions. For instance, Maslow's theory elucidates customer insights on consumer behavior.

This research employs an inductive methodology using qualitative techniques to assess the economic and social advantages of legalising ride-hailing services. Qualitative input from a focus group is used for cognitive sensitivity assessment. This study used methodologies to evaluate ideas and resolve research issues (Kothari, 2007).

Time Dimension

This research will employ a mixed-methods approach, combining quantitative and qualitative methods, to collect firsthand data. The study will use a cross-sectional design, with an online questionnaire and a face-to-face focus group interview, with data collection expected to be completed within 30 days from December 1 to 30.

3.4 Research Design

This research employs a mixed-methods approach, utilizing both quantitative and qualitative analyses of primary and secondary data. Based on established research frameworks, this study aims to enhance the transportation industry's understanding of stakeholder benefits. The target respondents are stakeholders in the legalization of ride-hailing services. Qualitative data will be collected through focus groups using actual questionnaires to examine sample sizes and methodologies, while quantitative data will be gathered via online surveys distributed electronically (Kamper, 2020).

3.5 Measurement table and questionnaire questions Content Validity

A survey expansion incorporated primary and secondary data from scholarly publications to refine and validate measurement table items. The survey, featuring seven English and Chinese questions, underwent pilot testing, formal sampling, and both qualitative (focus groups) and quantitative (online survey) assessments. Questionnaire development integrated variable measurement table content from Marsden and Reardon (2017), Tong et al. (2023), and Naumov and Keith (2023) to enhance clarity, distribution, validity, and reliability. Respondents were stakeholders of the Hong Kong ride-hailing service, providing personal feedback.

Questionnaire Development

The survey, formulated in both Chinese and English, consists of three sections: Individual information, Academic Area, and General question, which uses screening questions to select suitable respondents as stakeholders of the Hong Kong ride-hailing service. The survey uses a multiple-choice format with a five-point Likert scale and ranging from "(1) Fully disagree" to "(5) Fully agree" (Mo and Fung, 2025).

Inverse question

The focus group survey, used for interviews, official sampling, and pilot testing, was revised to include 10 altered questions from Measurement items and three enquiries pertaining to personal information, enabling respondents to reply from a personal perspective.

3.6 Sampling Method, Sample Size and Respondents

This research employs a snowball sampling method (Johnson, 2014), with a minimum sample size of 59, which formula $N = \left(\frac{z}{e}\right)^2 pq$ by Mo and Fung (2025) and a target of a total

sample size expect over 500; this study uses mixed methods with face-to-face focus group interviews and online survey for primary data collection.

Target Respondents

The target respondents are Stakeholder of Ride hailing services, included Taxi driver, Ride hailing service driver, Local residents, Hong Kong Merchants, Taxi and Ride hailing experience passengers, which are males and females with age group in 18 to 80 years old(Kamper, 2020).

3.7 Research justification

This analysis assesses how surveys, focus groups, and secondary literature enhance data dependability and validity. Quantitative methods use a 5-point scale online questionnaire for participant sentiment, while qualitative methods employ in-person focus group interviews with tailored questions. Both approaches seek to improve the reliability and validity of investigations through consistent accuracy adjustments.

4. Data Collection and Analysis

4.1 Data Collection

This research will use a self-administered online questionnaire to gather over 500 samples from stakeholders of ride-hailing services using social media platforms like as WeChat, QR codes, and email. Focus groups will be used alongside the survey to get data from each participant (Mo & Fung, 2025).

Pilot testing

A pilot test is scheduled after the submission of the Ethical Form, which will include a quantitative online survey targeting 20 participants. The assessment will occur from December 1 to 7, 2026, during which the researcher will evaluate the validity and reliability of the survey questions prior to administering the official questionnaire survey (Mo & Fung, 2025).

4.2 Data Analysis

Case study analysis

This qualitative case study examines the impact of ride-hailing legalization in Hong Kong on stakeholders. Data will be collected via interviews and focus groups to gauge participant feelings, expectations, and cognition, referencing Priya (2020). The study seeks to provide recommendations informed by secondary literature and suggest avenues for future research, ultimately aiming to improve the social and economic benefits for all involved in Hong Kong's ride-hailing sector and deepen comprehension of the issue.

Descriptive analysis

Descriptive analysis is a statistical technique used to examine individual survey data, such as age, gender, and personal income, obtained from the SPSS system (Choi et al, 2014).

Reliability analysis

'The reliability analysis evaluates the internal consistency of measurement items and assessing the Cronbach's Alpha value of each variable on the "good" concept scale using quantitative methods on participant-selected questionnaires' by Kliemann et al. (2016). The Cronbach's Alpha value is below 0.5, which is undesirable; in contrast, a score approaching 1 indicates more reliability.

This study employs a reliability test to analyse the influence of high and low Cronbach's Alpha coefficient values on the economic and social benefits for ride-hailing stakeholders, hence establishing acceptable or unacceptable variable scales.

Correlation Analysis

Correlation analysis is a statistical method used to evaluate the strength of a relationship between variables. It can be simple or complex, and its value ranges from -1 to +1; $-1 \leq \rho_{x,y} \leq +1$, which can be used to analyse the relationship between social and economic benefits of ride-hailing stakeholders, with values ranging from below 0 to +1 (Gogtay & Thatte, 2017).

Factor Analysis

Factor analysis is a technique used to examine variability among related variables, especially latent ones, to ascertain mutual dependency and rectify data deficiencies (Child, 2006). This research will use the Kaiser-Meyer-Olkin (KMO) coefficient criteria to assess the validity of the concept pertaining to the social and economic benefit for ride-hailing stakeholders.

Multiple regression

Multiple regression forecasts the value of a variable by analysing the connection between two variables, assessing whether the hypothesis is positively or negatively correlated with the other variable and identifying which has a substantial effect. This strategy assists in validating or disproving a notion. Fahrmeir et al. (2013) used multiple regression to ascertain the acceptance or rejection of a hypothesis using model summary, ANOVA, and coefficient analysis.

Model summary

This study indicates that the value of R-square value measures the utmost reliability and validity of the conceptual framework. The R-squared value nearing 1 signifies substantial reliability and validity (Fahrmeir et al., 2013); by evaluating results, which determine the reliability and validity of the conceptual framework regarding the legalisation of ride-hailing in impacting stakeholders' economic and social benefits.

Employed the R-squared value to determine the percentage of reliability and validity concerning the influence of independent variables (Legalisation of Ride hailing) on the

dependent variable (Stakeholder's economic and social benefits) in this study, with strength measured from 0% to 100%.

ANOVA

This research used the significance value of ANOVA to ascertain whether the variable, which was found to predict the value of P and F (Mo &Fung,2025), the legalisation of ride-hailing, substantially affects stakeholders' economic and social benefits. The significance threshold of $p < 0.01$ is more rigorous.

Coefficients

Employed the P value to evaluate the relevance of the hypothesised link, classifying its importance as significant. The range that extends from a P value of >0.1 to <0.01 is deemed highly significant to unrelated relationships(Fahrmeir et al.,2013).

The P value for the legalisation of ride-hailing, stakeholder economic and social benefits was analysed using multiple regression, which allowed researchers to determine which variables had a weak, moderately strong, and non-significant association.

5. Expected outcomes and contributions

5.1 Expected Research Outcomes

Firstly, refer to question 1, the research outcome can via identified and understanding how the legalisation of ride-hailing services influences stakeholders' social benefit and economic benefit in Hong Kong for this study.

Secondly, reflecting question 2 in this research, the research outcome can explore which factor is highly significant in the legalisation of ride-hailing service, influence stakeholders' social benefit and economic benefit in Hong Kong for this study.

Thirdly, the comparison analysis can examine the difference between stakeholders' economic benefits and social benefits affected by the legalisation of ride-hailing services in Hong Kong.

The outcome can yield practical data and recommendations for Ride hailing service to improvement strategy.

5.2 Contributions

Theoretical Implications

This study addresses a research gap concerning the legalization of ride-hailing services, and which impact on stakeholders' social and economic benefits, specifically within the context of Hong Kong, where such a policy has not yet been drafted (Yunus et al. 2022). The research aims to contribute findings to ride-hailing service stakeholders and inform government planning for the development of these services, thereby offering valuable new knowledge and fill the research gap.

Practical Implications

Contributions to Stakeholders

Firstly, this study offers insights for the Hong Kong Government on the social benefits and economic benefits of ride-hailing service planning, providing data-driven ideas for smooth legalisation and revenue growth. Moreover, which also predicts an increase in employment rates and employment rates when the policy is implemented.

Secondly, this study highlights the economic and social benefits of service quality for ride-hailing and taxi drivers, which suggests that improving service quality can increase passenger satisfaction, loyalty, income, and industry competitiveness. The recommendation enhancing communication and reducing community disputes. Furthermore, the policy can predict increased job creation for drivers, highlighting the importance of service quality in driving.

Thirdly, on economic benefit and social benefit of passenger, this study reveals that implementing a policy that protects fair prices and safety, including insurance hailing services, which can increase passenger satisfaction and rephasing behavior, regardless of the local residence or tourist status. The policy can also improve Ride hailing service quality, enhancing passenger expectations and interactions with drivers.

Moreover, on economic benefit and social benefit for ride-hailing platform investors, with the legalisation of ride-hailing and the introduction of related regulations, the ride-hailing platform drivers must strictly adhere to these rules, which will help improve driver quality, boost productivity and revenue for ride-hailing platforms, maintain strong financial performance, enhance platform reputation, and increase customer satisfaction and loyalty. Furthermore, this study will predict the policy executed strengthen industry competitiveness. At past, the taxi industry is particularly plagued by a large number of complaints, most of which focus on poor passenger attitudes and excessive fares. The

findings of this research can contribute to the industry by addressing these issues and improving service standards.

In summary, this study aims to evaluate the legalisation of ride-hailing services in order to analyse and improve the economic and social benefits for these stakeholders by developing recommendations based on the identified needs and preferences of these stakeholders.

6. Research Limitation

This study exploring the benefit of social and economic that the Hong Kong legalisation of ride-hailing service to stakeholders. There are different stakeholders who have subjective opinions (e.g., passengers, drivers, and traditional taxi operators), making assessment difficult to measure the social benefit forecast, and not easily to evaluate the actual return from the economic benefit. Furthermore, the changes in government policies may affect research results due to the uncertainty of the legislative process.

7. Conclusion

In conclusion, this research enhances the literature by examining the impact of ride-hailing service legislation on the social and economic benefits of stakeholders in Hong Kong, while providing more effective suggestions and contributions via research methodologies and findings. The review is structured as follows: an introduction, followed by a part summarising the economic and social benefits for stakeholders in the establishment of ride-hailing service legalisation in Hong Kong, and concluding with the scholar's argument on the associated study issue. The end of the last portion.

8. Research plan of work and timetable

Research Ethics

This research, conducted in Hong Kong from December 1-30, 2026, employed quantitative and qualitative methods over one month to ensure ethical research practices. Participants had full autonomy, and researchers submitted ethical forms prior to data collection via internet questionnaires, focus groups, and attitude evaluations. The study prioritized participant confidentiality and anonymity, minimizing the risk of personal

identification(Mohd, 2018), aligning with the principle that ethical compliance is essential for research dependability and authenticity.

Ethical Form, Privacy and Confidentiality

'The Student Research Project Ethical Review Application Form' guarantees research integrity, participant engagement, informed consent, confidentiality, and risk reduction, therefore protecting participants' rights and assuring reliability and validity in accordance with ethical standards.

Timetable of the research project

The timeline for the research project design for researcher notice the time management and submission (Herroelen, 2005).

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