Limited research has been conducted on consumers' attitudes and intentions to continue using ride-hailing apps in developing countries, specifically in Egypt, despite the global popularity of these apps as part of the sharing economy, as noted by Elnadi and Gheith (2022). A report by Lim et al. (2018) has contributed to enhancing our understanding of the factors influencing user adoption of Ride-Hailing Apps. Their study highlights the significant roles played by perceived usefulness, subjective norms, risk, playfulness, and price level in shaping adoption behavior.

Further insights into user behavior come from Ratha and Satapathy (2020), who delve into the factors influencing users' intention to adopt and use ride-hailing services. Their focus includes elements such as perceived usefulness, perceived ease of use, perceived risk, price sensitivity, and social influence. Tang et al. (2020) emphasize the importance of app-based ride-hailing services in potentially reshaping passengers' travel behavior and car-purchasing habits. Their quantitative study, conducted in China, examines the influence of these services on travel mode choices and offers valuable insights for both regulatory authorities and ride-hailing service providers.

With the increasing adoption of on-demand ride-hailing services among older adults, Mintra et al. (2019) highlight the significance of smartphone possession in this demographic, considering the rising internet use. Approximately 42% of older adults own smartphones, and around two-thirds use the internet. As ride-hailing becomes a more common choice for a larger portion of the population, the characteristics of ride-hailing users and their trip patterns are expected to change significantly from current observations, according to Laviere and Bhat (2019).

Gehrke et al. (2019) align with this perspective by discussing the growth of ride-hailing as a herald of a transportation revolution driven by on-demand services. They highlight its substantial impact on the transportation system and the challenges faced by public agencies due to limited data. A survey of ride-hailing passengers in Greater Boston provides insights into user demographics, travel behavior, and mode substitution, aiming to guide policies for the effective integration of shared mobility technologies.

On average, Babar and Burcth (2020) observe that ride-hailing services have led to significant reductions in city bus utilization and increased commuter rail usage. However, these effects vary greatly based on contextual factors such as local population size, rates of violent crime, weather conditions, gas prices, transit riders' average trip distance, and the overall quality of public transit options. Tirachini and Rio (2019) emphasize that ride-hailing is mostly used for occasional trips. They also note that public transport and traditional taxis are the most commonly substituted modes. Additionally, higher-income riders are less likely to share non-pooled ride-hailing trips, while more affluent and younger travelers use ride-hailing more frequently on a monthly basis.

The importance of maintaining high service quality for customer satisfaction is highlighted by Man et al. (2019). Their findings emphasize that ride-hailing companies must uphold high standards to remain competitive. Tangibility, reliability, and empathy have significant effects, while responsiveness and assurance have a moderate impact on customer satisfaction.

In summary, these studies collectively contribute to our understanding of various facets of the ride-hailing industry, from adoption behavior and influencing factors to its transformative potential on travel behavior and customer satisfaction.