**Ride-Hailing Applications**

The impact of ride-hailing applications on the urban movement paradigm can be seen as a shift towards more convenient, flexible, and cost-effective means of transportation. That is, these are services that function through digital platforms in which the user requests a ride via mobile applications and is connected with drivers in real time. Hence, the current taxi industry sees itself transformed by companies such as Uber, Lyft, DiDi, and Bolt with the infusion of modern technology involving GPS tracking, cashless payments, and ride-matching algorithms (Acheampong, 2021).

According to the study of Ofori et al. (2021), certain determinants of post-adoption behavior for ride-hailing users are important. Basically, perceived customer value influences the continued use of the service. The authors also pinpointed factors such as affordability, ease of access, and safety as core determinants of user satisfaction (Ofori et al., 2021).

On top of that, ride-hailing applications also use data analytics in route optimization plans and demand prediction for enhanced efficiency of urban transport networks. They are also growing into emerging markets while incorporating local options for transport needs, including motorcycles and tricycles as ride-hail options (Olayode et al., 2023).

**Impact of Ride-hailing application**

***Economic Impact***

Ride-hailing services have significantly impacted job creation and the gig economy, with platforms such as Uber, Grab, and DiDi offering drivers around the world with flexible income opportunities, thus enhancing the growth of gig work (Olayode et al., 2023). Meanwhile, the instability of income, the lack of benefits, and job security remain issues considered important to the drivers since they are classified as independent contractors under the platforms, rather than as employees (Olayode et al., 2023). The services have competed with traditional taxi businesses, thereby raised issues regarding competition and regulation (Olayode et al., 2023).

***Social Impact***

Ride-hailing has affected people’s transport habits, offering a more convenient option over taxi and public transportation systems (Acheampong, 2021). Such services have facilitated accessibility in urban areas with poor public transport infrastructure (Acheampong, 2021). Concerns, however, arise regarding the inclusiveness of the ride-hailing system since many ride-hailing platforms do not adequately cater to passengers with disabilities (Acheampong, 2021). The social interactions concern and decline in public transport use have implications for long-term urban mobility trends (Acheampong, 2021).

***Environmental Impact***

Ride-hailing’s environmental effects are understood differently: while these services reduce the necessity for private car ownership by providing a convenient alternative to driving (Sheldon & Dua, 2024), they subsequently add to VMT, congestion, and carbon emissions through deadheading—where drivers travel with no passengers (Sheldon & Dua, 2024). Researchers are arguing that increasing ride-sharing and the electrification of fleets would help mitigate those adverse impacts and pave up a sustainable way of ride-hailing as a transport mode (Sheldon & Dua, 2024).

***Regulatory Challenges***

Governments all over the world have found it difficult to effectively regulate ride-hailing modes of service. In Southeast Asia, countries type in Indonesia, Thailand, and the Philippines have introduced licensing and insurance requirements of some sort for ride-hailing operators (Chalermpong et al., 2023). However, controversies over employment classification, fare structures, and safety regulations continue to shape the evolving landscape of their policy (Chalermpong et al., 2023). Furthermore, different regional regulatory approaches, which cause inconsistencies, complicate compliance to these settings by multinational ride-hailing companies (Chalermpong et al., 2023).

***Technological Impact***

Ride-hailing has driven great improvements in technology in transportation. The AI-driven algorithms used for ride-matching, GPS tracking, and automated pricing have helped the industry with efficiency and customer satisfaction (Olayode et al., 2023). The introduction of electric and autonomous vehicles into ride-hailing could change urban mobility and environmental footprint (Sheldon & Dua, 2024) as ride-hailing is projected to continue playing a very relevant part in smart cities and sustainable transportation systems of tomorrow (Sheldon & Dua, 2024)