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## FACTORS AFFECTING SOCIAL BENEFITS IN THE SHARING ECONOMY IN THE TRANSPORTATION SECTOR

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### SUMMARY

The business model of the sharing economy is growing rapidly globally with the emergence of a series of sharing platforms such as Uber, Grab. The carriage of goods and passengers by transportation connection technology translation application have economic advantages and convenience for participants. Previous research on the sharing economy has largely focused on the implications of the sharing economy, the types of business models of the sharing economy and their impact. The objective of this paper is to focus on clarifying the role of state regulators to balance social benefits in the sharing economy in the transportation sector. Database sets secondary data are collected from various sources such as the National Statistical Yearbook of Vietnam from 2015 to 2024. Primary data were collected in the period from January 2024 to December 2024, through the survey method using a semi-structured questionnaire with 917 observations, including: 464 technology drivers, 411 consumers in the field of sharing economy in the transportation sector and 42 officials working at state management agencies in charge of delivery pine. Using quantitative research, the PLS-SEM linear structure model, is implemented through SPSS and AMOS 27 software. The new findings show that the role of the State in balancing social interests in the field of transport in Vietnam is still limited. The study has been supplement theories and practices that are fundamental to promoting the sharing economy in the transportation sector in developing countries around the globe such as Vietnam.

**Key words:** *sharing economy, transportation industry, social benefits, technology drivers, regulatory theory.*

### INTRODUCTION

Unlike a traditional owner who is only allowed to use his or her personal property to rent it out to another individual, this type of The sharing economy is a marketplace for leasing physical assets or capital with accompanying services through the Internet using peer-to-peer channels [9]. Alternatively, the sharing

economy is a model of connection between different individuals or legal entities exchanging services and or sharing goods, assets, resources, capacities or capital through digital platforms [4]. Schor (2016) debate that the sharing economy emerged as a result of technological change (e.g., e-commerce, the development of the Internet, and mobile technology) combined with growing concern for the environment and the emergence of a new form of trade as the world economy stagnates [5]. Accordingly, the sharing economy can be understood as an economic model driven by digitalization, which involves the peer-to-peer exchange of tangible and intangible (or latent) resources, including information, in both global and local contexts. The sharing economy model is a topic that attracts significant interest from policymakers, policy practitioners, academics as well as individuals around the globe due to its opportunities and challenges to the development of the global economy. It is one of the fastest-growing economic models in the world with an estimated growth of \$15 billion in 2014 to \$335 billion by 2025.

The sharing economy market in the field of transportation is a very strong market in Vietnam and a highly competitive market. The number of companies in the sharing economy is constantly increasing in both quantity and quality. Vietnam is also one of the first countries in ASEAN to allow piloting the business model of applying transportation connection technology (such as Uber, Grab) since 2014. An announce by Google and Temasek point out that the market size of Vietnam's ride-hailing application is about 500 million USD with an average growth rate of more than 40% per year (<https://www.quanlynhanuoc.vn/2024/05/14/mo-hinh-kinh-te-chia-se-tai-viet-nam-nghien-cuu-truong-hop-xe-cong-nghe-grab/>). This economic model assist solve many major national problems such as increasing the efficiency of using resources, facilitating to reduce the waste of resources in difficult economic times as well as helping to reduce the problem of unemployment in countries. Moreover, there are many studies propose that the transportation sector sharing economy model has the potential to help decline environmental pollution by leveraging underutilized assets for business activities, avoiding waste, enhancing social cohesion by connecting individuals through ubiquitous digital technology, and developing neuroscience business. Proponents of the sharing economy model argue that it can help mitigate the economic downturn as well as reduce the consequences of government austerity policies.

Despite its many contributions to national development, this economic model also presents many challenges for governments. Some studies have said that the sharing economy model in the transportation sector causes a number of problems that affect the interests of workers as well as consumers through issues such as privacy, health, taxation, etc. In Vietnam, this model also brings many problems affecting social benefits such as conflicts between transmission drivers and technology drivers, affecting workers' rights or consumer rights issues. The rapid growth of the shared transportation model provided by large multinational platforms such as Grab and Uber has left governments unable to keep pace with the organizational management, and left policymakers unprepared for the challenges that may arise. Vietnam also faces similar difficulties and needs a plan to solve these problems.

Over the past few years, the researchers have attempted to clarify the factors affecting social benefits in the sharing economy model with the transportation sector, from the perspective of state management. Relationships are studied such as: The relationship between the State's creation of an operating environment for the sharing economy model in the field of transportation and social benefits, those are the studies of Hatzopoulos, (2017) [9], Skjelvik et al., (2017) [4], Moon, (2017) [7], Grybaitė & Stankevičienė (2018) [12], Jin et al., (2018) [10], Ranjbari et al., (2021) [19], Cui & Aziz, (2019) [14], Koźlak, (2020) [20]. The relationship between the State's organization of the state management apparatus for the sharing economy model in the transport sector and social benefits, the studies of Cohen & Kietzmann, (2014) [16], Rauch & Schleicher, (2015) [6], Hira & Reilly, (2017) [11]. The relationship between the State's ensuring the harmony of interests of subjects in the sharing economy model in the transport sector and social benefits, the research of Ranjbari et al., (2021) [13], Buda & Lehota, (2016) [17], van Welsum, (2016) [2], Yaraghi, (2017) [1], Standing et al., (2019). The relationship between the State's improvement of the efficiency of inspection and handling of violations against subjects in the sharing economy model in the transport sector and social benefits, research of Cohen & Sundararajan, (2015) [15], Rauch & Schleicher, (2015) [6], Miller, (2016) [8].

## RESEARCH OVERVIEW AND THEORETICAL BASIS

The regulatory theory was born in the second half of the 1970s, by Professor Robert Boyer, (2004) [18], an economist trained at the University of Paris and a senior researcher at the Institute of American Studies (Paris, France). Over the past two decades, regulatory theory has gained increasing attention in the countries of the Southern Hemisphere. Presently, the theory has been developed by many prominent economists and has become a "global trend" in the field of economics.

The content of the theory focuses on the fact that the State does not directly participate in the provision of services but plays the role of creating the environment; Organization of the state management apparatus; Ensuring the harmony of interests of subjects; Effectiveness of inspection and handling of violations against subjects, in order to ensure fair competition. In the sharing economy, specifically in the transportation sector, this regulatory role becomes even more important when transportation technology platforms operate across borders, potentially creating data monopoly or conflicts of interest between business owners, technology drivers, consumer groups in transportation such as privacy, health, taxation,... On this basis, the author of the article clarifies the following relationships:

### **The Relationship Between the State's Creation of an Operating Environment for the Sharing Economy Model in The Field of Transport and Social Benefits**

Each economic model, in the process of existence and development, needs certain conditions to help promote its model, ensuring healthy and stable development of subjects. The sharing economy model is a specific business model and also needs such conditions to develop. In the market, the State has the responsibility and power to create and improve the operating environment, laws and institutions and policies to solve market failures, support market rules to be operated appropriately and ensure fairness and transparency in business activities.

The role of the state in creating the environment is expressed in many important aspects. First, the state must build and maintain infrastructure for economic development, in which, the model of sharing the transport sector benefits greatly. Some important types of infrastructure can be mentioned such as transport infrastructure, information technology, energy, etc. Some important infrastructure can be mentioned such as transport infrastructure, especially roads, which are prerequisites to connect users to service providers. The convenience of mobility enhances the flexibility of using shared services such as passenger transportation, delivery, and vehicle sharing or telecommunications infrastructure helps businesses to provide shared platforms and applications.

Secondly, the state is responsible for maintaining macroeconomic stability. Macro stability is an important factor in the development of the transport sharing model for a number of reasons such as: A stable environment often creates trust from investors and consumers, helping to stimulate investment and the expansion of shared services. In addition, businesses can thereby better predict the market and development plans, thereby creating greater opportunities to expand and develop the sharing economy model. A stable macro environment also often goes hand in hand with long-term support policies from the government or international organizations, helping shared businesses have more resources and support for development.

Finally, the important role of the state lies in the formulation and enforcement of laws. The State must ensure fairness, appropriateness and set socio-economic development goals when building the legal system. This is to protect the interests of economic entities such as consumers, service providers, businesses, etc., in many aspects such as business, taxation, environment, labor, and many other fields to create a suitable environment for business activities.

Thus, the role of the state is to create a stable and favorable environment for economic and social development. The state must not only play a management role, but must also ensure that these elements work in harmony and are compatible to create a sustainable and thriving business environment that benefits the entire community.

In order to perform the role of creating the environment, the State carries out activities such as:

The State builds technical infrastructure works and stabilizes the macroeconomy. The sharing economy model will not be able to develop without a suitable technical infrastructure. The technical infrastructure here can be mentioned as network connection systems, electricity and water, roads, bridges, schools, hospitals, etc., and works serving the people. In particular, the digital network system plays a crucial role in the survival of this business model. These technical infrastructure works often require large investment capital, slow capital turnover, making it difficult for many businesses to participate in implementation. Therefore, the state at this time is the only organization that can ensure the full construction of these infrastructure systems to serve the business activities of economic entities.

In addition, the sharing economy model is also a business model in the market economy, which is characterized by instability due to cyclical crises. The State must regularly ensure the stable development of the market economy by macroeconomic policies such as fiscal and monetary policies, etc. From there, economic actors in society will reduce difficulties to develop business. The State ensures the effective operation of administrative procedures. Administrative procedures are the order and method of implementation, dossiers, requirements and conditions prescribed by state agencies and competent persons to settle a specific task related to individuals and organizations. Administrative procedures are an important factor that has the ability to directly affect the quality of life of people and business activities of enterprises. This is a means to bring the content norms of the Administrative Law and some other branches of law into life. Basically, administrative procedures best reflect the relationship between the state and people and businesses. Therefore, the business environment of enterprises is greatly affected by administrative procedures.

With its important role, when implementing the Administrative Procedure, if the management agencies solve the problem in a sluggish, unclear manner, ambiguous, confusing or unreasonable, not in line with the reality of life... it will be very easy to inhibit creativity in life, preventing the positive aspects of business models such as car sharing. Therefore, these will be necessary conditions to create a favorable development environment for not only the car-sharing model but also other business models in society.

The State has a role in perfecting the legal environment and institutions and policies for the sharing economy model in the transport sector. In the transportation sharing model, it can be mentioned that a number of legal and policy systems are having a great impact on the subjects in the transportation sharing model as follows: Firstly, the sharing economy is a new business model, with many characteristics that are difficult to classify into old-style business models, so it is necessary to have an appropriate tax management law. In addition, sharing economy models are often very international, leading to the old tax law managing these models with many shortcomings and not being able to update the situation in time. Therefore, completing this group of policies is a mandatory task to help meet the requirements of tax administration. Secondly, the system of laws on road and waterway traffic, etc. have a direct impact on the group of drivers who are operating this model on a daily basis. Thirdly, businesses applying the current sharing economy model still have many difficulties in classifying business conditions. This entails many problems related to employee social security. Therefore, the state has a role in specifically assessing transportation business conditions for car-sharing business models. Fourth, policies on employment, income, social security, labor relations, legal status, etc. also affect the parties participating in the sharing economy model in the transportation sector because it affects the interests of both workers and businesses.

The legal system, when built, must be comprehensive and synchronous. The comprehensiveness and synchronization of the legal system is a key factor in evaluating the effectiveness of policy making. A comprehensive and synchronous legal system is reflected in its formal structure, which means that the legal system must be able to fully meet the needs of legal regulation in important areas of social life, legal regulations must be able to cover the entire social life, In order for important social relations to be typical and popular, they need to be regulated by law. Regarding the structure, each legal norm must have a logical and tight structure; each legal regime has all necessary legal norms; each branch of law has a full range of legal provisions according to the structure of the law branch; and the legal system has enough branches of law to meet the development needs of social relations at each stage of the country's

development. This requires the promulgation of legal documents not only focusing on the laws on the organization of the state apparatus, consolidating the people's administration, but also paying attention to the laws that comprehensively regulate social relations in the fields of people's lives such as civil, trade, investment, environment, etc., not only pay attention to the substantive law but also pay attention to the formal law on order and procedures.

Any norm or legal document is created and affected not in independence and isolation but in a whole of certain relationships and constraints. Therefore, the comprehensiveness and synchronization of the legal system has a great impact on the feasibility and effectiveness of the implementation of the law. Because all those relationships and constraints of regulations and legal documents with different factors and phenomena in social life ultimately affect the impact and adjustment of the law. The implementation of a legal norm or a bad legal regime may make the implementation of other legal norms and regulations difficult or even impossible to implement, depending on its position, role and relationship with factors, other parts.

In fact, there are many studies that show this relationship, such as the study of:

According to Kasprowicz, (2016), it also gives its own perspectives on the concept and characteristics of the sharing economy. He argues that the sharing economy is a market for leasing physical assets or capital with accompanying services through the Internet using peer-to-peer channels. This market may include several sectors such as retail business (e.g., via eBay); sharing software (e.g., through torrent networks or specific platforms such as the Windows Store); virtual currency (Bitcoin); knowledge sharing (e.g., Online courses or Wikipedia); labor leasing (e.g., TaskRabbit or Handy); peer-to-peer financial markets (crowdfunding, e.g. Kickstarter); Renting out a property (e.g., Airbnb)... The study provides perspectives on the sharing economy in terms of profits, capital, valuation, development prospects, and state management in terms of laws and taxes. According to the author, managing the sharing economy through taxation is very difficult because it is difficult to distinguish between business and mere sharing activities, as well as the difficulty of determining the scale of a supplier's activities in the sharing economy [9].

According to Skjelvik et al., (2017), there have been very specific studies on the sharing economy in the Nordic countries. The study laid out the basic concepts and characteristics of the sharing economy and the benefits of this type of economy. Specifically, the authors consider that the "sharing economy" has become a model of connection between different individuals and/or legal entities that exchange services and/or share goods, assets, resources, capacities or capital through digital platforms. The study points out some basic characteristics of the sharing economy model such as this is a new business model through digitalization, participants can reduce transaction costs, reduce private ownership, and increase the borrowing of goods and services. The study focuses on 4 main areas of the sharing economy, including: transportation, accommodation, retail goods and services. The study also talks about the current state of operation of these economic forms. However, the study only focuses on assessing the environmental impact of the sharing economy as well as providing solutions to develop the sharing economy to improve the environment. In particular, the sharing economy in the transportation sector is considered to have the best impact on the environment when reducing emissions from vehicles [4].

According to Grybaitė & Stankevičienė, (2018), the study aimed to identify the main factors related to the growth of the sharing economy model and determine the importance of these factors in some European countries. Thereby, the authors compiled a set of indicators and used them for research purposes. The authors studied technological, economic, political, legal and socio-cultural indicators in Lithuania, Latvia, Estonia and the United Kingdom and determined that technology and socio-cultural environment are the 2 factors with the greatest impact on the sharing economy [12].

According to Jennifer Baljko, (2020), we have analyzed the sharing economy model that appears in logistics services. The author has analyzed on-demand warehouse services on the sharing economy model, helping businesses not have to rent warehouses for a long time, be flexible in demand, increase efficiency and reduce costs. Some places have developed office sharing systems among small and medium-sized businesses. The author also provides an analysis of the sharing economy in the field of

fresh food supply. Thanks to this model, it is also easier for companies to find local fresh food sources to supply food markets, avoiding having to find food sources from afar. This not only helps businesses benefit economically, but also helps the environment improve when reducing emissions from food trucks moving on the road [20].

According to Basselier, (2018), it also gives its own characteristics of the sharing economy. According to the author, factors that have a great impact on the development of the sharing economy can be mentioned as the development of science, urbanization in countries, environmental awareness and financial problems of consumers. In particular, the scientific and technical factor is the most important, especially the factor related to the development of the internet. The authors argue that these sharing models become more effective the more people use them. That makes it easier for supply and demand to meet, helping to reduce transaction costs. The author also gives data on the scale of the sharing economy. Accordingly, this economic model, although it does not account for a high proportion of the economy, is experiencing a significant growth rate (revenue in 2015 is twice that of 2013). The revenue of this model is still mainly focused on 2 fields: transportation and housing leasing (with 79% of total revenue in 2015). Globally, the market value of this model is largest in North America (with 73% of the market value), followed by in Asia (21%), while Europe is only 3rd with more than 4% [19].

Recent studies have also shown that the State creates an operating environment for the sharing economy model in the transportation sector that has a positive impact on social benefits such as Moon, (2017) [7], Jin et al., (2018) [10], Cui & Aziz, (2019) [14].

On the basis of the theory, the article proposes the following hypothesis:

*H1: The State creates an operating environment for the sharing economy model in the field of transportation that has a positive impact on social benefits*

### **The Relationship Between the State's Organization of the State Management Apparatus for the Sharing Economy Model in the Transport Sector and Social Benefits**

The agencies exercising executive power are also known as the state management apparatus, which is an important organ of the national management system, organized and operated in association from the central to the local level, with the Government heading and responsible for exercising executive power. The state management apparatus has the largest scale in both organization and operation in society and has some basic characteristics as follows: The state management apparatus can control, manage and influence the entire society through the way it operates and performs its tasks. The state management apparatus must perform many diverse functions and tasks for administrative management in all fields and social objects. This requires the right organizational structure and personnel. The state management apparatus usually has a complex organizational structure with many levels of operation. The organizational structure of the state may vary depending on the country. The number of civil servants in the state management apparatus is large, playing an important role in the implementation of national management and administrative tasks.

These characteristics demonstrate the importance of the state management apparatus in the management and administration of national activities.

In the sharing economy model in the transport sector, the State has the task of organizing and managing the activities of entities effectively through the operation of an appropriate administrative apparatus. The proper organization of the apparatus reflects the basic principle of assignment and management in a country's political system. This helps the state ensure a number of benefits in economic management such as:

Firstly, the sharing economy model in the transportation sector is highly volatile and complex, encompassing many different sectors such as transportation, taxation, insurance, social security, and more. A proper regulatory apparatus allows the government to divide management responsibilities and expertise among different agencies. This helps agencies focus on each specific area to ensure better performance and management.

Second, each level of management usually specializes in a specific field and has in-depth knowledge of that field. This allows them to apply their in-depth knowledge and experience to manage and develop that field effectively.

Third, if the organization works well, agencies will have independence in their activities and tasks. Independence between regulatory bodies helps to ensure independence in management and operational inspection between different agencies. This can prevent excessive concentration of power in the hands of a single organization and ensure oversight and deliberation in the decision-making process. This independence also helps agencies create flexibility and the ability to respond quickly to changes and challenges in the transport sharing economy model. These agencies can adapt and come up with specific measures to solve problems in their field without having to wait for a decision from a central organization.

In conclusion, the proper organization of the state management apparatus is important to leverage expertise, strengthen mutual oversight, ensure operational flexibility and performance, and share responsibility for managing the transport-sharing economy model more effectively.

There are many studies that show the relationship between employee motivation and satisfaction, such as: Cohen & Kietzmann (2014) [16], Rauch & Schleicher, (2015) [6], Hira & Reilly (2017) [11]

On the basis of the theory, the author proposes the following hypothesis:

*H2: The State organizes the state management apparatus for the sharing economy model in the transport sector that has a positive impact on social benefits*

### **The Relationship Between the State' S Assurance of the Harmony of Interests of Entities in the Sharing Economy Model in the Transport Sector and Social Interests**

The interests of economic entities are the benefits obtained from carrying out economic activities of human beings. Interests reflect the purpose and motivation of relations between economic actors and are the driving force for economic activities of social development. In the current socialist-oriented market economy in Vietnam, harmonizing the economic interests of subjects is an important issue. In order to develop the economy sustainably, our Party determines: "Ensuring interests, harmonious combination of interests and methods of implementing fair and reasonable benefits for everyone, for subjects, especially economic interests". The harmonious resolution of conflicts of interest is the driving force for socio-economic development in our country today. Conflicts of interest can appear in the process of operating the economy and, if not resolved in time, will directly affect the dynamics of economic activities. The role of the state in harmonizing the interests of subjects is expressed in the following aspects:

Protecting the legitimate interests of subjects: The State needs to clarify and ensure the legitimate interests of economic entities, creating a favorable legal environment for them to operate. The legitimate interests of the subjects are guaranteed to help them enhance the efficiency of economic activities and encourage development.

Reconciliation of interests between individuals, businesses and society: The State needs to have appropriate income distribution policies to ensure the harmony of economic interests of subjects, including the State. The reconciliation of this interest is a complex issue that requires meticulous consideration and adjustment. Some of the economic benefits of the entities in the sharing model can be mentioned:

- For drivers: Income at work: Ensure that drivers receive a fair and stable income from in-app employment; Working conditions and insurance: Protect labor rights for drivers, including insurance policies, ensuring safe working conditions.
- Application providers and transport cooperatives: Profits from business activities
- State: State benefits are reflected in tax collection, including: Personal income tax: The state receives

personal income tax from drivers working in sharing applications; VAT and corporate income tax: The State collects taxes from enterprises providing services.

In the sharing economy model in the transport sector, the State plays a key role in ensuring the harmony of interests of economic entities. This role is important to help maintain the stability and growth of the model. The role of the state is expressed through the development of management policies in the most reasonable way, creating favorable conditions for the activities of economic actors in the sharing economy model, including service providers, sharing businesses and consumers.... Through the development of reasonable policies, the state can create a stable business environment, encourage enterprises to invest and develop, thereby creating job opportunities and increasing business opportunities.

On the other hand, the role of the state should also be clearly reflected in handling conflicts and contradictions between subjects in the traditional transport business model and the transport sharing model. When there is a conflict between economic actors, the state plays a key role in mediation and finding solutions to ensure that all parties can cooperate, compete in a healthy manner and ensure fairness and equality for all.

In conclusion, the role of the state in ensuring the harmony of interests of economic actors is indispensable to maintain the stability and development of an economy.

The relationship between the state to ensure the harmony of interests of actors in the sharing economy model in the transport sector and social benefits is reflected in the following studies:

Dervojeda (2013) presents several causes that drive the development of the sharing economy, including the economic crisis, the development of technology, and consumer confidence. Some of the characteristics of the sharing economy are given by the authors such as the success of businesses in this field depends on the culture and characteristics of each local market, the lack of relevant legal sanctions, and the lack of links with partners in the same industry. The study has also proposed a number of policy solutions such as the need to create a minimum standard system for this business model, raise barriers to entry to the industry to avoid an unregulated business boom, as well as strengthen links between universities and businesses in the field of the sharing economy to ensure the update of chapters teaching as well as ensuring human resources for the future [13].

According to Buda & Lehota, (2016), an overview of the characteristics and socio-economic resources of the sharing economy model. The study found that the success of this model is supported by the quality evaluation system of service providers. Based on market research, the article presents the effects of customer attitudes and motivations related to the decision to participate in the sharing economy. The results of the study prove that customers use sharing services more if they are extroverted and dynamic, in addition, some influencing factors can be mentioned such as the response time of the business, the reputation of the business, the personal experience of customers, etc. [17]

According to van Welsum, (2016), a study on the current state of the sharing economy. The author found that in the United States, the sharing economy helps many people earn more income. The average earnings of drivers are \$19.19 per hour. In particular, the highest rate of participating in Uber drivers is in the age group of 30-39 years old, the majority are males with over 85% in the survey group. Most of the drivers participating in Uber are of student age, accounting for 40%. But the majority of drivers (51%) only work 1-15 hours a week. The authors have divided the groups that benefit and are affected while operating the sharing economy model. In particular, the author finds that the beneficiary group is the group that owns the sharing application (from founders to employees), product providers as well as consumers. This is a group that takes advantage of the idle of resources to find higher performance in the economy. In contrast, the group affected is the group that provides traditional services, such as taxi companies and hotels and motels. This is a group that will have a decrease in market share due to competition from the sharing economy model. However, this is also the motivation for these traditional companies to promote creativity in business. The authors also found that workers in the gig economy model do not have formal benefits such as benefits, health insurance, sick leave, unemployment

insurance, or retirement. This could also lead traditional companies to cut existing worker benefits to increase competitiveness [2].

According to Yaraghi, (2017), in his study, the rapid growth of the sharing economy model was highlighted, when the author predicted that the sharing economy revenue would increase by more than 20 times from 2014 to 2025 based on the current development rate. The author argues that the sharing economy has contributed a lot to the utilization of existing assets. Specifically, the average personal vehicle only uses 5% of the time per day, so the sharing economy helps to take advantage of these products more effectively, as well as help increase more rides for consumers to choose from. In the housing sector, Airbnb also helps rent prices reduce by 30-60% compared to hotel prices in the world. The author also highlights a number of issues in the sharing economy, including racism and gender. Thereby, the author suggests that service providers need to reduce this distinction on their platforms by removing identifying information from participants' profiles. Finally, the author believes that in the sharing economy model, it will be difficult for any company to monopolize the product because the cost for customers to switch between services is very low [1].

For the sharing economy in the transportation sector, Standing et al., (2019) have researched and pointed out a number of potential barriers in this field such as excessive regulation, inconsistent service quality [3]. Its research points to factors that facilitate its growth such as trust, technology background, and tendency to shirk asset ownership

Based on empirical studies, this study proposes the following hypothesis:

*H3: The State ensures the harmony of interests of subjects in the sharing economy model in the transport sector that has a positive impact on social benefits*

### **The Relationship Between the State's Improvement of Inspection Efficiency and Handling of Violations Against Entities in the Sharing Economy Model in the Transport Sector and Social Benefits**

Inspection is an essential task of State management, the last stage of management tasks, and has the role of examining and evaluating the effectiveness of the State's management. Thereby, making recommendations to overcome shortcomings and weaknesses, proposing innovative measures and improving management efficiency, amending mechanisms and policies for better management. Therefore, in state management activities, there must be inspections, and inspection work must meet the requirements of state management. Where there is state management, there must be an inspection. Running the state without checks will lead to bureaucracy and detachment from reality.

The inspection helps to consider, evaluate and verify the implementation of guidelines and policies of the subjects under their management, thereby proposing measures to improve guidelines and policies, and improve the efficiency of the management of the subjects. It is an inevitable process and rule in any government management activity. The role of inspectors is increasingly necessary and important to ensure the healthy and stable development of the ride-sharing economy model. This role is reflected in the following contents:

Protect the interests of consumers and drivers: Inspections help ensure that consumers and drivers are guaranteed benefits, avoid unwanted risks from applications, and ensure service quality.

Ensure service providers, including drivers and businesses, comply with the law: The Inspectorate ensures that companies and individuals operating in the sharing economy model strictly comply with legal regulations on taxation, information security, worker protection, etc and other regulations.

Ensuring Fair Competition: Inspectors help prevent unfair or illegal competition practices, ensuring that the business environment is fair for all parties involved.

Detection and prevention of systemic risks: Inspection can help identify and prevent potential systemic risks in the sharing economy model, possibly from issues of traffic safety, information security, etc.

Shaping future policy: The results from the inspection process can provide important information to improve and reshape policy for the future, helping to develop a sharing economy model in the transportation sector.

Studies to clarify the relationship include: Cohen & Sundararajan, (2015) [15], Rauch & Schleicher, (2015) [6], Miller, (2016) [8]. On this basis, the author proposes the following hypothesis:

*H4: The State improves the efficiency of inspection and handling of violations against entities in the sharing economy model in the transport sector that have a positive impact on social benefits*

## RESEARCH METHODS AND MODELS

Research using SPSS and AMOS 27 software [21] to test the PLS-SEM linear structure model of factors affecting social interests in the sharing economy (transportation sector) from the perspective of State management, thereby finding evidence to have appropriate solutions.

The research model is constructed as shown in figure 1 below:

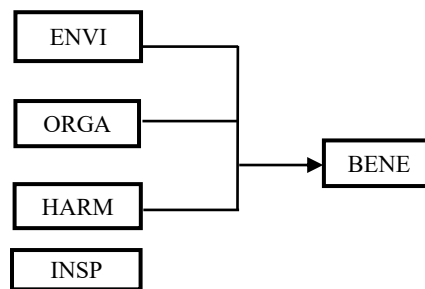


Figure 1. Research model

*(Source: developed by the author)*

The research equation is in the form:  $BENE = f(ENVI, ORGA, HARM, INSP)$

Where:

BENE: Social benefits of the sharing economy model in the transportation sector.

ENVI: The State's role in creating an enabling operating environment for the sharing economy model in the transportation sector.

ORGA: The State's organization of the governance and regulatory apparatus for the sharing economy model in the transportation sector.

HARM: The State's efforts to ensure the harmonization of interests among stakeholders in the sharing economy model in the transportation sector.

INSP: The State's enhancement of inspection effectiveness and enforcement of violations related to entities operating under the sharing economy model in the transportation sector.

First of all, on a theoretical basis, the mock conducted in-depth interviews via mobile phones and directly with 12 experts, on this basis completed the semi-structured questions in the survey. The survey period is from 01/2024 – 12/2024. The results of the study collected were 464 technology drivers, 411 consumers in the field of sharing economy in the transportation sector and 42 officials working at state management agencies in traffic, a total of 917 valid votes. The author entered the survey data into an excel spreadsheet, and the statistics are as follows: if the sociological objects are classified by survey subjects, there are 464 people (accounting for 50.60%) technology drivers, 411 consumers (44.82%),

and the rest are 42 officials (4.58%). If classified by age, there are 213 people (accounting for 23.23%) under 20 years old, 452 people from 20 to 30 years old (49.29%), 155 people from 30 to 40 years old (16.90%), 94 people from 40 to 50 years old (10.2%), the rest are 3 people over 50 years old (0.33%). Similarly, other information includes education level, seniority (with the survey subjects being technology taxis and officials) and income of employees. Details are shown in able 1 below:

Table 1. Statistics describing the survey subjects

No.	Survey Respondents	Number (Persons)	Percentage (%)
<b>I. Respondent Group</b>			
1	Ride-hailing drivers	464	50.60
2	Consumers	411	44.82
3	Government officers	42	4.58
<b>II. Gender</b>			
1	Male	615	67.07
2	Female	294	32.06
3	Other	8	0.87
<b>III. Age Group</b>			
1	Under 20 years old	213	23.23
2	From 20 to 30 years old	452	49.29
3	From 30 to 40 years old	155	16.90
4	From 40 to 50 years old	94	10.25
5	Over 50 years old	3	0.33
<b>IV. Education Level</b>			
1	Primary School	3	0.33
2	Lower Secondary School	5	0.55
3	Upper Secondary School	7	0.76
4	Intermediate Level (Vocational)	122	13.30
5	College	286	31.19
6	University	481	52.45
7	Master's Degree	12	1.31
8	Doctoral Degree (PhD)	1	0.11
<b>V. Working Experience (Officers and Drivers)</b>			
1	Under 1 year	322	35.11
2	From 1 to 10 years	455	49.62
3	From 10 to 20 years	123	13.41
4	Over 20 years	17	1.85
<b>VI. Income Level</b>			
1	Below 15 million VND	522	56.92
2	From 15 to 25 million VND	233	25.41
3	From 25 to 35 million VND	140	15.27
4	Above 35 million VND	22	2.40

Source: Compiled from survey results

The table 1 shows that the data collected reflects the survey structure with a common university degree, inclined to men using technology and work, and income at an average level. The model has 5 scales and 27 observed variables.

VALIDATE THE REGRESSION MODEL AND DISCUSS THE RESULTS

The paper analyzes the reliability of the scale through the Cronbach alpha coefficient, which is an important measure used to evaluate the quality of the scale. The standard for the results of the reliability analysis of the scale for the variables that make up the scale has the alpha coefficient of the total >0.7 and the corrected item-total correlation>0.3. The following types of variables: BENE5, ORGA5, ORGA6, HARM5, INSP4, INSP5, ENVI5, and ENVI6. The final scales meet the requirements, detailed in table 2 below.

Table 2. Scale analysis results

Item-Total Statistics					
Variable	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
BENE1	10.58	4.181	.679	.516	.852
BENE2	10.22	5.052	.684	.493	.843
BENE3	10.38	4.402	.822	.677	.785
BENE4	10.47	4.592	.707	.531	.831
Cronbach's Alpha Based on Standardized Items = 0,865					
ORGA1	11.87	4.562	.648	.460	.791
ORGA2	11.83	4.792	.614	.417	.806
ORGA3	11.96	4.024	.718	.552	.757
ORGA4	12.02	3.952	.669	.509	.784
Cronbach's Alpha Based on Standardized Items = 0,830					
HARM1	11.07	2.862	.503	.307	.655
HARM2	11.34	2.568	.470	.249	.681
HARM3	11.28	2.473	.508	.357	.656
HARM4	10.95	3.004	.585	.411	.629
Cronbach's Alpha Based on Standardized Items = 0,716					
INSP1	5.7760	2.130	.808	.832	.591
INSP2	5.9369	2.205	.774	.825	.629
INSP3	5.3281	2.810	.450	.311	.952
Cronbach's Alpha Based on Standardized Items = 0.711					
ENVI1	10.75	3.740	.671	.519	.815
ENVI2	10.31	4.105	.849	.804	.740
ENVI3	10.30	4.388	.742	.727	.784
ENVI4	10.38	4.420	.528	.396	.870
Cronbach's Alpha Based on Standardized Items = 0.844					

(Source: Statistics on SPSS 27 software)

Table 3. Discovery factor analysis synthesis

KMO and Bartlett's Test					
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.					0.697
Bartlett's Test of Sphericity				Approx. Chi-Square	3161.528
				df	171
				Sig.	.000
Pattern Matrixa					
Variable	Component				
	1	2	3	4	5
BENE3	0.903				
BENE4	0.854				
BENE2	0.837				
BENE1	0.805				
ENVI2		0.963			
ENVI3		0.872			
ENVI1		0.795			
ENVI4		0.710			
ORGA4			0.855		
ORGA3			0.848		
ORGA1			0.786		
ORGA2			0.760		
INSP2				0.939	
INSP1				0.936	
INSP3				0.647	
HARM4					0.786
HARM3					0.740
HARM1					0.736
HARM2					0.707
Extraction Method: Principal Component Analysis. Rotation Method: Promax with Kaiser Normalization.					
a. Rotation converged in 6 iterations.					

(Source: Statistics on SPSS 27 software)

With a sample size of 917 observations lying over 350, the Absolute value below option is 0.3. Testing the KMO measure has the Kaiser-Meyer-Olkin Measure of Sampling Adequacy = 0.697 which is within  $0.5 < KMO < 1$ ; Bartlett's Test has a Bartlett's Test of Sphericity of 0.000; Factor Loading coefficients  $> 0.3$ ; Extraction variance test, Cumulative coefficient  $\% = 68.581\% > 50\%$ . Thus, the EFA results meet the requirements (Table 3).

According to the theoretical basis, the model needs to meet the inspection scales. The measurement model that is consistent with the actual data must be consistent with the five measures: (i) Cmin/df; (ii) TLI; (iii) CFI; (iv) NFI; and (v) RMSEA. Table 4 shows that the integrated model is suitable for actual data because it meets the inspection criteria, specifically as follows:

Table 4. Model conformance assessment

No.	Measurement and Test Indicators	Symbol	Reference Value	Model Value
1	Chi-square adjusted by degrees of freedom (Cmin/df)	$\chi^2/df$ (Cmin/df)	$\chi^2/df \leq 5$	4.221
2	Tucker–Lewis Index	TLI	TLI > 0.90	0.935
3	Comparative Fit Index	CFI	CFI > 0.90 and closer to 1 is better	0.922
4	Normed Fit Index	NFI	NFI close to 1 indicates good fit	0.915
5	Root Mean Square Error of Approximation	RMSEA	RMSEA < 0.05 indicates good fit	0.031

(Source: Statistical author on SPSS and AMOS 27)

This table 5 shows that the H1 and H2 assumptions are accepted with the significance of the estimation coefficients: p-value  $\leq 0.05$ ; confidence level  $\geq 95\%$ , the factors included in the model are statistically significant and have accepted hypotheses. Reject the hypothesis of H3, H4 due to p-value  $> 0.05$ .

Table 5. Hypothetical test results

Hypothesis	Impact			Estimate	P	Label
H1	BENE	<---	ENVI	0.371	***	Accept
H2	BENE	<---	ORGA	0.164	***	Accept
H3	BENE	<---	HARM	-0.006	0.925	Disclaimer
H4	BENE	<---	INSP	0.008	0.788	Disclaimer

(Source: Statistics on SPSS and AMOS 27 software)

From table 5, the experimental results of the linear structure model show, creating an environment for the sharing economy model, the State has made many investments in appropriate support developing a sharing economy model in the field of transportation. Thereby, transport infrastructure and technical infrastructure have been maintained and upgraded, ensuring the development requirements of the transport sharing model. The State has also developed specific regulations and policies specifically for the car-sharing model to facilitate the development of this model. Policies that have evolved according to the requirements of society, such as personal data protection regulations, can help consumers better protect their data. The results of the study are consistent with Hatzopoulos, (2017) [9], Skjelvik et al., (2017) [4], Moon, (2017) [7], Grybaitė & Stankevičienė, (2018) [12], Jin et al., (2018) [10], Ranjbari et al., (2018) [19], Cui & Aziz, (2019) [14], Koźlak, (2020) [20].

The state management apparatus has established full decentralization, in accordance with the management plan of the sharing economy model in the transport sector. Human resources in management agencies are highly qualified and experienced, meeting the requirements of state management for this sharing economy sector. Match the results Cohen & Kietzmann, (2014) [16], Rauch & Schleicher, (2015) [6], Hira & Reilly, (2017) [11].

There is no clear evidence showing a significant relationship between the State's ensuring the harmony of interests of actors in the shared economy model of the transport sector and social benefits or the

relationship between the State's improvement of inspection efficiency. handling violations against entities in the sharing economy model in the field of transport and social benefits are still limited.

## POLICY IMPLICATIONS

With the empirical evidence from the PLS-SEM linear structure model, the author proposes the following solution:

### **First, The Group of Solutions on Creating an Operating Environment for the Sharing Economy Model in the Transportation Sector**

*Regarding the issue of improving technical infrastructure and macro stability for the transport sharing model.*

To achieve this task, the State can apply options such as: (i) Develop an appropriate budget use plan: The State needs to identify key projects on transport and network systems for concentrated investment, bringing the highest efficiency; (ii) Encouraging private investment: creating favorable conditions for private enterprises to participate in infrastructure construction, possibly through tax incentives, procedural support and other favorable investment conditions; (iii) Attracting international investment capital: organizing promotional campaigns to attract international investment capital in infrastructure development projects.

*Regarding the issue of administrative procedures*, it is necessary to prioritize the reform of administrative procedures. Some solutions can be mentioned such as: (i) Simplifying the process, researching and cutting redundant procedures in the administrative management process, minimizing related forms. (ii) Increase the use of information technology to create an online administrative management system, allowing people and businesses to apply online, look up information, and track the progress of processing. This can reduce the time and effort of both parties. (iii) Training and development of state management personnel, ensuring that officials master the necessary knowledge to implement the process effectively and professionally. (iv) Enhance transparency and provide clear information on administrative processes; (v) Strengthening feedback channels for people... (vi) Consolidating services, enabling citizens and businesses to access a variety of administrative services through a common access channel.

*On the issue of building and perfecting the legal environment and institutions and policies for the development of the sharing economy in the field of transport*

In order to effectively perform this task, the State should: (i) Build a team of experts to carry out the development of specific laws for the SA model. This is a team of qualified experts with in-depth expertise in related fields such as economics, transportation, planning and development, with the participation of businesses... to ensure that the policy is built on the basis of extensive knowledge.

### **Secondly, To Organize the State Management Apparatus for The Sharing Economy Model in the Transport Sector**

The organization of an effective state management apparatus for the sharing economy model in the transport sector requires a comprehensive approach to ensure management efficiency from the central to local levels, in accordance with the characteristics of each place, ensuring sustainable development. Based on the research results, the project proposes a number of solutions to organize the state management apparatus more effectively:

Firstly, it is necessary to clearly stipulate the decentralization of rights and responsibilities: (i) It is necessary to clearly define the rights and responsibilities of both central and local governments in planning and implementing policies. This includes determining the right to perform tasks, deciding on resources, inspecting and supervising of each level of management; (ii) To ensure flexibility in the management process, the State needs to build a flexible online connection channel between the central government and the locality instead of the usual official dispatch channels for the two sides to give

feedback and make quick adjustments if necessary. This may include the creation of policy review mechanisms and policy adjustments.

Second, it is necessary to build a common data monitoring and management system: Build a strong monitoring system to monitor the activities of entities related to shared transportation services. This may include collecting data on the number of trips, the number of drivers, the number of transport units, service providers, and factors related to consumer rights. This data can be used to control the compliance of relevant economic actors with the law.

Third, build a separate connection channel with businesses and units participating in the transport sharing model: It is necessary to have a mechanism for close cooperation with businesses providing shared transportation services and applications. This cooperation is to ensure that state agencies can grasp market fluctuations, in addition, it is possible to work with businesses to develop appropriate development criteria and mechanisms for this model.

Fourth, in order to enhance the operational efficiency of management agencies, it is necessary to review the workload of managers in the field of transport sharing economy, thereby building appropriate job positions. Based on the job position scheme, the State can re-coordinate the payroll as well as plan to strengthen training and retraining for managers. In addition, it is necessary to develop a serious recruitment policy and provide ongoing training courses to improve the skills of managers.

### **Third, Ensuring the Harmony of Interests of Entities in the Sharing Economy Model in the Transport Sector**

Firstly, in order to minimize conflicts between sharing economy entities and traditional transport entities, transparency, fairness and equality need to be considered. The State needs to continue to build and improve institutions to ensure that the development of the sharing economy goes hand in hand with progress and social justice. The state needs to create opportunities for all members of society to participate in this process and enjoy the fruits of development. The State needs to plan and implement policies to ensure openness and transparency, strongly handle acts of embezzlement, corruption and negative "group interests" that cause losses to society. This requires the State to also promote propaganda and education, promote a high unity of will and action among cadres, party members and people.

Secondly, on the issue of regulating interests between technology drivers and application owners, the State needs to establish policies, especially income distribution policies, to ensure harmony in economic interests. In the context of the market economy, we must acknowledge the difference in income levels between businesses and technology drivers. However, the State also needs to prevent excessive income disparity, especially in the issue of discounts between drivers and service providers. Too large an income disparity can lead to excessive social differentiation, and in severe cases, can even cause social stress and conflict. These are important issues that income distribution policy should consider.

Third, the State can build and improve the activities of communities and groups to protect the legitimate interests of drivers and consumers. The State should create conditions for these communities and groups to promote their role and help workers and consumers have a voice in the development of the sharing economy model in the transportation sector.

### **Fourth, To Enhance the Efficiency of Inspection and Handling of Violations Against Entities in the Sharing Economy Model in the Transport Sector**

Currently, the sharing economy model in the field of transportation operates under the adjustment and management of many ministries and branches such as the Ministry of Transport, the Ministry of Public Security, the General Department of Taxation, etc. Therefore, car-sharing businesses are regularly inspected and checked by many departments for their activities. However, if inspection activities are not organized effectively, it will lead to overlapping inspection content, waste social resources and reduce the operational efficiency of car-sharing businesses. There is a situation of duplicate inspection activities, omitting violations of organizations and individuals in the car-sharing model, thereby making

the inspection efficiency not high. To solve this problem, the state can apply some of the following options: It is necessary to improve the legal mechanisms and policies on inspection for the sharing economy model. It is necessary to innovate the way the inspection department operates. It is necessary to strengthen the capacity of inspectors. The sharing economy model has many peculiarities in business, there are fluctuations according to social reality, causing a lot of difficulties for management. It is necessary to ensure resources for inspection activities. Inspection is an important public duty activity that needs to be ensured.

## CONCLUSION

On the basis of the theory and results of the regression model. The study has pointed out two factors that strongly influence social benefits in the sharing economy with the transportation sector. In general, the management of the State's car-sharing model has brought positive results to the people as well as economic entities in this model. The policies applied have shown their role and achieved many remarkable achievements. However, as this model continues to develop, market problems will continue to emerge and bring many socio-economic impacts in Vietnam. Therefore, the State will need to continue to monitor and adjust management policies to ensure the effective development of the car-sharing model, thereby benefiting everyone. The research results are consistent with many previous studies in the world, but there are still differences in the unbalanced harmony between the interests of other relevant subjects or the inspection activities have not achieved high efficiency. On the basis of these results, the authors of the paper proposed corresponding solutions. The limitation of the study is that it has not clarified the classification of survey subjects at more detailed classification levels such as size and geographical area. According to the team's next research plan, it will address the above-mentioned limitations of the paper. The group's next research plan will address the aforementioned limitations of the paper, such as adding characteristic variables that represent scale by geographic region.

## Other Information

**Ethics Statement:** It is not applicable.

**Author Contributions:** All authors contributed to the development of the research/article.

**Conflict of Interest:** It is not applicable.

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