

Kai-Chieh HU

A. Journal Papers

1. Hu, K. C. and Lai, Y. F., 2022.08, Applying Quality Risk Evaluation and TRIZ to Explore the Improvement Strategies of Airport Service Quality: A Case of Taoyuan International Airport, *Journal of Quality*, Vol. 30 No. 4, pp. 247-280. **(EI)**
2. Hu, K. C. and Salim, V., 2023.05, Combine Kano's model, IPA, and FMEA to Evaluate Service Quality Risk of Bus Service: Case of Bangkok Bus Service, *Applied Sciences*, Vol. 13, No. 10, 5960, pp. 1-20. <https://doi.org/10.3390/app13105960> **(SCIE)** MOST-1112410H031026
3. Hu, K. C., Chia, K. C., Lu, M. and Liang, Y. L., 2022.04, Using Importance-performance Analysis, Goal Difficulty, and the Kano Model to Prioritize Improvements in the Quality of Home Delivery Logistics Services, *International Journal of Logistics Management*, Vol. 33 No. 2, pp. 477-498. <https://doi.org/10.1108/IJLM-12-2020-0491> **(SSCI)**
4. Hu, K. C. and Lee, T. C., 2020.03, The Relationships among Sustainable Marketing, Corporate Image and Customer Loyalty for Airlines: Moderating Effect of Consumer Sustainable Behavior, *Journal of Quality*, Vol. 27, No. 6, pp. 366-390. **(EI)**
5. Hu, K. C. and Hsieh, I. C., 2019.10, Effect of Mobile Service Quality on the Intention of Air Passengers to Use Mobile Ticketing Apps, *Journal of Quality*, Vol. 26, No. 5, pp. 296-314. **(EI)** MOST-1052410H031043
6. Hu, K. C. and Cai, Y. X., 2019.09, Integrating Kano's Model, IPA and Goal Difficulty to Explore Service Quality Improvement Strategy for City Bus Services: Taipei City as an Example, *Journal of the Chinese Institute of Transportation*, Vol. 31, No. 3, pp. 265-295. **(TSSCI)** MOST-1072410H031036
7. Hu, K. C., Yen, F. and Lu, M. Y., 2018.11, Effects of Airlines' Sustainable Marketing Campaigns on Relationship Quality and Customer Loyalty: A Case Study on Taiwanese International Airlines, *Journal of the Chinese Institute of Transportation*, Vol. 30, No. 3, pp. 187-218. **(TSSCI)** (in English)
8. Lee, P. T. W., Lam, J. S. L., Lin, C. W., Hu, K. C. and Cheong, I., 2018.07, Developing the Fifth Generation Port Concept Model: An Empirical Test, *International Journal of Logistics Management*, Vol. 29, No. 3, pp. 1098-1120. **(SSCI)** (first published online 20 JUN. 2018, <https://doi.org/10.1108/IJLM-10-2016-0239>, DOI: 10.1108/IJLM-10-2016-0239)
9. Hu, K. C. and Lee, P. T. W., 2017.10, Novel 3D Model for Prioritising the Attributes of Port Service Quality: Cases involving Major Container Ports in Asia, *International Journal of Shipping and Transport Logistics*, Vol. 9, No. 6, pp. 673-695. **(SSCI)**
10. Hu, K. C., XU, F., Chang, H. S. and Hsieh, Y. J., 217.06, Applying IPA And Rough Set Theory to Explore the Antecedents of Customer Satisfaction for Hotel Service: Comparison between Taiwan and Mainland China, *Journal of Quality*, Vol. 24, No. 3, pp. 159-190. **(EI)** (Research Paper Award of Chinese Society for Quality)
11. Hu, K. C., Lu, M. Y., Huang, F. Y. and Jen, W., 2017.02, Click "Like" on Facebook: The

- Effect of Customer-to-customer Interaction on Customer Voluntary Performance for Social Networking Sites, *International Journal of Human-Computer Interaction*, Vol. 33, No. 2, pp. 135-142. (SSCI) (first published online, DOI: 10.1080/10447318.2016.1221203)
12. Lee, P. T. W, Wu, J. Z., Suthiwartnarueput, K., Hu, K. C. and Rodjanapradied, R., 2016.09, A Comparative Study of Key Critical Factors of Waterfront Port Development: Case Studies of the Incheon and Bangkok Ports, *Growth and Change, Special Issue: Port, Maritime Logistics, and Regional Development*, Vol. 47, No. 3, pp. 393-405. (SSCI) (Article first published online: 1 NOV 2015, DOI: 10.1111/grow.12131)
 13. Hu, K. C. and Hsiao, M. W., 2016.06, Quality Risk Assessment Model for Airline Services Concerning Taiwanese Airlines, *Journal of Air Transport Management*, Vol. 53, pp. 177-185. (SSCI) NSC-1022410H031055
 14. Hu, K. C. and Chen, W. T., 2015.06, The Effects of Service Failure Severity, Attribution, Corporate Image, and Involvement on Service Recovery Expectation: A Case of Taiwan Railways, *Journal of Quality*, Vol. 22, No. 3, pp.183-211. (EI) NSC-992410H031037
 15. Hu, K. C. and Cho K. H., 2015, The Effects of Servicescape and Store Atmosphere on Experiential Value and Road Users' Patronage Intentions for Service Area of Highway, *Journal of the Chinese Institute of Transportation*, Vol. 27, No. 4., pp. 471-506. (TSSCI)
 16. Hu, K. C. and Tu, C. Y., 2014, Analyzing the Typology of Service Failures and Service Recoveries for Airlines: Using Service Blueprinting and Critical Incident Technique, *Transportation Planning Journal*, Vol. 43, No. 2, pp. 205-236. (TSSCI) NSC-1012410H031005
 17. Hu, K. C., Lu, L. M. Y., TU, C. Y. and Jen, W., 2013.12, Applying Critical Incidents Technique to Explore the Categories of Service Failure and Service Recovery for Taiwanese International Airlines, *Journal of the Eastern Asia Society for Transportation Studies*, Vol. 10, pp. 2255-2273. NSC-1012410H031005
 18. Hu, K. C., Feng, C. M. and Wang, C. W., 2013.09, Assessment on Operation Performance of Subsidized Regional Bus Service in Rural Area, *Transportation Planning Journal*, Vol. 42, No. 3, pp. 275-304. (TSSCI)
 19. Lee, P. T. W., Wu, J. Z., Hu, K. C. and Flynn, M., 2013.07, Applying Analytic Network Process (ANP) to Rank Critical Success Factors of Waterfront Redevelopment, *International Journal of Shipping and Transport Logistics*, Vol. 5, No. 4/5, pp. 390-411. (SSCI)
 20. Hu, K. C., Jen, W. and Huang, Y. C., 2013.03, From the Viewpoint of Servicescape to Explore the Service Evaluation of Intercity-bus Transfer Station: A Case of Taipei Bus Station, *Journal of the Chinese Institute of Transportation*, Vol.25, No. 1, pp.111-142. (TSSCI) (Research Paper Award of 中華民國道路協會)
 21. Hu, K. C., Liu, M. S., and Ho, J. M., 2012.12, The Relationships among Employee Satisfaction, Service-Organizational Citizenship Behavior and Customer Loyalty in Bank Industry – A Case of Wealth Management Department Taiwan, *Soochow Journal of Economics and Business*, No.79, pp.45-80.
 22. Lee, P. T. W. and Hu, K. C., 2012.07, Evaluation of the Service Quality of Container Ports by Importance-performance Analysis, *International Journal of Shipping and*

- Transport Logistics*, Vol. 4, No. 3, pp.197-211. (SSCI)
23. Hu, K. C., Chia, K. C. and Liu, S. Y., 2012.03, The Service Quality Risk Evaluation of Bus Service on National Freeway: A Case of Taipei-Hsinchu line, *Transportation Planning Journal*, Vol. 41, No. 1, pp. 89-120. (TSSCI)
 24. Hu, K. C., Lee, P. T. W. and Chiu, C. W., 2011, Applying Kano' s Model and Importance-performance Analysis to Explore the Service Quality of Major Container Ports in Asia, *Journal of the Chinese Institute of Transportation*, Vol. 23, No. 1, pp. 131-162. (TSSCI)
 25. Hu, K. C. and Huang, M. C., 2011.11, Effects of Service Quality, Innovation and Corporate Image on Customer' s Satisfaction and Loyalty of Air Cargo Terminal, *International Journal of Operations Research*, Vol. 8, No. 4, pp. 36-47.
 26. Hu, K. C., Jen, W. and Lu, M., 2011.10, Effects of Service Guarantee and Perceived Waiting Experience on Railway Passenger' s Repurchase Intentions, *Journal of the Eastern Asia Society for Transportation Studies*, Vol. 9, pp. 1000-1011. NSC-952416H424001
 27. Hu, K. C. and Jen, W., 2010.09, From the Viewpoint of Business Customers to Explore the Antecedents of Satisfaction and Loyalty for Freight Shipping Industry in Taiwan, *Journal of the Eastern Asia Society for Transportation Studies*, Vol. 8, pp.721-734. NSC-972410H031059
 28. Hu, K. C., Chung, W. C. and Chiu, C. W., 2010.06, Applying Technology Acceptance Model to Explore the Antecedents of FTTB Consumer' s Behavioral Intention, *Marketing Review*, Vol. 7, No. 2., pp.161-186.
 29. Lee, P. T. W., Hu, K. C. and Chen, T., 2010.05, External Costs of Domestic Container Transportation: Short Sea Shipping versus Trucking in Taiwan, *Transport Reviews*, Vol. 30, No. 3, pp.315-335. (SSCI)
 30. Hu, K. C., 2010.03, Evaluating City Bus Service Based on Zone of Tolerance of Expectation and Normalized Importance, *Transport Reviews*, Vo. 30, No. 2, pp.195-217. (SSCI)
 31. Hu, K. C., Jen, W. and Lee, H. Y., 2010.03, Effects of Information of Delay Reason and Service Recovery on Attributional Controllability and Customer' s Response: A Case of TRA, *Journal of the Chinese Institute of Transportation*, Vol. 22, No. 1, pp.21-50. (TSSCI)
 32. Hu, K. C., Lu, L. M. and Huang, M. C., 2010.03, The Effects of Service Quality, Innovation Capability and Corporate Image of Air Cargo Terminal on Customer' s Satisfaction and Loyalty, *International Journal of Commerce and Strategy*, Vol. 2, No. 1, pp.37-54.
 33. Hu, K. C., Jen, W. and Chen, C. Y., 2009.12, The Effects of Service Guarantee and Perceived Waiting Experience on Passenger' s Satisfaction and Repurchase Intentions: A Case of Taiwan Railways Administration, *Journal of the Chinese Institute of Transportation*, Vol. 21, No. 4, pp.355-384. (TSSCI)
 34. Hu, K. C. and Wu, H. Y., 2009, The Effects of Brand Image and Brand Alliance Fitness on Customer' s Purchase Intentions for Home-Delivery Business, *Web Journal of Chinese Management Review*, Vol. 12, No. 2, pp.1-21.

35. Jen, W., Hu, K. C. and Tsui, N. C., 2009.03, Effect of Perceived Crowding and Public-self Consciousness Disposition on Passengers' Perceived Waiting Experience— Case of the Taipei Inter City Coach Station, *Journal of Customer Satisfaction*, Vol. 5, No. 1, pp.65-92.
36. Hu, K. C. and Hsu, C. L., 2008.12, Exploring the Purchasing Strategies of a State-run Enterprise after Privatization: The Case of Chunghwa Telecom Company, Taiwan, *International Journal of Information Systems for Logistics and Management*, Vol. 4, No. 1. pp.1-10.
37. Jen, W., Hu, K. C., Wang, P. Y. and Lin, K. M., 2008.10, Effects of Tourist Experience and Novelty Seeking on Satisfaction and Behavioural Intention for Amusement Park, *Journal of Leisure and Tourism Industry Research*, Vol. 3, No. 2, pp.1-21.
38. Hu, K. C. and Jen, W., 2008.06, From the Viewpoint of Business to Business to Explore the Effects of Service Quality and Relational Performance on Customer' s Satisfaction and Loyalty in Freight Shipping Industry, *Journal of the Chinese Institute of Transportation*, Vol. 20, No.2, pp.203-230. **(TSSCI)**
39. Hu, K. C., Lee, H. L. and Chung, W. C., 2008.06, An Empirical Study on Service Quality Conceptual Model of Telecom Call Center - Case of Chunghwa Telecom Northern Taiwan Business Group, *Marketing Review*, Vol. 5, No. 1, pp.1-26.
40. Hu, K. C. and Ho, Y. H., 2007.12, Analyzing the Longitudinal Trends of the Evaluation on Operation and Service of Taipei City Bus and Passenger's Perceived Service Quality, *Journal of Traffic Science*, Vol. 7, No. 1, pp.55-80.
41. Hu, K. C. and Jen, W., 2007.12, The Passengers' Behavioral Intentions for Intercity Bus Service in Taiwan: Application and Comparison of LISREL and Neural Network, *Journal of Eastern Asia Society for Transportation studies*, Vol. 7, pp.486-498.
42. Hu, K. C. and Jen, W., 2007.09, Evaluating and Prioritizing the Attributes of Passenger' s Perceived Service Quality of City Bus – From the Viewpoints of Tolerant Zone of Expectation and Importance, *Journal of the Chinese Institute of Transportation*, Vol. 19, No. 3, pp.203-230. **(TSSCI)**
43. Hu, K. C. and Jen, W., 2007.06, Building Passenger' s Behavioral Intentions Model Based on Perceived Value Theory – Empirical Test of Coach and City Bus, *Logistics Research Review*, Vol. 6, No. 1, pp.19-39.
44. Hu, K. C. and Jen, W., 2006.09, Passengers' Perceived Service Quality of City Buses in Taipei: Scale Development and Measurement, *Transport Reviews*, Vol. 26, No. 5, pp.645-662. **(SSCI)**
45. Hu, K. C. and Jen, W., 2005.12, Applications of LISREL and Neural Network to Analyze the Passenger' s Behavioral Intentions, *Logistics Research Review*, Vol. 8, pp.43-55.
46. Jen, W. and Hu, K. C., 2003, Application of Perceived Value Model to Identify Factors Affecting Passengers' Repurchase Intentions on City Bus: A Case Study of the Taipei Metropolitan Area, *Transportation*, Vol. 30, No. 3, pp.307-327. **(SSCI, SCI)**
47. Jen, W., Wu, C. C. and Hu, K. C., 2003, Correlational Analysis between Strategic Groups and Operational Performance in Scheduled Bus Service on National Freeway, *Transportation Planning Journal*, Vol. 32, No. 2, pp.297-318. **(TSSCI)**

48. Tzeng, G. H., Jen, W. and Hu, K. C., 2002, Fuzzy Factor Analysis for Selecting Service Quality Factors - A Case of Service Quality of City Bus Service, *International Journal of Fuzzy System*, Vol. 4, No. 4, pp.911-921. **(SCI-Expanded)**
49. Jen, W. and Hu, K. C., 2001, Development and Assessment of a Service Quality Scale for Mass Transit - Take Taipei Bus for an Example, *Transportation Planning Journal*, Vol. 30, No. 2, pp.371-408. **(TSSCI)**
50. Jen, W., Hu, K. C., Lin, J. S. and Wu, C. C., 2001, An Assessment of the Operational Performance and Service Quality of Bus Services on National Freeway, *Journal of the Chinese Institute of Transportation*, Vol. 13, No. 1, pp.69-94.
51. Jen, W., Kuo, H. K., Hu, K. C. and Jin, Y. A., 2000, Evaluation of Passenger Perceptions of Bus Service Quality - The Case of Taipei-CKS International Airport Route, *Urban Traffic Quarterly*, Vol. 15, No. 3, pp.27-40.
52. Jen, W. and Hu, K. C., 1999, Developing City Bus Service Quality Dimensions - Taipei as an Example, *Journal of the Eastern Asia Society for Transportation Studies*, Vol. 3, No. 2, pp.349-363.
53. Jen, W., Huang, C. Y., Hu, K. C. and Chen, C. F., 1999, An Assessment of Effect of Exclusive Bus Lines on Buses' Level of Service and Rider ship - Taking Taipei as an Example, *Journal of the Chinese Institute of Transportation*, Vol. 11, No. 4, pp.19-34.
54. Jen, W. and Hu, K. C., 1999, A Study of the Feasibility of "Public Transit Performance Assessment Ordinance" , *Urban Traffic Quarterly*, Vol. 14, No. 2, pp.15-29.
55. Feng, C. M., Jen, W. and Hu, K. C., 1998, The Present Situation and System of City Bus Subsidiary - Taipei as an Example, *Urban Traffic Quarterly*, Vol. 101/102, pp.26-49.
56. Jen, W., Lin W. T. and Hu, K. C., 1997, A Study of Later-Entrants' Competitive Advantages of International Courier Service in Taiwan, *Journal of the Chinese Institute of Transportation*, Vol. 10, No. 2, pp.59-78.

B. Book Edited/ Book Chapters

1. Hu, K. C. and Lee, P. T. W., 2011.04, Developing a New Technique for Evaluating Service Quality of Container Ports, In Notteboom, T. (Eds), *Current Issues in Shipping, Ports and Logistics*, Chapter 17, Belgium: University Press Antwerp, pp. 337-356. (ISBN 978-90-5487-858-2)

C. Conference Papers

1. Hu, K. C., Yang, L. H., Lu, M. and Chia, K. C., 2023.09, Effects of Novelty Seeking, Perceived Risk, and Travel Anxiety on Behavioral Intention to Use Autonomous Buses, Proceedings of the Eastern Asia Society for Transportation Studies, PP3265. MOST-1102410H031018
2. Hu, K. C., Ruan, Y. T. and Lu, M. Y., 2022.12, Explore the Antecedents of

- Organizational Citizenship Behavior of Cabin Crew in Post-COVID-19 Pandemic: A Taiwanese International Airline as an Example, 2022 Conference of Chinese Institute of Transportation, Vol. 1, pp. 1-25. (Research Paper Award of Civil Aviation Transportation and Technology)
3. Hu, K. C., Chien, C. Y. and Lu, M. Y., 2021.12, Antecedents of Using Behavioral Intentions for Rental Service of Sharing Electric Motorcycle: Using Decomposed Theory of Planned Behavior, 2021 Conference of Chinese Institute of Transportation, Vol. 4, pp. 417-442.
 4. Hu, K. C. and Hsiao, Y. C., 2021.11, Effect of Online Convenience and Food Quality on Perceive Value and Repurchase Intention for Online Food Delivery Service, The 57th Annual Conference of Chinese Society for Quality 2021 International Symposium of Quality Management (ISQM 2021), TEM007, pp. 1-8.
 5. Hu, K. C. and Lai, Y. F., 2021.11, Applying Quality Risk Evaluation and TRIZ to Explore the Innovation Design of Airport Service: A Case of Taoyuan International Airport, The 57th Annual Conference of Chinese Society for Quality 2021 International Symposium of Quality Management (ISQM 2021), TMC011, pp. 1-8.
 6. Hu, K. C., Chia, K. C., Lu, M. Y. and Liang, Y. L., 2020.11, Using the Kano Model, Importance-performance Analysis, and Goal Difficulty to Explore the Improvement Priority of Service Quality Attributes for Home-delivery Logistics, 10th Asian Logistics Round Table (ALRT) Conference, pp.87-108.
 7. Hu, K. C., Chia, K. C., Lu, M. and Chang, W. S., 2020.01, The Effects of Servicescape and Atmosphere on Experiential Value and Patronage Intention of Airport Lounge: A Taiwanese International Airline as an Example, Transportation Research Board (TRB) 99th Annual Meeting.
 8. Hu, K. C. and Hsu, W. T., 2019.12, Effects of Convenience and Perceived Risk on Behavioral Intentions and eWOM for Online Duty-free Shopping, 2018 Conference of Chinese Institute of Transportation, Vol. 5, pp. 413-441. MOST-1082410H031072
 9. Hu, K. C. and Lin, Y. C., 2019.12, Service Quality Risk Evaluation of Cross-Border E-Commerce Trading Platform, 2018 Conference of Chinese Institute of Transportation, Vol. 4, pp. 309-329.
 10. Hu, K. C. and Cai, Y. X., 2018.12, Integrating Kano's Model, IPA and Goal Difficulty to Explore Service Quality Improvement Strategy for City Bus Services: Taipei City as an Example, 2018 Conference of Chinese Institute of Transportation, pp. 1376-1401. MOST-1072410H031036
 11. Hu, K. C., Chia, K. C., Lu, M. and Harsobisono, M., 2018.08, Applying Theory of Planned Behavior to Explore the Antecedents of Behavior Intentions toward Collaborative Consumption: Case of Airbnb, 2018 International Conference on Industry, Business and Social Sciences (IBSS).
 12. Hu, K. C., Chia, K. C., Lu, M. Y., Wu, W. S. and Cai, Y. X., 2017.11, Can Travel Ticket Attract Tourists? Exploring the Relationships among Perceived Value, Tourism Attractions, Perceived Risk and Purchase Intentions for TRA's Travel Ticket, International Conference on Advances in Business, Management and Law, pp. 1-23. MOST-1062410H031014 (ICABML 2017 best paper award)
 13. Hu, K. C., Chia, K. C., Lu, M. Y. and Lee, T. C., 2017.09, The Effect of Airline's

- Sustainable Marketing on Corporate Image and Customer Loyalty, Proceedings of the Eastern Asia Society for Transportation Studies, Vol. 11, Paper No. 45, pp. 1-21. MOST-1062410H031014
14. Kai-Chieh Hu and I-Chih Hsieh, 2016.12, Explore the Antecedents of Air Passenger Intention for Using Mobile Ticketing Apps: Base on Technology Acceptance Model, the 21th International Conference of Hong Kong Society for Transportation Studies, pp. 157-164. MOST-1052410H031043
 15. Kai-Chieh Chia, Lu, M. Y. and Kai-Chieh Hu, 2016.12, Evaluating the Supply Chain Disruption Risks of 21st Century Maritime Silk Road: Case of Taiwan, the One Belt One Road (OBOR) Conference 2016, pp. 1-13.
 16. Hu, K. C., Chia, K. C., Lu, L. M. Y. and Li, W. N., 2016.12, Designing a parking services evaluation for off-street parking lots in Taipei city: Application of service blueprint and analytic hierarchy process, 2016 Conference of Chinese Institute of Transportation, pp. 1-20.
 17. Hu, K. C., Yen, F. and Lu, M. Y., 2016.07, The Effects of Airline's Sustainable Marketing on Relationship Quality and Customer Loyalty, 14th World Conference on Transport Research (WCTR), F2c-3D5, pp. 1-19.
 18. Hu, K. C., Lu, L. M. Y. and Li, W. N., 2016.01, Designing a Parking Services Evaluation for Off-street Parking Lots - A Case of Contract-out Public Parking Lots in Taipei City, The 19th Decision Analysis Symposium, pp. 1-15.
 19. Hu, K. C. and Lee, T. C., 2015.12, The Effects of Airline's Sustainable Marketing and Corporate Image on Customer Loyalty: Moderating Effect of Consumer Sustainable Behavior, 2015 Conference of Chinese Institute of Transportation, pp. 725-750.
 20. Lu, M. Y., Hu, K. C., Cheng, F. L., and Jen, W., 2015.08, The Green Shipping Competitiveness Index (GSCI): A Multidimensional Scale For Assessing the Green Competitiveness of Shipping Carriers, 2015 SUBA-ALRT international conference, pp. 1-20.
 21. Hu, K. C. and Yen, F., 2015.06, The Effects of Airline's Sustainable Marketing on Relationship Quality and Customer Loyalty, 2015 The 18th Conference on Interdisciplinary and Multifunctional Business Management, pp. 1-16.
 22. Lee, T. C. and Hu, K. C., 2015.06, The Effects of Airline's Sustainable Marketing on Enterprise Image and Customer Loyalty, 2015 The 18th Conference on Interdisciplinary and Multifunctional Business Management, pp. 1-14.
 23. Hu, K. C. and Hsieh, Y. J., 2015.06, Applying Rough Set Theory to Explore the Antecedents of Customer Satisfaction for Hotel Service: Comparison between Taiwan and Mainland China, 2015 The 18th Conference on Interdisciplinary and Multifunctional Business Management, pp. 1-13.
 24. Hu, K. C. and Lee, P. T. W., 2015.05, A New Three-dimensional Model for Prioritizing Attributes of Port Service Quality, GPRA 2015 conference, pp. 1-20.
 25. Hu, K. C. and Chen, Y. C., 2014.12, Applying Data Envelopment Analysis to Evaluate the Operational Efficiency of Asia-Pacific Airports, the 19th International Conference of Hong Kong Society for Transportation Studies, pp.1-8. MOST-1032410H031038
 26. Hu, K. C. and Cho, K. H., 2014.12, The Effects of Servicescape and Store Atmosphere

- on Experiential Value and Road Users' Patronage Intentions for Service Area of Highway, 2014 Conference of Chinese Institute of Transportation, pp. 133-160. MOST-1032410H031038
27. Hu, K. C., Feng, C. M. and Lee, C. I., 2014.12, Applying Conjoint Analysis to Explore Passengers' Preference Behavior toward Operating Types of Intercity Bus Routes, 2014 Conference of Chinese Institute of Transportation, pp. 23-48.
 28. Hua, C. H. and Hu, K. C., 2014.06, The Effects of Luxury Brand Image, Luxury Value, Brand Attitude on Consumers' Purchase Intentions, 2014 The 17th Conference on Interdisciplinary and Multifunctional Business Management, pp.293-307.
 29. Hu, K. C. and Tzeng, H. W., 2014.06, Evaluation of Service Quality Risk for Hotel Industry in Taiwan, 2014 The 17th Conference on Interdisciplinary and Multifunctional Business Management, pp.219-234.
 30. Chang, H. S., Hu, K. C. and Kuo, E. J., 2014.06, The Influences of Revenue-related Cause Marketing to Tourism Relationship Value - Using Psychological Distance as Moderator, 2014 International Conference of Hospitality Management and Industrial Development, pp.1-19.
 31. Chang, H. S., Hu, K. C. and Liu, E. C., 2014.06, The Influences of Public Issue Promoted Social Marketing to Tourism Relationship Value—Using Gestalt Psychology as Moderator, 2014 International Conference of Hospitality Management and Industrial Development, pp.1-20.
 32. Hu, K. C. and Hsiao, M. W., 2013.12, Developing a Quality Risk Assessment Model for Airline Service, Proceeding of the 18th International Conference of Hong Kong Society for Transportation Studies, pp.181-188. NSC-1022410H031055
 33. Hu, K. C. and Tu, C. Y., 2013.12, Analyze the Typology of Service Failures and Service Recoveries for Airlines: Using Service blueprint and Critical Incidents Technique, 2013 Conference of Chinese Institute of Transportation, pp.1-24. NSC-1012410H031005
 34. Hu, K. C. and Lin, T. Y., 2013.10, Constructing and Evaluating the Competitiveness Index of Urban Service Industries: A Case of Taiwan Area, 2013 Conference of Financial, Economics, and Business of both sides of the strait, pp.78-104.
 35. Hu, K. C., Lu, L. M. Y., TU, C. Y. and Jen, W., 2013.09, Analyze the Typology of Service Failures and Service Recoveries for Airlines: Using Service blueprint and Critical Incidents Technique, Proceedings of the 10th Conference of Eastern Asia Society for Transportation studies, Vol. 9, P434, pp.1-19. NSC-1012410H031005
 36. Hu, K. C. and Wu, C. Y., 2013.06, The Effects of Premium Promotion Depth on Consumer Purchase Intentions: Moderating Effects of Temporal Distance and Selectable, 2013 The 16th Conference on Interdisciplinary and Multifunctional Business Management, pp.1-16.
 37. Chen, H. W., Wu, J. Z. and Hu, K. C., 2013.06, Analyzing the Critical Factors of Site Selection for Bank Branches Relocation, 2016 The 16th Conference on Interdisciplinary and Multifunctional Business Management, pp.1-15.
 38. Hu, K. C., Wang, H. L. and L. M. Lu, 2013.01, The Effects of Servicescape and Experiential Marketing on Consumer Loyalty in Hot Spring Hotel Industry, 2013 The International Symposium on Society, Tourism, Education and Politics, pp.1-8. NSC-1012410H031005

39. Hu, K. C., Chia, K. C., Chen, Y. C., Chen, I. C., Hsu, S. K. and Chang, C. Y., 2012.10, The Study on the Relationship between Size and Efficiency of Airport in Asia-Pacific Region, 2012 Conference of Financial, Economics, and Business of both sides of the strait, pp.1-17.
40. Hu, K. C. and Lee, P. T. W., 2012.09, A Methodological Note on the Conceptual Framework of a Three-dimensional Model for Prioritizing Attributes of Port Service Quality, 2012 International Association of Maritime Economists Conference, pp.1-7.
41. Hu, K. C., Yen, Y. L. and Chia, K. C., 2012.07, Applying UTAUT Model to Explore the Antecedents of Behavioral Intentions for Using Cloud Computing Service: A Case of Software as a Service, 2012 International Conference on Business and Information, pp.E87-E105.
42. Hu, K. C., Jen, W. and Huang, Y. C., 2011.12, From the Viewpoint of Servicescape to Explore the Service Evaluation of Intercity-bus Transfer Station: A Case of Taipei Bus Station, 2011 Conference of Chinese Institute of Transportation, pp.1-24.
43. Hu, K. C., Chia, K. C. and Liu, S. Y., 2011.12, The Service Quality Risk Evaluation of Intercity-bus Industry: A Case of Taipei-Hsinchu line, 2011 Conference of Chinese Institute of Transportation, pp.1-20.
44. Lee, P. T. W, Wu, J. Z. and Hu, K. C., 2011.10, Applying Analytic Network Process to Rank Critical Success Factors of Waterfront Redevelopment, 2011 International Association of Maritime Economists Conference, pp.1-21.
45. Chia, K. C. and Hu, K. C., 2011.10, Developing the Evaluation and Early Warning System of Supply Chain Risk in Enterprise, 2011 Conference of the Development and Innovation of financial and capital markets in cross-strait, pp.1-17.
46. Hu, K. C., Jen, W. and Lu, M., 2011.09, Effects of Service Guarantee and Perceived Waiting Experience on Railway Passenger's Repurchase Intentions, Proceedings of the 9th Conference of Eastern Asia Society for Transportation studies, pp.194-205. NSC-952416H424001
47. Hu, K. C. and Wei, W. H., 2011.6, From the viewpoints of relationship marketing and social cues to explore the antecedents of SMEs loyalty toward banks, 2011 The 14th Conference on Interdisciplinary and Multifunctional Business Management, pp.31-45.
48. Hu, K. C., Lu, M. and You, C. H., 2011.05, The Relationships between Customer Loyalty, Switching Barriers, and Cross-buying in the Banking Industry, 2011 Conference of Business and Innovation Management, pp.1-25.
49. Hu, K. C., Liao, H. T., Lu, L. M. and Jen, W., 2010.12, Effects of Perceived Justice and Satisfaction of Frequent Flyer Programs on Passenger's Loyalty: A Case of Taiwanese Airlines, the 15th International Conference of Hong Kong Society for Transportation Studies, pp.679-686.
50. Hu, K. C. and Lee, P. T. W., 2010.12, Developing a New Technique for Evaluating Service Quality of Container Ports, Asian Logistics Round Table 2010 Conference and Meeting, pp.1-17.
51. Hu, K. C. and Chen, W. T., 2010.12, Integrating the Triangular Perspectives of Failure Events, Corporation and Customer to Explore the Antecedents of Passenger's Service Recovery Expectations of TRA, 2010 Conference of Chinese Institute of Transportation,

- pp.1249-1275.
52. Hu, K. C. and Lee, P. T. W., 2010.07, The Service Quality Attributes of Major Container Ports in Asia, Incheon Port Policy Forum & 2010 the International Conference, pp.169-185.
 53. Hu, K. C. and Chung, L. Y., 2010.06, The Relationships among Cause-brand Alliance, Corporate Image and Customer Trust in Bank Industry, 2010 The 13th Conference on Interdisciplinary and Multifunctional Business Management, pp.257-270.
 54. Hu, K. C. and Lin, Y. L., 2010.06, The Effect of Time Pressure and Personality Traits on Impulsive Purchasing Behavior: Sources of Time Pressure as a Moderator, 2010 The 13th Conference on Interdisciplinary and Multifunctional Business Management, pp.347-362.
 55. Hu, K. C. and Jen, Y. A., 2010.05, The Effects of Core Competence of Supply Chain Perspective and Competitive Advantages on Operating Performance: A Case of Hi-tech Industry in Taiwan, 2010 Conference of Business and Innovation Management, pp.129-149.
 56. Hu, K. C. and Ho, J. M., 2010.05, The Relationships among Employee Satisfaction, Service-organizational Citizenship Behavior and Customer Loyalty in Bank Industry – A Case of Wealth Management Department Taiwan, 2010 Conference of Business and Innovation Management, pp.19-43.
 57. Hu, K. C., Lee, P. T. W. and Chiu, C. W., 2009.12, Applying Kano's Model and Importance-performance Analysis to Explore the Service Quality of Major Container Ports in Asia, 2009 Conference of Chinese Institute of Transportation, pp.1451-1478.
 58. Hu, K. C. and Liao, H. T., 2009.12, Effects of Perceived Justice and Satisfaction of FFP on Traveler's Loyalty: A Case of Taiwan's Airlines, 2009 Conference of Chinese Institute of Transportation, pp.1253-1276.
 59. Hu, K. C. and Jen, W., 2009.11, From the Viewpoint of Business Customers to Explore the Antecedents of Satisfaction and Loyalty for Freight Shipping Industry in Taiwan, Proceedings of the Conference of Eastern Asia Society for Transportation studies (EASTS), pp.1-14.
 60. Hu, K. C., Chung, W. C. and Chiu, C. W., 2009.11, Applying Technology Acceptance Model to Explore the Antecedents of FTTB Consumer's Behavioral Intention, Academic Conference of Marketing' 09, pp.1-23.
 61. Hu, K. C., Lee, P. T. W. and Hsiung, J. P., 2009.04, Applying Kano's Model and IPA to Exploring the Service Quality of Major Container Ports in Asia, 2009 International Conference on Shipping, Port, Logistics Management, pp.1-15.
 62. Hu, K. C. and Liao, H. T., 2009.03, Effects of perceived justice of FFP on traveler's satisfaction and loyalty: Case of Taiwan airlines, 2009 Conference of Sea and Air Transportation, pp.1-19.
 63. Hu, K. C., Jen, W. and Huang, M. C., 2008.12, Exploring Antecedents of Business Customer's Satisfaction and Loyalty of Air Cargo Terminal in Taiwan, the 13th International Conference of Hong Kong Society for Transportation Studies, pp.739-748.
 64. Hu, K. C., Jen, W. and Lee, H. Y., 2008.12, Effects of Information of Delay Reason and

- Service Recovery on Attributional Controllability and Customer' s Response: A Case of TRA, 2008 Conference of Chinese Institute of Transportation, pp.1485-1510.
65. Hu, K. C. and Huang, S. , 2008.12, Exploring Antecedents of Business Customer' s Satisfaction and Loyalty of Air Cargo Terminal, 2008 Conference of Chinese Institute of Transportation, pp.2217-2240.
 66. Hu, K. C. and Huang, S., 2008.04, The Effects of Service Quality, Innovation and Corporate Image on Customer' s Satisfaction and Loyalty of Air Cargo Terminal, 5th Conference of Managerial Academic and Practice in Cross-area.
 67. Lee, P. T. W., Hu, K. C., Chen, T. and Hsiung, J. P., 2008.03, External Costs of Inland Container Transportation: Short Sea Shipping versus Truck, 2008 International Conference on Shipping, Port and Logistics Management, pp.143-172.
 68. Jen, W., Hu, K. C. and Chen, C. Y., 2007.12, The Effects of Passengers' Perceived Waiting Experience and Service Guarantee on Their Satisfaction and Repurchase Intentions: A Case of TRA, 2007 Conference of Chinese Institute of Transportation, pp.1-19 °
 69. Hu, K. C. and Ho, Y. H., 2007.12, Analyzing the Longitudinal Trends of the Evaluation City Bus' s on Operation and Service in Taipei and Service Quality, 2007 Conference of Chinese Institute of Transportation, pp.1-14 °
 70. Hu, K. C. and Wu, H. Y., 2007.12, The Effects of Brand Image and Brand Alliance Fitness on Customer' s Purchase Intentions for Home-Delivery Business, 2007 Conference of Chinese Institute of Transportation, pp.1-16 °
 71. Hu, K. C., Jen, W. and Chen, C. Y., 2007.10, The Effects of Service Guarantee and Perceived Waiting on Passengers' Repurchase Intentions - An Empirical Examination of TRA, Academic Conference of Marketing' 07, D2-276, pp.1-21.
 72. Hu, K. C., Lee, H. L. and Chung, W. C., 2007.10, An Empirical Study on Service Quality Conceptual Model of Telecom Call Center: Case of Chunghwa Telecom Northern Taiwan Business Group, Academic Conference of Marketing' 07, F2-275, pp.1-18.
 73. Hu, K. C. and Jen, W., 2007.09, The Passengers' Behavioral Intentions for Intercity Bus Service in Taiwan: Application and Comparison of LISREL and Neural Network, The 7th Conference of Eastern Asia Society for Transportation studies (EASTS).
 74. Hu, K. C. and Wu, H. Y., 2007.05, The Relationship between Brand Image on Customer' s Purchase Intentions for Home-Delivery Industry in Taiwan, Conference of Taoyuan Logistics Industrial Development, pp.1-12.
 75. Hu, K. C. and Hsu, C. L., 2006.12, The Practices and Strategies Analysis of Procurement Management for Chunghwa Telecom after Privatization, 21st Conference of Chinese Institute of Transportation, pp.1-20.
 76. Hu, K. C., Huang, Y. C., Wang, W. C., Lai, C. W. and, Chang, C. C., 2006.12, The effects of Service Quality of Web Shops and Satisfaction on Repurchase Intentions from the Viewpoints of Customer Activity Process, 21st Conference of Chinese Institute of Transportation, pp.1-20.
 77. Jen, W., Hu, K. C. and Tsui, N. C., 2006.12, Considering the Effect of Perceived

- Crowding and Public-self Consciousness Disposition on Consumers' Waiting Experience Model: Case of Taipei Inter City Coach Station, 21st Conference of Chinese Institute of Transportation, pp.1-20.
78. Hu, K. C., 2006.10, The Effects of Web Service Quality and Perceived Sacrifice on Consumer Behavioral Intentions - A Case of Online Mall, 4th Conference of Distribution and Globe Logistics, pp.547-556.
 79. Jen, W. and Hu, K. C., 2006.10, An Assessment of the Service Quality and Zone of Tolerance of Expectation for City Bus, 3rd Conference of Tong Chou Traffic forum, public transportation and city development (Shanghai), pp.1-6.
 80. Hu, K. C., Wang, C. S. C. and Wang, K. H., 2006, The Development of the Balanced Scorecard on an Appointed Bank in light of the Viewpoints of Divisional Form Organization, 2006 Financial Service Combination and Innovation Development , pp.1-15.
 81. Hu, K. C. and Jen, W., 2006.01, Application and Comparison of LISREL and Neural Network in Analyzing the Passengers' Behavioral Intentions, Transportation Research Board (TRB) 85th Annual Meeting.
 82. Hu, K. C. and Jen, W., 2005.09, Application for SEM to Explore the Factors which influence Passengers' Perceived Value and Repurchase Intentions - Case of Bus Business, 2nd Conference of Taiwan Association of Statistical Methodology , pp.1-27.
 83. Hu, K. C. and Jen, W., 2003.12, Application and Comparison of LISREL and Neural Networks to Analyze the Passenger' s Behavioral Intentions - Case of National Freeway Bus Business, 18th Conference of Chinese Institute of Transportation , pp.256-265.
 84. Jen, W. and Hu, K. C., 2002.05, Relationships among the Passenger' s Perceived Service Quality, Perceived Value and Repurchase Intentions, 10th International Student Seminar on Transportation Research , pp.11-38.
 85. Jen, W. and Hu, K. C., 2001.07, An Assessment of the Passengers Perceived Bus' s Service Quality in Taipei City, 9th World Conference of Transportation Research (WCTR), Session: E2-2, Paper: 5213, pp.1-16.
 86. Jen, W., Kuo, H. K., Hu, K. C. and Jin, Y. A., 1999.12, Evaluation of Bus Service Quality After Opening of Taipei-CKS International Airport Route,, 14th Conference of Chinese Institute of Transportation , pp.1-10.
 87. Jen, W., Hu, K. C., Lin, J. S. and Wu, C. C., 1999.12, An Overall Evaluation of the Benefits from Opening Freeway Bus Services, 14th Conference of Chinese Institute of Transportation , pp.1-10.
 88. Jen, W. and Hu, K. C., 1999.09, A Study of Developing City Bus Service Quality Dimensions: Taipei as an Example, 3rd Conference of Eastern Asia Society for Transportation studies (EASTS).
 89. Jen, W. and Hu, K. C., 1998.08, Construction of Policy Analytic Tree Map of Theory of Constrains: Case of Less-Than-Truckload Transportation Industry, 13th Conference of Chinese Institute of Transportation , pp.1-10. NSC-882211E009012
 90. Jen, W. and Hu, K. C., 1998.08, Exploring the Development and Application of

Evaluation Indices from “Public Transit Performance Assessment Ordinance”, 13th Conference of Chinese Institute of Transportation, pp.1-10.

D. Research Reports

a. Ministry of Science and Technology (NATIONAL SCIENCE COUNCIL) Research Projects

1. 胡凱傑，2024.07，跨境集運物流服務品質風險之研究：IPA、田口品質損失函數與訊號雜音比解析法之應用，行政院國科會，MOST-1122410H031034。(已通過)
2. 胡凱傑，2023.07，應用田口品質損失函數與品質風險評估探討市區公車服務品質衡量與改善策略：以台北市為例，行政院國科會，MOST-1112410H031026。(執行中)
3. 胡凱傑，2022.07，以解構式計劃行為理論探討民眾對自駕巴士搭乘意願之影響因素：旅行焦慮與知覺風險之影響，行政院科技部，MOST-1102410H031018。
4. 胡凱傑，2020.07，航空公司免稅品網路預購便利性與知覺風險對行為意圖與網路口碑之影響，行政院科技部，MOST-1082410H031072。
5. 胡凱傑，2019.07，以 Kano 模式、IPA 與目標困難度之三維模式分析市區公車服務品質屬性改善排序，行政院科技部，MOST-1072410H031036。
6. 胡凱傑，2018.07，吸引遊客靠優惠票券？探討臺鐵旅遊優惠票券知覺價值、遊憩吸引力、知覺風險與購買意願之關係，行政院科技部，MOST-1062410H031014。
7. 胡凱傑，2017.07，以 UTAUT 模式探討航空公司行動服務接受度之影響因素：以 APP 訂票為例，行政院科技部，MOST-1052410H031043。
8. 胡凱傑，2015.07，探討國道服務區用路人惠顧意願之影響因素：整合服務場景與體驗價值理論，行政院科技部，MOST-1032410H031038。
9. 胡凱傑，2014.07，從服務失誤與補救觀點探討航空公司服務品質風險管理與改善機制：質化與量化方法之整合(II)，行政院科技部，NSC-1022410H031055。
10. 胡凱傑，2013.07，從服務失誤與補救觀點探討航空公司服務品質風險管理與改善機制：質化與量化方法之整合，行政院國科會，NSC-1012410H031005。
11. 胡凱傑，2012.07，公路客運複合式轉運站服務評估系統之研究：服務場景之觀點，行政院國科會，NSC-1002410H031004。
12. 胡凱傑，2011.07，探討臺鐵旅客服務補救期望之影響因素：整合失誤事件、企業與顧客之三角觀點，行政院國科會，NSC-992410H031037。
13. 胡凱傑，2010.07，延遲之歸因可控制性與服務補救對旅客行為意向的影響：以台灣鐵路為例，行政院國科會，NSC-982410H031003。
14. 胡凱傑，2009.07，物流業消費者形象認知及企業顧客滿意度對顧客忠誠度影響之研究：以宅配業與貨運業為例(II)，行政院國科會，NSC-972410H031059。

15. 胡凱傑，2008.07，物流業消費者形象認知及企業顧客滿意度對顧客忠誠度影響之研究：以宅配業與貨運業為例，行政院國科會，NSC-962416H424002。
16. 胡凱傑，2007.07，等候經驗及服務保證對鐵路旅客滿意度及行為意向之影響，行政院國科會，NSC-952416H424001。
17. 胡凱傑，2006.07，以期望容忍區間與重要度構建服務品質屬性評估與排序模式，行政院國科會，NSC-942416H424006。

b.指導大專生科技部研究計畫

1. 劉思妤，2014，探討旅客購買公益商品與否對航空公司之影響:商品屬性之調節效果(MOST-103-2815-C-031-002-H)

c. Others

1. 胡凱傑、任維廉、呂明穎，2022.12，台北市聯營公車營運服務指標評鑑：111 年度，台北市公共運輸處委託研究報告。
2. 胡凱傑、呂明穎，2022.12，臺北市共享運具經營業管理評鑑指標設計，臺北市政府交通局委託研究報告。
3. 胡凱傑、任維廉、呂明穎，2022.02，台北市聯營公車營運服務指標評鑑：110 年度，台北市公共運輸處委託研究報告。
4. 胡凱傑、林智偉、呂明穎，2021.11，110 年度城鄉特色產業發展推動計畫－目標市場國際化專題研析，財團法人中衛發展中心委託研究報告。
5. 胡凱傑、賈凱傑、呂明穎，2021.05，109 年度商業街區高質化輔導計畫全國商圈資料研析報告，財團法人中衛發展中心委託研究報告。
6. 胡凱傑、任維廉、呂明穎，2021.02，台北市聯營公車營運服務指標評鑑：109 年度，台北市公共運輸處委託研究報告。
7. 胡凱傑、任維廉、呂明穎，2020.02，台北市聯營公車營運服務指標評鑑：108 年度，台北市公共運輸處委託研究報告。
8. 胡凱傑、任維廉、呂明穎，2019.02，台北市聯營公車營運服務指標評鑑：107 年度，台北市公共運輸處委託研究報告。
9. 胡凱傑、賈凱傑、呂明穎，2018.12，OTOP 海外展售消費者意向調查研析案，財團法人中衛發展中心委託研究報告。
10. 任維廉、胡凱傑，2018.02，台北市聯營公車營運服務指標評鑑：106 年度，台北市公共運輸處委託研究報告。
11. 胡凱傑、賈凱傑，2017.11，106 年度臺灣地方特色產業國際化推動專題研析—107

- 年目標市場商情研析，財團法人中衛發展中心委託研究報告。
12. 彭賢恩、胡凱傑，2017.06, 104 年公路客運秘密客調查委託案，交通部公路總局委託研究案，台灣趨勢股份有限公司執行。
 13. 任維廉、胡凱傑，2017.01, 台北市聯營公車營運服務指標評鑑：105 年度，台北市公共運輸處委託研究報告。
 14. 胡凱傑、賈凱傑，2016.11, 105 年度臺灣地方特色產業國際化推動專題研析－106 年目標市場商情研析暨計畫推動效益評估模式，財團法人中衛發展中心委託研究報告。
 15. 張朝能、張勝雄、賈凱傑、胡凱傑、江芷瑛、陳宛靜、白峻安、陳宏志、劉怡汝，2016.09, 汽車運輸業管理相關規定法制化作業之研究－客運類，交通部運輸研究所。
 16. 任維廉、胡凱傑，2016.01, 台北市聯營公車營運服務指標評鑑：104 年度，台北市公共運輸處委託研究報告。
 17. 胡凱傑、賈凱傑，2015.12, 104 年度臺灣地方特色產業主題產業專題研析－法國市場商情研析，財團法人中衛發展中心委託研究報告。
 18. 賈凱傑、胡凱傑、黃台生、黃昱凱、謝承憲，2015.12, 運輸物流供應鏈恢復力之研究，交通部運輸研究所。
 19. 胡凱傑、賈凱傑，2015.03, 103 年臺北市路外停車場評鑑（試辦）計畫，臺北市停車管理工程處委託研究報告。
 20. 任維廉、胡凱傑，2015.02, 台北市聯營公車營運服務指標評鑑：103 年度，台北市公共運輸處委託研究報告。
 21. 胡凱傑、賈凱傑，2014.12, 臺灣地方特色產業主題產業專題研析－地方特色產業國際化發展成效追蹤與分析，財團法人中衛發展中心委託研究報告。
 22. 馮正民、邱裕鈞、王晉元、蘇昭銘、胡凱傑、葉文健、林幸加，2014.08, 國道客運營運機制改革及服務品質提昇之研究，交通部公路總局委託研究報告。
 23. 胡凱傑、賈凱傑，2014.05, 「停車場評鑑計畫」評鑑指標設計，臺北市停車管理工程處。
 24. 任維廉、胡凱傑，2014.01, 台北市聯營公車營運服務指標評鑑：102 年度，台北市公共運輸處委託研究報告。
 25. 胡凱傑、賈凱傑，2013.11, 102 年度地方特色產業遊程及通路拓展計畫，財團法人中衛發展中心委託研究報告。
 26. 賈凱傑、胡凱傑，2013.11, 臺灣地方特色產業主題產業專題研析－星馬地區市場商情研析，財團法人中衛發展中心委託研究報告。

27. 彭賢恩、胡凱傑，2013, 101 年公路客運秘密客調查委託案，交通部公路總局委託研究案，台灣趨勢股份有限公司執行。
28. 任維廉、胡凱傑，2013.01, 台北市聯營公車營運服務指標評鑑：101 年度，台北市公共運輸處委託研究報告。
29. 胡凱傑、賈凱傑，2012.12, 101 臺灣地方特色產業國際化市場商情研析，財團法人中衛發展中心委託研究報告。
30. 胡凱傑、賈凱傑、2012.12, 101 主導性新產品開發輔導計畫-成效追蹤，財團法人資訊工業策進會委託研究報告。
31. Hu, K. C., 2012.12, The Last-Mile of Supply Chain – Third Party Logistics Forum and Technical Visits, APEC Funding Project (S TPT 05 11A).
32. 賈凱傑、馮正民、尚榮安、胡凱傑，2012.12, 101 年度我國參與 APEC 運輸部門活動之業務支援與知識管理平台規劃、建置與維護，交通部運輸研究所委託研究報告。
33. 賈凱傑、林聰武、葉文健、胡凱傑、李穗玲，2012.12, 我國及亞太地區空運營運與設施基本資料庫之擴充與知識管理系統建置之研究，交通部運輸研究所委託研究報告。
34. 胡凱傑、任維廉，2012.03, 100 年市政府轉運站獎勵民間投資興建營運案營運績效評估報告，台北市公共運輸處委託研究報告。
35. 任維廉、胡凱傑，2012.02, 100 年臺北車站特定專用區交九用地開發案營運績效評估報告，台北市公共運輸處委託研究報告。
36. 任維廉、胡凱傑，2012.01, 台北市聯營公車營運服務指標評鑑：一百年度，台北市公共運輸處委託研究報告。
37. 賈凱傑、胡凱傑、林聰武、葉文健、白仁德、張國政，2011.12, 我國及亞太地區空運營運與設施基本資料庫之建置，交通部運輸研究所委託研究報告。
38. 賈凱傑、馮正民、尚榮安、胡凱傑，2011.12, 100 年度我國參與 APEC 運輸部門活動之業務支援與知識管理平台規劃、建置與維護，交通部運輸研究所委託研究報告。
39. 馮正民、王晉元、蘇昭銘、張勝雄、邱裕鈞、胡凱傑、林幸加，2011.11, 因應公路客運業市場環境與結構改變政府之輔導轉型策略與管理技術研究，交通部運輸研究所委託研究報告。
40. 任維廉、胡凱傑，2011.03, 99 年臺北車站特定專用區交九用地開發案營運績效評估報告，台北市公共運輸處委託研究報告。
41. 任維廉、胡凱傑，2011.01, 台北市聯營公車營運服務指標評鑑：九十九年度，台北市公共運輸處委託研究報告。

42. 陳一昌、張開國、葉祖宏、喻世祥、邱裕鈞、藍武王、馮正民、溫傑華、倪佩貞、胡凱傑，2010.04，能源消耗，污染排放與車輛使用之整合關聯模式研究(3/3)，交通部運輸研究所委託研究報告。
43. 任維廉、胡凱傑，2010.01，台北市聯營公車營運服務指標評鑑：九十八年度，台北市政府交通局委託研究報告。
44. 任維廉、胡凱傑，2009.12，九十八年度新竹市公車營運服務指標評鑑，新竹市政府交通局委託研究報告。
45. 馮正民、孫以濬、張勝雄、王晉元、蘇昭銘、邱裕鈞、胡凱傑、賈凱傑，2009.05，強化公路公共運輸發展政策研析，交通部運輸研究所委託研究報告。
46. 任維廉、胡凱傑，2008.12，台北市聯營公車營運服務指標評鑑：九十七年度，台北市政府交通局委託研究報告。
47. 胡凱傑，2008.11，九十七年度桃園市免費市民公車滿意度調查，桃園汽車客運股份有限公司委託研究報告。
48. 胡凱傑，2008.11，九十七年度桃園縣龜山鄉免費鄉民公車滿意度調查，桃園汽車客運股份有限公司委託研究報告。
49. 魏慶地、胡凱傑、陳艾勤，2008.04，九十六年度桃園縣轄市區公車營運服務品質評鑑，桃園縣政府交通局委託研究報告。
50. 任維廉、胡凱傑，2007.12，台北市聯營公車營運服務指標評鑑：九十六年度，台北市政府交通局委託研究報告。
51. 任維廉、胡凱傑，2007.12，九十六年度新竹市公車營運服務指標評鑑，新竹市政府交通局委託研究報告。
52. 任維廉、胡凱傑，2007.03，桃園縣市區公車成本與費率分析之研究。
53. 任維廉、胡凱傑，2006.12，台北市聯營公車營運服務指標評鑑：九十五年度，台北市政府交通局委託研究報告。
54. 魏慶地、胡凱傑、陳艾勤，2006.12，九十五年度桃園縣轄市區公車營運服務品質評鑑，桃園縣政府交通局委託研究報告。
55. 任維廉、王晉元、胡凱傑，2006.12，九十五年度新竹市公車營運服務指標評鑑，新竹市政府交通局委託研究報告。
56. 胡凱傑，2006.08，九十五年度桃園免費市民公車滿意度調查，桃園汽車客運股份有限公司委託研究報告。
57. 任維廉、胡凱傑，2006.06，貨運公司客戶(品牌)滿意度調查訓練計畫案。
58. 任維廉、胡凱傑，2006.01，台北市聯營公車營運服務指標評鑑：九十四年度，台北市政府交通局委託研究報告。
59. 魏慶地、胡凱傑、陳艾勤，2005.12，九十四年度桃園縣轄市區公車營運服務品質評鑑，桃園縣政府交通局委託研究報告。

60. 任維廉、胡凱傑，2005.12, 九十四年度新竹市公車營運服務指標評鑑，新竹市政府交通局委託研究報告。