***USER RELUCTANCE ASSESSMENT***

A User Reluctance Assessment is about identifying the potential reasons why users might be hesitant or unwilling to use the mobile application.

Despite the potential benefits of the proposed mobile application, several factors may contribute to user reluctance or resistance to adopting the solution. These include:

1) **Fear of Misdiagnosis or Misleading Suggestions**

Users might worry that incorrect diagnoses could lead them to make wrong repair decisions, potentially causing more harm to their vehicle or leading to unnecessary expenses.

2) **Preference for Traditional Mechanic Visits**

Many car owners, especially older users, may have a strong habit or trust in physical inspections by a mechanic. They may see the app as an inferior substitute or feel it’s not necessary.

3) **Trust and Reliability Concerns**

Users may be skeptical about the accuracy of the app’s diagnoses, especially when it involves critical vehicle issues. If users doubt the reliability of the system, they might still prefer visiting a mechanic for confirmation.

4) **Dependence on Internet Connectivity**

If certain features of the app require constant internet access (e.g., accessing updated fault databases or streaming video tutorials), users in areas with poor connectivity might find it less useful or frustrating to use.

5) **Lack of Technical Knowledge and Illiteracy**

Many car owners may feel intimidated by technical applications, especially those involving AI, machine learning, or diagnostic procedures. If the interface appears complex or overly technical, users may be discouraged from using the app.