

**STUDENTS' PERCEPTIONS OF THE USE OF CHATGPT IN  
THE LEARNING PROCESS AND UTILIZATION IN DAILY  
ACTIVITIES AT ENGLISH EDUCATION STUDY PROGRAM  
OF SRIWIJAYA UNIVERSITY**

**A THESIS**

**BY**

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**FACULTY OF TEACHER TRAINING AND EDUCATION**

**SRIWIJAYA UNIVERSITY**

**2024**

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## DECLARATION

I, the undersigned,

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Certify that thesis entitled "Students' Perceptions of the Use of ChatGPT in the Learning Process and Utilization in Daily Activities at English Education Study Program of Sriwijaya University" is my own work and I did not do any plagiarism or inappropriate quotation against the ethics and rules commended by the Ministry of Education of Republic Indonesia Number 19, 2010 regarding plagiarism in higher education. Therefore, I deserve to face court if I am found to have plagiarized this work.

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## **DEDICATIONS**

This thesis I dedicate to my parents who are the most extraordinary in my life both materially and in advice that is very useful to me, my younger sister, my grandparents, and my family who always support me in every condition. I hope that what I have done can make them happy and proud. I feel very grateful to have you and to feel your boundless love for me.

## **MOTTOS**

“Allah does not require of any soul more than what it can afford. All good will be for its own benefit, and all evil will be to its own loss.”

*(Q.S. Al-Baqarah, 2:286)*

“Rise high without bringing others down and be happy without hurting others.”

“Keep fighting till the end and live like Larry”

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Palembang, April 2024

The Writer

R.M.Akbar Ramadhan Hakiki

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## ABSTRACT

*The advancement of internet-based technology has led to the development of Artificial intelligence (AI). Chatbot is one of the types of AI resulting from the development of existing computer programs which has the ability to interact with humans. The purpose of creating a Chatbot is to help humans work in every situation with existing data. The use of ChatGPT is a trend that is happening because the convenience provided is also utilized by the community and students who are studying also utilize it for their needs. The purpose of this study is to explore the experiences of students who uses ChatGPT to support their academic activities and beyond. This study employed a qualitative interview method, which involved 4 English Education Study Program students at Sriwijaya University. Thematic analysis was used to analyze the data. The study shows that people use ChatGPT in various situations: when conditions are not ideal, to explore topics deeply, overcome conceptual hurdles, brainstorm content, and adapt writing styles. Additionally, ChatGPT serves as a conversational companion like a real friend and offers helpful recommendations for books, movies, or cheap airline tickets. When students encounter difficulties, ChatGPT serves as a shortcut for them to find solutions.*

**Keywords:** *Artificial Intelligence, ChatGPT, Student Perceptions, Chatbot*

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## **CHAPTER I**

### **INTRODUCTION**

This chapter introduces the background of the study, the problems of the study, the objectives of the study, and the significances of the study.

#### **1.1. Background of the Study**

Nowadays where the era of technology has developed very rapidly with the emergence of the Internet, the Internet (Interconnected Network) is a global computer network that connects networks globally. The Internet can also be called a vast network of nature (Sibero, 2011). With effortless access right now everyone who has a good internet connection can do it easily and quickly, and at this time with supporting equipment that is increasingly developing like smartphones or computers. It can help internet users to more easily surf the internet with the convenience that already exists. Therefore, various aspects of life have moved to the internet at this time the internet is needed by humans so that they can carry out their daily activities.

The development of the internet is getting faster and faster and eventually, something called a chatbot was created. Chatbot is a computer program that aims to simulate an artificial intelligence to be able to carry out a conversation with humans (Shawar & Atwell, 2002). The purpose of making a chatbot is to help humans carry out their work, the Chatbot can also be human partners so they can talk about their feelings, and their problems or give recommendations. A chatbot can operate using machine learning and artificial intelligence to record conversational patterns that enable it to mimic human conversation and react to written or spoken requests to respond with the proper responses and offer services or information. Users can request information or services from a chatbot, which can be coupled with current data sources to do things like offer weather forecasts, the most recent news, or hotel reservations.

There are many kinds of chatbots with various functions, types, and ways of working from each chatbot. Features already in chatbots aim to help humans do their work effectively and efficiently. Using a chatbot's help humans can do many things at once. With the emergence of various chatbots, one example of a very advanced and popular chatbot today is ChatGPT. ChatGPT (Generative Pre-Trained Transformer) based on the GPT-3.5 architecture developed by OpenAI. "OpenAI's ChatGPT is an artificial intelligence-based machine technology that is trained to be able to mimic human conversation using NLP (Natural Language Processing) technology" (Setiawan & Lithifying, 2023).

NLP technology ChatGPT can respond to a human's question in chat or text form. ChatGPT has the same function but is also equipped with extras that can create various kinds of sentences and messages. The answer from chatgpt has a good structure with the relationship between words or sentences coherence and accuracy and can recall previous conversations. Using the right prompt technique makes it possible to produce a scientific article or even a book in a much shorter time than the conventional way (Suharmawan, 2023). For example, if the user gives the command to create excuse messages, speech, or background of thesis ChatGPT will create the messages in just a few moments. ChatGPT will show the result to the users based on what the user commands so it's more efficient and this is the main reason that makes users comfortable to use ChatGPT as their assistance to create or find something.

Without underestimating the existing situation, the education sector must indeed adapt to a learning system that is developing rapidly with the convenience it provides therefore life in the learning process must continue regardless of the circumstances and situation. In Indonesia, the use of ChatGPT in the field of education has begun to appear and has often been used as a new learning resource for every student who has recognized this chatbot so because of that teachers should be aware of their students who have recognized do some ways that can keep their

students from following the wrong path in this case in the world of education always addicted to using the ChatGPT beside of find out the information by own personal.

The students can also take a chance in this situation to help them reach their aims in the learning process so they can use this Chatbot to do their homework or assignments quickly. Chatbot already provides information or cites from journals making the students feel they don't need to work hard to find the information. It does not take long to find the information and paraphrase the sentences from the ChatGPT into their sentences. They utilize technology that is already provided and make their work easier but on the other hand with technology, there is a threat to them and it will have a bad effect on them.

The study of students' perception of ChatGPT has been carried out several times by past researchers, such as Shoufan (2023) and Silvia (2023) but the writer feels that this problem is still relevant to be discussed because until now many students still use the ChatGPT as their alternative ways to them. It also can influence their learning process and whether or not their language skills use this kind of technology. This research was conducted by involving correspondents from English Education students at Sriwijaya University who are still studying and often use ChatGPT during classroom learning, and utilize the use of ChatGPT in their daily activities. The researcher is interested in investigating their perception when using one of the AIs named ChatGPT, which was once very famous and made viral because of its ease of use and within a short time can provide answers in the learning process. This study aims to identify certain conditions that require students to use ChatGPT in the classroom in the learning process. The researcher also wants to explore the types of activities in which ChatGPT was used by the students outside of the classroom learning contexts.

## **1.2. Problems of the Study**

Based on the background above, the researcher formulates the research problem as follows:

1. What were the conditions that required students to use ChatGPT in the classroom?
2. What other instances of ChatGPT were used by the students to support their activities?

## **1.3. The Objectives of the Study**

Based on the problem of the study above, the objectives of the research area are as follows:

1. To identify specific conditions requiring the use of ChatGPT in the classroom.
2. To explore the types of activities in which ChatGPT was used by the students outside of the classroom learning contexts.

## **1.4. Significances of the Study**

### **1.4.1. For Students**

The results of this study are expected to explain and tell the students what will happen to them when they try to use ChatGPT in the learning process. Therefore, ChatGPT must be limited so that students do not become too lazy to think and become addicted to ChatGPT. Especially for English Education Students of Sriwijaya University.

### **1.4.2. For Practitioners**

The results of this study are expected to provide and add information about students' habits to use ChatGPT in academic situations and what factors cause students to use ChatGPT in the learning process. Therefore, lecturers are expected to



take initial preventive steps in the learning process so that students are not addicted to ChatGPT.

#### **1.4.3. For Future Researchers**

To anyone who will discuss the same research as this paper, the results of this study can be used as instructions or additional information for research on the same topic in the future. They can help in completing the writing of other papers.

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