Journal of English Language and Education
ISSN 2597- 6850 (Online), 2502-4132 (Print)
Journal Homepage: https://jele.or.id/index.php/jele/index
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Article

University Students' Perceptions toward ChatGPT as English Learning Tool

https://doi.org/10.31004/jele.v10i4.1250

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A B S T R A C T

ChatGPT offers the convenience of translating text from English to Indonesian and vice versa. This feature is highly utilized by students, helping them find meanings and translate sentences. For college students from engineering faculty, this technology can ease them to learn English and help them to do English tasks. This study will examine college students' perceptions of English language learning using Chat GPT. This research applied a qualitative approach to determine students' perceptions of the use of GPT chat media to improve their English language skills. This research used interviews, observations, questionnaires to collect data from respondents. This research concluded that students believe that ChatGPT has positive impact on facilitating information access and assisting students' English coursework

Keywords: *ChatGPT, Students' Perception, English Learning, Digital Learning*

Article History:
Received 25th June 2025
Accepted 19th July 2025
Published 28th July 2025

INTRODUCTION

ChatGPT (Generative Pre-trained Transformer) is an artificial intelligence system that allows for text-based conversations (Suharmawan, 2023). ChatGPT offers the convenience of translating text from English to Indonesian and vice versa. This feature is highly utilized by students, helping them find meanings and translate sentences. Second language teachers nowadays bring digital technology into their teaching since leaners are get used digitalization in Society 5.0 Era. Students mostly responded positively to digital technology in English learning activities because they feel motivated in learning English using digital platforms (Maisani et al., 2022). Moreover, in a research, students from non-English major increase their English learning effectiveness using digital platform, Tricider that offer various English legal topics and make students actively having contribution in discussion and problem solving (Gundary et al., 2024). As students who are aware of the convenience of technology, Chat GPT is very useful for helping students because it is a very refreshing advancement in the learning process. By using Chat GPT, students can translate English text or vice versa without asking the lecturer. Chat GPT is short for Chat Generative Pretrained Transformer, an advanced artificial intelligence technology developed by OpenAI (Rachbini et al., 2023).

However, the use of Chat GPT can raise concerns, such as plagiarism among students. Meanwhile, some students are concerned that the use of this technology could reduce social interaction and personal engagement between lecturers and students. One negative impact of Chat GPT on students is the growing dependence on the application. The following are the benefits of using GPT Chat from the book written by Rachbini et al, namely: (1) The use of GPT Chat is able to expand the knowledge and knowledge of the user,

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in this case the user is able to access a lot of knowledge and information so that the user is easily able to learn the information obtained; (2) Efficiency and speed in answering a question given by the user, in this case the user can easily get answers quickly to the questions asked; (3) GPT Chat has high flexibility so that the problems faced can be resolved easily; (4) Effective communication from GPT Chat, in this case we are able to dig up existing information from communication using GPT Chat; and (5) GPT Chat is able to contribute to the development of technology (Rachbini et al., 2023). From the benefits of CPT Chat, students as users are able to utilize the use of GPT chat as much as possible so that it can support and improve learning in lectures, especially in learning English.

English is a compulsory subject for all students in all faculties. Some students perceive English as difficult to master, especially for students with non-English language backgrounds. Therefore, the use of GPT Chat is very helpful for some students in completing assignments given by lecturers. In the context of English learning, many students use GPT Chat as a means to translate assignments given by lecturers. Students also often use GPT Chat to create reports or write articles in English.

Here are some of the advantages related to using Chat GPT based on Amanda. (1) Automatic Language Analysis: ChatGPT can help in automatically analyzing large texts, including identifying language patterns, sentence structure and word usage; (2) Language Model Development: GPT can be used as a basis or component in developing more specific language models. Language researchers can utilize the language representations learned by GPT to build more targeted language models; (3) Automatic translation: By training GPT on multilingual data, this model can be used for automatic translation; (4) Automatic Text Generation: GPT can generate new text based on the given input. This is useful in content creation, automatic writing, and developing language-based creativity; (5) Language Model Study: Observing how ChatGPT responds to various inputs and produces outputs can help in understanding how the language model functions; (6) Language Learning: ChatGPT can be used as a tool to support language learning; (7) NLP (Natural Language Process) Research: ChatGPT and similar technologies play an important role in NLP research. They provide the basis for further development of sophisticated models and deeper understanding of the language; (8) Resource Availability: With the advent of GPT, natural language processing resources are more widely accessible. This reduces the barriers to starting research or development in this field; (9) Advances in Language Technology: Advances in language technology demonstrated by GPT are driving innovation and better understanding; and (10) Context Understanding: ChatGPT benefits from better understanding of context within sentences and texts (Amanda, 2023).

This study will examine students' perceptions of English language learning using GPT Chat media. According to Ramadian dan Rahman, perception is the way individuals understand and interpret information received from their environment (Ramadian & Rahman, 2025). In an educational context, students' perceptions of a phenomenon, such as the use of new technology in learning, can influence how they learn and interact with learning materials. Meanwhile,perceptions can be shaped by previous experiences, existing knowledge, and the social context in which individuals exist (Schunk, 2012). From the descriptions in this view, it can be said that the use of technology media as a learning medium for students is influenced by students' experiences and knowledge of technological advances in order to support their ability to use technology and in this case using Chat GPT as a learning medium.

Therefore, this research took college students' perception using GPT Chat as English learning tool for improving English language learning. During the English class, college students as responden also used Chat GPT to do their task. These college students will reveal their perceptions whether GPTChat can be English language tool to improve their English language learning or not.

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METHOD

In this study, the researcher used a qualitative approach to determine students' perceptions of the use of GPT chat media to improve their English language skills. According to Creswell, qualitative research allows researchers to explore social and cultural phenomena in greater depth (Cresswell & Cresswell, 2018). In this study, the data obtained can provide data and insights to students on how to utilize GPT Chat media optimally and can improve their abilities, especially in students' English language skills. Meanwhile, according to Sukirman, qualitative research is a humanistic research approach because it places a person or human being in research as the main subject in social events (Sukirman, 2021).

Case studies allow researchers to deeply analyze the experiences of individuals or groups within a specific context. In this case, researchers will observe and analyze the use of GPT Chat by second-semester information systems students at Tiga Serangkai University. This approach also allows researchers to collect data from multiple sources, such as in-depth interviews and observations, which can provide a more comprehensive picture of student perceptions (Yin, 2018).

Respondent

This study aims to explore the perceptions of students at Tiga Serangkai University regarding the use of Chat CPT technology in English language learning. Respondents in this study were second-semester students from the Faculty of Engineering, Information Systems Department, at Tiga Serangkai University, with a total of 25 respondents per class. In this study, the researchers hoped to gain a deeper understanding of the use of Chat CPT in English language learning.

Instrument

In this study, researchers collected data from all respondents using several data collection techniques, namely by using interviews, observations, questionnaires for all respondents.

Observation

In this study, the data collection technique used by the researcher was observation as the initial step in obtaining data that corresponds to the actual situation. Observation is a data collection technique that has specific characteristics compared to other techniques (Sugiyono, 2017a). Observation is not limited to people, but also includes other natural objects. Through observation, researchers can learn about behavior and the meaning of that behavior.

Interview

In this research, the second data collection technique carried out by researchers was using interview techniques. This technique is expected to be able to gather information from all respondents regarding the benefits of GPT Chat for learning English. According to Mita Rosaliza, interviews are one of the methods of collecting data most commonly used in social research. This method is used when the study subject (respondent) and researcher are directly face to face in the process of obtaining information for primary data purposes.

An interview is a meeting between two people to exchange information and ideas through questions and answers, thereby constructing meaning on a particular topic (Sugiyono, 2017b). Interviews are used as a data collection technique when researchers want to conduct preliminary studies to determine the problem to be researched, but also when researchers want to learn more in-depth about the respondents.

In this study, researchers conducted interviews with 25 respondents, namely all second-semester students majoring in Information Systems. In this interview, the researchers asked several questions to 25 respondents about the use of GPT Chat in English learning. This interview was conducted as one of the techniques for collecting data useful to determine the extent of the influence of GPT Chat technology in English learning. By conducting interviews with all respondents, it is hoped that it will provide a deeper understanding of student perceptions regarding the use of GPT Chat in learning.

Questionnaire

In this study, researchers used a questionnaire to determine the extent of the benefits of GPT Chat in English learning. A questionnaire is a data collection method that involves

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providing several types of questions related to the research problem. A questionnaire is a data collection method that involves providing respondents with a set of written questions or statements to answer (Sugiyono, 2017b).

Procedure

The research procedures carried out by the researcher in this study are as follows: On the first stage, the researcher determines the respondents who will be the objects of this study. The respondents used as data are second-semester students in Faculty of Engineering majoring Information Systems at Tiga Serangkai University. On the second stage, the researcher observes the classroom conditions, observations include the conditions of students in learning English by utilizing GPT Chat technology media. On the third stage, the researcher individually interviews all students in the class, questions from the interviews with students include the use of GPT Chat media in learning English. This is done to directly determine the perception of each student regarding the use of GPT Chat in learning English. On the fourth stage, the researcher gives several questions in the form of a questionnaire to each student in the class. The number of questions in the questionnaire is 20 questions, where all of these questions are related to the use of GPT Chat in learning English. From the results of the questionnaire, it will be clearly seen students' perceptions of the use of GPT Chat in learning English.

The following is an illustration of the data collection procedure in this study:

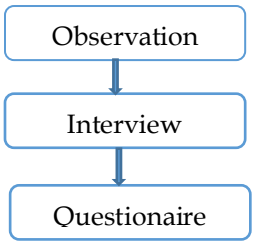

Figure 1. Procedure of Collecting Data

FINDINGS AND DISCUSSION

Social media users have been talking a lot about the ChatGPT platform lately. This is because the ChatGPT platform, developed by OpenAI, is believed to be able to help humans find answers to their questions. According to Utami Rosalina, ChatGPT functions to provide information and assist in analyzing various assignments. ChatGPT is able to help answer all questions from students. If students need to translate an English text, ChatGPT will easily translate it according to the text they have uploaded. This certainly makes it very easy for students to translate assignments in English learning. Here is the initial view of GPT Chat:

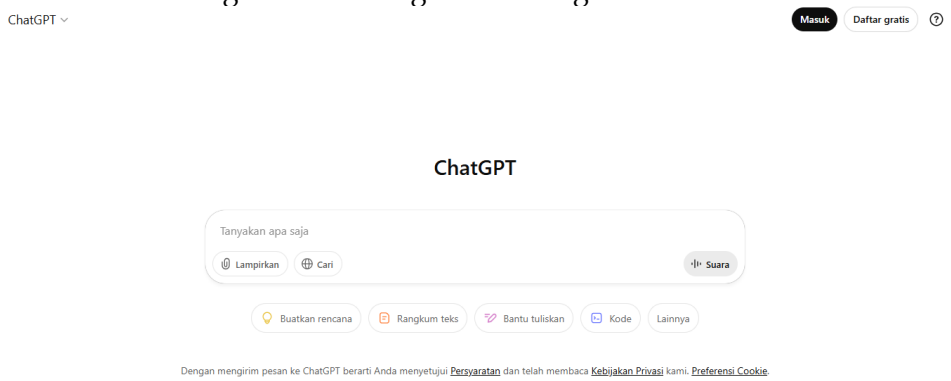

Figure 2. Initial View of Chat GPT

The image above is the initial display of GPT Chat, users can immediately type the questions they want to ask GPT Chat.

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Figure 3. Login View on GPT Chat

The image above shows the login screen on GPT Chat page. On this page, users are asked to log in by entering their email address. If they don't have an account, they are asked to register. During the registration process, users are required to enter personal information, such as their email address and their identity details, including their name and date of birth. After entering their personal information, the login process will be confirmed. Here's what the page looks like after logging into GPT Chat using a user account:

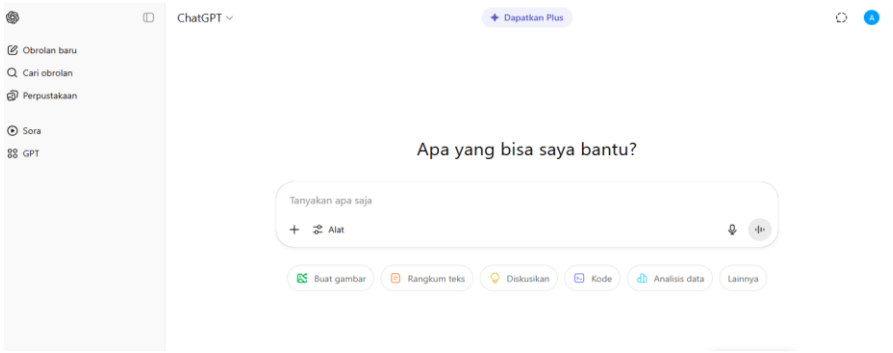

Figure 4. Web View after Log In

In the page display above, users can directly ask questions and can directly interact with GPT Chat. The data obtained from research conducted by researchers on 25 respondents are as follows:

Observation Result

Observations made by researchers on English language learning for second-semester Information Systems students revealed that many students still rely on technology to assist them in completing assignments given by their lecturers. Therefore, the researchers concluded that GPT chat is a technology-based learning medium that can support English learning and improve students' English skills.

Interview Result

Interviews with 25 students revealed that the majority of students use GPT Chat to facilitate the completion of assignments given by lecturers. When this is correlated with English language learning, students feel a significant need for GPT Chat in every English language assignment. They can use GPT Chat to translate and obtain information easily and quickly.

Questionnaire Result

One of the data collection techniques in this study was a questionnaire method. All respondents completed a questionnaire containing questions focused on the use of GPT Chat media in improving English learning. The results of the questionnaire can be summarized in the following points:

Student Perceptions toward GPT Chat in Improving English Learning

From the results of the questionnaire that was filled out by 25 respondents from second semester students of the Faculty of Engineering with the Information Systems program at Tiga Serangkai University, the following results were obtained:

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Table 1. Result of First Question

Likert Scale	Students Total	Percentage
Strongly Agree	12	48%
Agree	10	40%
Disagree	3	12%
Strongly Disagree	0	0%

From the illustration of the percentage calculation above for the first question in questionnaire, it shows that 48% of students stated that they strongly agree that the use of GPT Chat can improve English learning overall. By using GPT Chat media, it can improve English skills. This is because in using GPT Chat, students are able to access all information and are able to easily translate all articles or assignments given by lecturers.

Meanwhile, there are 10 students with a percentage of 40% who stated that they agree that the use of GPT Chat can have an effect on improving English learning. This is because many students think that GPT Chat can help students to enrich their English vocabulary and the ability to construct sentences in English. This is in contrast to the statements of several students who stated that they disagreed that GPT Chat media can improve students' English skills. There are 3 students with a percentage of 12% who stated that GPT Chat has not helped students in improving their English skills, this may be due to the limited technology they have as students so they find it difficult to operate or access information using GPT Chat.

Positive Impact on Students from the Use of GPT Chat in English Learning Activities

Table 2. Result of Second Question

Likert Scale	Students Total	Percentage
Strongly Agree	11	44%
Agree	9	36%
Disagree	5	20%
Strongly Disagree	0	0%

In the results of the percentage calculation above which states that Chat GPT has a positive impact on students in English learning activities, this can be seen that as many as 11 students with a percentage value of 44% stated that they strongly agree that the existence of Chat GPT media has a positive impact on students in English learning activities. Then as many as 9 students with a percentage value of 36% stated that they agree that the existence of Chat GPT in English learning is able to provide a positive aura to students during learning activities.

The results above contrast with several students who stated that the use of GPT Chat had no positive impact on English learning activities. This is evident in the fact that only 5 students, representing 20%, stated that the use of GPT Chat had no positive impact on English learning activities.

From the results above, it can be concluded that GPT Chat has many benefits in supporting the learning process. However, there are several concerns and challenges that require attention. Proper supervision, judicious use, and awareness of the limitations of this technology are crucial to ensure that GPT Chat truly supports effective learning.

Negative Impacts on Students from the Use of GPT Chat in English Learning Activities.

Table 3. Result of Question 3

Likert Scale	Students Total	Percentage
Strongly Agree	0	0%
Agree	3	12%
Disagree	7	28%
Strongly Disagree	15	60%

From the description of the results of the percentage calculation above which states that Chat GPT can have a negative impact on English learning activities, it can be seen that only 3 students with a percentage of 12% stated that they strongly disagreed that Chat GPT could have a negative impact on English learning activities. Then, conversely, as many as 7 students with a percentage value of 28% stated that they disagreed and as many as 15 students with a percentage value of 60% stated that they strongly disagreed that Chat GPT had a negative influence on English learning.

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From the above percentage results, it can be concluded that while GPT Chat offers various benefits in supporting learning activities, its use is crucially monitored and limited to minimize its negative impacts. Proper education and guidance on its use are necessary to ensure this technology is used as an effective tool.

CONCLUSIONS

Based on the results of research on student perceptions of ChatGPT as English language tool to improve English language learning at Tiga Serangkai University, it can be concluded that student perceptions of the use of ChatGPT in learning activities show diverse views and experiences. In general, students believe that the use of ChatGPT has a positive impact on facilitating information access and assisting in completing coursework. However, there are also some concerns, such as the potential for reduced creativity and the risk of plagiarism. While ChatGPT offers many benefits in supporting the learning process, there are some caveats and challenges that need to be addressed. Proper supervision, judicious use, and awareness of the limitations of this technology are crucial to ensure that ChatGPT truly supports effective learning.

ACKNOWLEDGEMENTS

The authors would like to say gratitude to Tiga Serangkai University for giving permission to do the research. Authors also say gratitude to administrators of Journal of English Language and Education for publishing this article.

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