EXPLORING EFL STUDENTS' EXPERIENCES IN USING CHATBOTS FOR ENGLISH LANGUAGE LEARNING

THESIS

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NIM. 20202092

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FACULTY OF TARBIYAH

STATE ISLAMIC INSTITUTE OF KEDIRI

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I hereby declare that the thesis I wrote with the title "EXPLORING EFL STUDENTS' EXPERIENCES IN USING CHATBOTS FOR ENGLISH LANGUAGE LEARNING" is my own and it has been generated by me as result of my original research. It does not incorporate any materials previously written or published by another person except those indicated in quotations and references. No portion of this work has been submitted in support of an application for another degree of qualification of this or any other university or institute of higher education. Due to this fact, I am the only person responsible for the thesis if there is any subjection or claim from others.

Kediri, June 25th 2024

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MOTTO

Everything will eventually end.

Jalaluddin Rumi

DEDICATION PAGE

1. All praises are due to Allah SWT for his mercies and blessings that has been given to me to finish this thesis.
2. Prophet Muhammad Peace be Upon Him who has guided us from the darkness into the lightness.
3. My beloved parents Mr. Yuwono Hadi Santoso and Mrs. Sri Isnaningsih who always give me support, attention, motivation, pray for me, and everything that they have given to me.
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ABSTRACT

Ametis, Reksa. 2024. *"Exploring EFL Students' Experiences in Using Chatbots for English Language Learning".* Thesis. Department of English Language Education, Faculty of Tarbiyah, IAIN Kediri. Advisor: (I) Nur Afifi, M. App. Ling., Ph. D. (II) Dr. Toyyibah, SS. M. Pd.

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Education field needs to be able to adapt to the technology existed like AI (Artificial Intelligence). Chatbot is one of the artificially intelligent conversational systems. The use of Chatbot as learning media will assist the effectiveness of delivering content of learning at the time. However, it is important to recognize the positive and negative aspects of Chatbot usage. Therefore, this research is conducted to provide valuable information about the use of Chatbots. It aims to find out students' experiences in using Chatbots as language learning tool.

The study adopts a qualitative research design, employing survey and interview to gather data from students. The survey was conducted to identify students who perceived an improvement in their learning experience. Meanwhile, the interview was used to gather in-depth information. The questionnaire was distributed to 31 students, and four participants of doing interview of English department students. The class chosen focuses on a specific class to ensure consistent environment and allow for more accurate and reliable data.

The result of this study indicates that students utilize popular and free chatbot as a tool in their English learning. Regarding to proficiency enhancement of English, the findings reveal significant improvements in various language skills, including conversation comprehension, reading, writing, and vocabulary aspect. However, some challenges in using Chatbots were noted. Some issues such as the quality of prompts, relevance, and data security concerns are highlighted. Furthermore, the overall positive feedbacks suggests that Chatbots significantly enhance the learning experience.

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