

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

**THESIS**



**By:**

**REKSA AMETIS**

**NIM. 20202092**

**ENGLISH EDUCATION DEPARTMENT  
FACULTY OF TARBIYAH  
STATE ISLAMIC INSTITUTE OF KEDIRI**

**2024**

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

**THESIS**

**Presented to**

State of Islamic Institute (IAIN) Kediri

In Partial Fulfillment of Requirements

For The Degree of Sarjana in English Language Education

**By:**

**REKSA AMETIS**

**NIM. 20202092**

**ENGLISH LANGUAGE EDUCATION DEPARTMENT**

**FACULTY OF TARBIYAH**

**STATE ISLAMIC INSTITUTE OF KEDIRI**

**2024**

## APPROVAL PAGE

This is to certify the bachelor thesis of Reksa Ametis has been approved by advisors for further approval by the examiners.

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

REKSA AMETIS  
NIM. 20202092

Approved by:

Advisor 1



Nur Afifi, M.App.Ling., Ph.D  
NIP. 197707132003122003

Advisor 2



Dr. Toyyibah, M.Pd  
NIP. 197212202006042003

# RATIFICATION SHEET

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

REKSA AMETIS

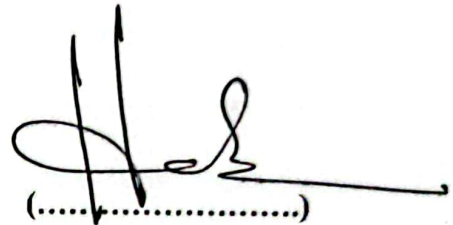
NIM. 20202092

Has been examined by the board of Examiner of State Islamic Institute

(IAIN) Kediri on June 25<sup>th</sup>, 2024

1. Main Examiner

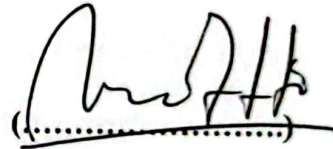
Dr. Fathor Rasyid, M.Pd.  
NIP. 19690831 200003 1 001



(.....)

2. Examiner I


Nur Afifi, M. App.Ling, Ph.D.  
NIP. 197707132003122003



(.....)

3. Examiner II

Dr. Toyyibah, M.Pd.  
NIP. 197212202006042003



(.....)

Kediri, June 25<sup>th</sup>, 2024

Acknowledged by Dean of Faculty of Tarbiyah  
State Islamic Institute (IAIN) of Kediri



Munifah, M.Pd.  
NIP. 197004121994032006

## DECLARATION OF AUTHENTICITY

Name : Reksa Ametis  
Nim : 20202092  
Study Program : Department of English Education  
Faculty : Tarbiyah

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 25<sup>th</sup> 2024

The researcher



Reksa Ametis  
NIM. 20202092

**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.
4. My big family, Arda Winata and Lugas Brilyan, who support me financially as the second investor. Thank you so much.
5. My sincerity advisors, Mrs. Nur Afifi, M. App. Ling., Ph. D and Mrs. Dr. Toyyibah, SS. M. Pd who always help and guide me patiently during completing this thesis. Thank you very much for your help.
6. Gratitude to my dear friends who stood by me and provided motivation during my darkest days.
7. All of my beloved family and friends. Thank you for all of your support and kindness. You all are very precious to me.
8. I am also deeply grateful to myself for my own hard work and dedication.

## ACKNOWLEDGEMENT

Alhamdulillahirobbil'alamin. First and foremost, I would like to thank to Allah SWT, God Almighty for endlessly blessing me not only the good but rather than all the best things in my life. Second, piece and salutation always be given to the last Prophet Muhammad SAW.

Subsequently, in finishing this thesis entitled Exploring EFL Students' Experiences in Using Chatbots for English Language Learning, the researcher has gotten a lot of helps and advice that involve many people. Therefore, the researcher would like to give appreciation and sincerest gratitude to:

1. Dr. Wahid Anam, M.Ag as the Rector of State Islamic Institute of Kediri (IAIN).
2. Dr. Hj. Munifah, M.Pd as the Dean of Faculty of Tarbiyah State Islamic Institute of Kediri (IAIN).
3. Nur Afifi, M. App. Ling., Ph. D as the Head of English Education Department of State Islamic Institute of Kediri (IAIN). Thank you for all the suggestions, supports, and various information that has been submitted regarding the lecturers in TBI IAIN Kediri.
4. Mrs. Nur Afifi, M. App. Ling., Ph. D as the first thesis advisor. Thank you for all the knowledge, guidance, and suggestions for improvement of my thesis.
5. Mrs. Dr. Toyyibah, SS. M. Pd as the other thesis advisor. Thank you for all the knowledge, guidance, suggestions, and correction of this thesis so that it can be finished well.
6. My honorable all of the lecturers of TBI IAIN Kediri who have provided knowledge, advice, information, and guidance for completing of this thesis.
7. My beloved and respectable father Yuwono Hadi Santoso and mother Sri Isnaningsih, my lovely older brothers Lugas Brilyan and Arda Winata and also all of my big family. Thank you so much for everything.
8. All of my beloved friends who always support me and pray for me in completing this thesis.

Kediri, June 8<sup>th</sup>, 2024  
The Researcher,



**Reksa Ametis**  
NIM. 20202092



## 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.

**Keywords:** *Students’ experience, Chatbot, AI (Artificial Intelligence), English learning tool.*

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.

## TABLE OF CONTENTS

<b>APPOVAL PAGE .....</b>	<b>iii</b>
<b>RATIFICATION SHEET .....</b>	<b>iv</b>
<b>DECLARATION OF AUTHENTICITY.....</b>	<b>v</b>
<b>MOTTO .....</b>	<b>vi</b>
<b>DEDICATION PAGE .....</b>	<b>vii</b>
<b>ACKNOWLEDGEMENT.....</b>	<b>viii</b>
<b>ABSTRACT.....</b>	<b>ix</b>
<b>TABLE OF CONTENTS.....</b>	<b>x</b>
<b>LIST OF TABLES.....</b>	<b>xiii</b>
<b>LIST OF APPENDICES.....</b>	<b>xiii</b>
<b>CHAPTER I INTRODUCTION.....</b>	<b>1</b>
1.1 Background of The Study.....	1
1.2 Research Problems .....	4
1.3 Research Objectives .....	4
1.4 Significance of The Study .....	4
1.5 The Delimitation .....	5
1.6 Definitions of The Key Terms .....	5
<b>CHAPTER II LITERATURE REVIEW .....</b>	<b>7</b>
2.1 Importance of Foreign Language Learning.....	7
2.2 Media in Language Learning .....	8
2.3 ICT in Language Learning .....	8
2.4 Chatbots Use in an Educational Context.....	12
2.5 Previous Studies .....	13
<b>CHAPTER III RESEARCH METHODOLOGY .....</b>	<b>15</b>
3.1 Research Method and Design.....	15
3.2 Research Participants .....	15
3.3 Data Collection Method .....	16
3.4 Research Instruments .....	16
3.5 Data Analysis.....	19

<b>CHAPTER IV RESEARCH FINDING AND DISCUSSION .....</b>	<b>21</b>
4.1. Research Findings .....	21
4.2. Discussion .....	30
<b>CHAPTER V CONCLUSION AND SUGGESTION .....</b>	<b>36</b>
5.1. Conclusion.....	36
5.2. Suggestion .....	37
<b>REFERENCES.....</b>	<b>38</b>
<b>APPENDICES .....</b>	<b>41</b>

## LIST OF TABLES

Table 3.1 Questionnaire Specifications for Students .....	17
Table 3.2 Interview Questions for Students.....	18
Table 4.1 The familiarity of Chatbots for learning English.....	22
Table 4.2 The benefits of Chatbots for learning English .....	25
Table 4.3 Potential challenges.....	29

## LIST OF APPENDICES

Blueprint of Questionnaire.....	41
Blueprint of Interview.....	46
Interview Transcript .....	48