# CHAPTER V
# CONCLUSION AND SUGGESTION


In this chapter, the researcher provides a conclusion after explaining the findings and discussions in the previous chapter. The conclusion addresses the research questions raised by this study.

## 5.1. Conclusion

This part will be related to the research problems. Firstly, this study reveals that students utilize Chatbots as a tool in their English learning routines. Popular and free chatbot, such as ChatGPT, is the most commonly used. Students interact with Chatbots frequently to enhance specific skills like writing and speaking, and they particularly enjoy using voice features for conversational practice. This interactive engagement suggests that Chatbots are not just passive tools but actively involved in students' learning experiences, making the process more engaging and enjoyable.

Secondly, regarding proficiency enhancement in English, the findings indicate significant improvements in various language skills, including conversation comprehension, reading, writing, and vocabulary aspect. Students report an overall increase in confidence, especially in their speaking abilities, due to the immediate feedback provided by Chatbots. This regular interaction simulates real-life conversations. While many students would love to use digital tools like Chatbots for learning, some students still value traditional teaching methods for their human element and emotional nuances.

Thirdly, despite the positive reception, some challenges in using Chatbots were noted. Although the majority of students considered chatbots to be engaging and user-friendly, some issues, such as the quality of prompts, relevance and updated sources, and data security concerns, are highlighted. These challenges underscore the need for critical engagement with chatbot technology.

In conclusion, the overall positive feedback suggests that Chatbots significantly enhance the learning experience. Chatbots are valuable learning

tools for improving English language skills without leaving out the importance of being critical in their usage.

**5.2. Suggestion**

For learners, they should integrate Chatbots into their learning to enhance the learning experience. The improvements in language skills and increased confidence of student show that Chatbots can be valuable tools for language learning. Educational institutions should consider incorporating Chatbots into their language programs to assist traditional teaching methods. However, it is also crucial to acknowledge the limitations of Chatbots.

For future research, they could explore the long-term impacts of using Chatbots on language proficiency and confidence. Additionally, they can investigate how different types of Chatbot interactions (e.g., text-based vs voice-based) affect learning outcomes to provide deeper insights.