

## CHAPTER I INTRODUCTION

### 1.1 Background of the study

English, as an international language, is a very important language to learn. English has firmly established itself as the global lingua franca, a language that transcends geographical and cultural boundaries, facilitating communication and interaction among individuals from diverse linguistic backgrounds. Learning language is mostly about practicing. Learning language is not only theoretical but also practical. It happens in every race and society around the world. In Indonesian people has their own vernacular. People who usually use own vernacular every day, are definitely able to speak their vernacular. Although they had not already learned vernacular formally or take a course but they are able to speak vernacular fluently. Language skills are obtained from daily learning by direct practices.

Many Indonesian people have already learned foreign languages, such as English. However, they do not use this as everyday language. Therefore, it will be difficult for them to master the language. Even though they have learned while in formal school, they may take some courses, but the result is that they are still not fluent in foreign languages. The problems of English learning for students who have other languages were showed in the result of the study conducted by Maghfiroh, Ana (2016) in a private university in Indonesia first, learning process uses Indonesian language dominantly. Second, Students' motivation to study and master English is still low, and they feel shy and scared of making mistakes. Third, a conducive foreign language learning environment for students has not yet been created. Fourth, the time allocated by the study program for practicing and learning English is not enough to support the development of language skills.

Four skills are required to learn a foreign language: writing, reading, listening, and speaking. Speaking is one of the most important skills we learn because it allows us to communicate with others and express our thoughts and feelings. According to Hamdy Ali (2014) "Mastery of speaking skills in English is a priority for many second language or foreign language learners". Speaking enables individuals to orally convey thoughts, ideas, and information, facilitating interactive communication. The ability to speak fluently and coherently in English can boost confidence and expand opportunities in both social and professional contexts (Harmer, 2007). Therefore, it is important to develop speaking skills to communicate effectively.

One alternative teaching tool is the use of media to engage students in the learning process and boost their enthusiasm to study, which will help them meet their language learning goals more successfully. Students can convey their sentiments in the form of phrases without worrying about making mistakes by using media in speaking lessons. The media also makes all students the centre of learning by involving them in the teaching and learning processes. Additionally, using media facilitates pupils' understanding of the lessons being taught.

Moreover, the use of technology in education is becoming increasingly common, with new tools being developed to improve learning experiences and outcomes. One of the most recent developments in this field is the use of Artificial Intelligence (AI) to assist and improve various educational processes. Among these AI technologies, ChatGPT, developed by OpenAI, has received considerable attention for its ability to help with language acquisition, particularly in enhancing students' speaking skills. ChatGPT is designed to interpret and generate human-like text based on the information it receives. It can imitate conversations, respond to queries, explain, and provide feedback. These qualities make ChatGPT a helpful resource for language learners in a various ways;

First, ChatGPT can provide English learners with a more authentic language learning environment. Traditional English learning methods rely on textbooks and teachers' explanations, and learners are often unable to truly experience English in real-life conversational situations. Chat GPT can simulate real conversations, allowing learners to learn in a more natural language environment. In addition, chatbots are a useful tool for promoting language practice as they can engage learners in text chat contexts without burdening teachers with repetitive interactions. Unlike teachers who struggle to communicate with a large number of individual students, bots can efficiently carry out these conversations while providing valuable feedback and guidance(Kessler,2018).

Second, Chat GPT can help English learners improve their oral expression skill. Through ChatGPT dialogue simulations, learners can continuously practice their speaking skills and improve their fluency and accuracy in speaking English. Chat GPT can also provide speech recognition and error correction functions to identify and correct errors in learners' speaking, thus helping them improve their speaking skills(Shi,2020).

Moreover, the integration of AI technology in spoken English teaching has led to the development of innovative teaching methods and techniques that can significantly enhance language learning outcomes. Teachers can now access a wide variety of online resources, such as interactive multimedia and educational games, to facilitate language learning in a fun and engaging manner. AI technology can also generate personalised lesson plans and adaptive assessments based on individual learners' performance, allowing for a more customised learning experience.

Therefore, this research is important because the use of AI tools such as ChatGPT in language instruction marks significant progress in the discipline. Using ChatGPT's features, educators may provide students with more opportunities to practice speaking, receive tailored feedback, and participate in meaningful conversations. This study adds to the increasing body of knowledge on AI in education by providing insights into the practical applications of ChatGPT for enhancing speaking abilities, allowing learners to gain greater language proficiency and communication competency.

## **1.2 Identification of problem**

Based on the background of the study, the problems of the study can be identified as follow:

1. The students have difficulties to speak in English
2. The students didn't have opportunity to use English for speaking
3. Student feel unconfident in speaking

## **1.3 Research Questions**

1. How does the use of ChatGPT impact on students' speaking proficiency?
2. What are students' perceptions of using ChatGPT for speaking practice?

## **1.4 Objectives of the study**

1. To find out how does ChatGPT impact on students' speaking proficiency.
2. To explore students' perceptions of using ChatGPT for speaking practice.

## **1.5 Scope of the problem**

The scope of this study is focused on teaching speaking using the ChatGPT Application. The reason for this choice is to explore the use of the ChatGPT application in learning to speak and students' perceptions of its use of the ChatGPT application as a medium for learning speaking.

## **1.6 Significance of Study**

This research has two significances theoretical and practical. Theoretically, this research can benefit both students and teachers. For students, it is expected that the students can be motivated to learn English and they can improve their speaking skill by using ChatGPT, while for the teacher, this research can be applied in their teaching process. Practically, future research, can consider this study as a contribution or reference to their research.

## CHAPTER II LITERATURE REVIEW

### 2.1 Previous Studies

This section reports several previous studies that are relevant to the topic being studied. Muniandy & Selvanathan (2024). ChatGPT, a partnering tool to improve ESL learners' speaking skills: Case study in a Public University, Malaysia. They explored that educational system has undergone a revolutionary transformation with the introduction of ChatGPT, an OpenAI chatbot. It is a cutting-edge method for instruction in the future, especially for ESL (English as a Second Language) classes. The majority of educators and students have remarkably used ChatGPT since its launch. However, its use in flipped classrooms, particularly to improve speaking abilities among ESL students, is a noteworthy new development. In addition, the difficulties faced by teachers in providing students with immediate feedback and establishing a stimulating learning environment in the flipped classroom were apparent. Consequently, the purpose of this study is to ascertain if ChatGPT is a useful partnership tool for enhancing the speaking abilities of ESL students in a Malaysian public university's flipped classroom environment. This study examines the difficulties faced by ESL students when use ChatGPT to improve their speaking abilities. Focus group interviews and a questionnaire with a five-point Likert scale are both used in the researchers' mixed-method approach. While theme analysis was used to analyze the qualitative data, descriptive statistics were used to analyze the quantitative data. The study's conclusions have important ramifications for many parties involved in the education sector. Important insights will be gained by policymakers, educators, learners, and even the Ministry of Education, particularly with regard to decision-making, creative teaching methods, and students' speaking skills in the ESL flipped classroom.

Chukwuere (2024). The use of ChatGPT in higher education: The advantages and disadvantages. Scholars in higher education are intrigued by ChatGPT, an artificial intelligence (AI) tool created by OpenAI. Experts are still debating whether ChatGPT can enhance learning. This succinct review of the research looks at how ChatGPT can be used in higher education to understand and generate advanced instruction. This study aims to offer a comprehensive evaluation of the benefits and drawbacks of using ChatGPT in higher education settings by reviewing the pertinent literature. However, it's vital to take into account both the advantages and disadvantages. Between January 2023 and July 2023, the researcher explored Google Scholar, Scopus, and other resources for previous research from different publications in order to prepare this quick review. According to the study, using ChatGPT in higher education has several advantages. It can offer tailored education, quick feedback, make learning more accessible, and encourage student engagement. These advantages might enhance the educational setting and increase students' enjoyment of it. ChatGPT's drawbacks are as prevalent. These issues include the incapacity to understand emotions, the dearth of opportunities for

social connection, technological constraints, and the risks associated with relying too much on ChatGPT for higher education. For the purpose of giving lecturers and students a thorough education, higher education should use ChatGPT with additional teaching strategies. Nonetheless, prior to implementing ChatGPT in the classroom, it is imperative to weigh its advantages, disadvantages, and ethical implications.

Firat (2023). What ChatGPT means for universities: Perceptions of scholars and students. By analysing the opinions of academics and students, this study explores the consequences of ChatGPT, an AI-powered language model, for learners and colleges. Using a thematic content analytic technique, the responses of seven researchers and 14 PhD students from Turkey, Sweden, Canada, and Australia were examined. The results revealed nine major themes. The themes that keep coming up are personalised learning, digital literacy and AI integration, the importance of human characteristics, the future of work and employability, the evolving role of educators, the impact on assessment and evaluation, ethical and social considerations, the evolution of learning and education systems, and the future of work and employability. By analysing the opinions of academics and students, this study explores the consequences of ChatGPT, an AI-powered language model, for learners and colleges. Using a thematic content analytic technique, the responses of seven researchers and 14 PhD students from Turkey, Sweden, Canada, and Australia were examined. The results revealed nine major themes. The themes that keep coming up are personalised learning, digital literacy and AI integration, the importance of human characteristics, the future of work and employability, the evolving role of educators, the impact on assessment and evaluation, ethical and social considerations, the evolution of learning and education systems, and the future of work and employability.

Forman, Udvaros, & Avornicului, (2023). ChatGPT: A new study tool shaping the future off high school students. By analysing the opinions of academics and students, this study explores the consequences of ChatGPT, an AI-powered language model, for learners and colleges. Using a thematic content analytic technique, the responses of seven researchers and 14 PhD students from Turkey, Sweden, Canada, and Australia were examined. The results revealed nine major themes. The themes that keep coming up are personalised learning, digital literacy and AI integration, the importance of human characteristics, the future of work and employability, the evolving role of educators, the impact on assessment and evaluation, ethical and social considerations, the evolution of learning and education systems, and the future of work and employability. The participants also expressed optimism about ChatGPT's potential to have a significant influence on their lives in the coming years, even if they were aware of potential obstacles. The results of this study demonstrate the importance of the role NLP tools such as ChatGPT in shaping high school students' expectations and experiences. Thus, this study lays the groundwork for future studies and advancements in this field.

Hasanah, and Nurcholis, (2024). English Education Students' Perception of the Use of ChatGPT for Writing Articles. OpenAI created ChatGPT, a machine

learning platform with an AI foundation. ChatGPT has been trained to mimic human interactions, including question-answering and topic-sharing. This study employed a descriptive research design and qualitative methodology. Questionnaires are one way to collect data. This study aimed to determine how students felt about using ChatGPT to write articles. The target audience for this research was seventh-semester students who have published articles. The findings demonstrated the proportion of students who were in favour of using ChatGPT and those who were against using it when writing articles.

Kavak, Evis, and Ekinci (2024), *The Use of ChatGPT in Language Education*. This study examined the varied functions of ChatGPT, an AI language model, in language learning and teaching environments. Utilising an extensive analysis of existing research and empirical investigations, the advantages and drawbacks of incorporating ChatGPT into language learning were explored. The results show that ChatGPT provides tailored feedback, makes lesson preparation easier, and improves language proficiency through individualised instruction. However, considerable thought must be given to issues such as false information, a lack of personal connection, and ethical ramifications. The recommendations for more research emphasise the necessity of overcoming ChatGPT's shortcomings and thoroughly examining its potential, while the implications for language teaching emphasise the significance of strategic integration and educator training. Teachers can use ChatGPT's capabilities to improve language learning and create more successful learning outcomes by considering these factors.

Ngo (2023). *The perception by university students of the use of ChatGPT in education*. Recently, OpenAI developed ChatGPT, a generative language model that has garnered negative feedback from users worldwide. ChatGPT provides examples of both possible and difficult educational opportunities. The purpose of this study is to find out how university students feel about utilising ChatGPT for learning—including its advantages, disadvantages, and potential solutions. Thirty students took part in semi-structured interviews, and 200 students completed an online survey to find out how they felt about utilising ChatGPT in their education. The study's findings indicated that students' perceptions of ChatGPT's application were generally positive. Students cited time savings, access to a wide range of knowledge, individualised instruction and feedback, and the ability to clarify concepts in writing as advantages of ChatGPT. Additionally, a number of obstacles to utilising ChatGPT were identified, and several recommendations for enhancing its use in education were made. The most troubling problems that students encountered with ChatGPT were their failure to evaluate the credibility and quality of sources, correctly cite sources, and correctly substitute words and employ idioms. Some potential solutions to these issues include implementing guidelines for use, encouraging academic integrity to ensure ethical uses of ChatGPT in an academic context, using ChatGPT as a reference source or consultant tool, and cross-referencing its responses with credible sources.

Salsabila, Sari, Panggabean, and Triassanti, (2024). *EXPLORING THE USE OF CHATGPT IN LANGUAGE LEARNING IN STUDENTS' WRITING SKILL*. Realistic interactions are possible with ChatGPT, which can respond to follow-up queries, acknowledge errors, refute false assumptions, and refuse improper requests. However, there are moral and practical concerns regarding its use, such as the possibility that it may make the educational system more unequal. This study aimed to ascertain how ChatGPT is used and how it affects students' writing skills. This study employed a descriptive quantitative technique using a questionnaire. The results demonstrated that the participants primarily provided neutral answers to several questions, suggesting that they used ChatGPT passively. However, students responded both positively and negatively to other questions.

Valova, Mladenova, and Kanev, (2024). *Students' Perception of ChatGPT Usage in Education*. This study explores the effects of ChatGPT on learning, concentrating on the attitudes and usage habits of college and high school students in Japan. The introduction of ChatGPT and the focus on its rapid user uptake and broad appeal are highlighted at the outset of the piece. It examines the use of ChatGPT in various industries, such as education, healthcare, and agriculture. A total of 102 high school and university students participated in a thorough survey that covered a wide range of topics, including acquaintance with ChatGPT, motivations for using it, self-evaluation of its efficacy, and attitudes regarding telling professors about its use. The results show different viewpoints regarding the advantages and difficulties of using ChatGPT in education. To promote students' critical thinking and intellectual development, the essay ends by underlining the necessity of giving AI technology in education due thought and integration, stressing the dangers of relying too much on these tools, and arguing for a balanced approach.

Viorennita, Dewi, and Riyana, (2023). *The role of ChatGPT AI in student learning experience*. In the field of education, artificial intelligence (AI) has drawn a lot of attention. One well-known application of AI is ChatGPT (Generative Pre-trained Transformer). The purpose of this study is to review the literature on ChatGPT AI's impact on student learning. The usage of ChatGPT to assist students at different educational levels in their learning process is the main topic of this literature review study. The most recent literature that is pertinent to the research issue is gathered, assessed, and summarised using the literature review technique. The literature review's findings demonstrate how quickly ChatGPT AI has been used in education in recent years. Numerous educational settings have used ChatGPT, such as assignment correctors, virtual tutors, learning assistants, and interactive learning tools. Using ChatGPT AI in education has several advantages, such as making learning materials more accessible, giving prompt, individualised feedback, and boosting motivation and engagement among students. But there are certain issues that must be resolved, like limitations in technology and ethical and data privacy issues. According to the study's findings, AI ChatGPT has a lot of promise to transform the way students learn by offering tailored support throughout the process.

Education professionals and decision-makers must be aware of ChatGPT's benefits and drawbacks in order to facilitate better learning experiences.

Although, multiple studies have investigated various aspects of language learning and teaching approaches, the specific application of ChatGPT in building speaking skills remains unexplored. This disparity is especially noticeable given the potential benefits of AI-powered conversational agents in delivering interactive and individualised speaking practice to students. Addressing this gap could provide useful insights and practical applications for both educators and learners, paving the way for new approaches to language in the future.

## **2.2 Theoretical Background**

### **2.2.1 Speaking**

#### **A. Definition of speaking**

Speaking is at core language skills that plays a crucial role in communication. According to Brown (2001), speaking is an interactive process of constructing meaning that involves producing, receiving, and processing spoken language. Writing is a complex skill that involves the simultaneous use of various linguistic, cognitive, and social skills. The speaker must articulate their ideas, thoughts, and feelings clearly while considering grammar, vocabulary, pronunciation, and fluency. Harmer (2007) notes that speaking is essential for engaging in dialogue and interaction, allowing individuals to express their identities, social roles, and emotional states.

#### **B. Components of Speaking Skills**

Several linguistic components contribute to effective speech. Hughes (2003) highlights the following key aspects that are typically assessed in language learning:

- **Fluency**

Fluency refers to the ability to speak smoothly and at a natural pace, without frequent pauses, hesitations, or self-corrections. Fluent speakers can communicate their thoughts and ideas clearly and continuously while, maintaining the flow of the conversation. This skill is crucial in real-time communication, as excessive hesitation can disrupt interactions and make it difficult for the listener to follow the speaker's message. Fluent speakers use language comfortably and confidently, allowing them to convey meaning without frequent stops. Improving fluency often requires regular practice in spontaneous speaking situations, where learners can become accustomed to producing language naturally.

- **Pronunciation**

Pronunciation involves the accurate articulation of sounds, stress, rhythm, and intonation in speech. Good pronunciation is critical for clear communication because incorrect pronunciation can lead to misunderstandings or require listeners to expend extra effort to interpret the speaker's meaning. It encompasses the ability to produce sounds that are common in the target language and, know which syllables or words to stress in a sentence. Intonation, which refers to the rise and fall of pitch while speaking, plays a key role in conveying meaning and emotion. For example, the same sentence may have different meanings depending on the intonation of the speaker. Proper pronunciation makes speech intelligible, and improve overall communication effectiveness.

- **Grammar**

Grammar refers to the rules that govern how words are combined to form sentences, whereas accuracy involves the correct application of these grammatical rules in speech. In speaking, using accurate grammar ensures that the speaker's message is clear and understandable. Grammatical errors, particularly in sentence structure, verb tense, or word order, can confuse listeners and detract from the speaker's ability to convey ideas effectively to the audience. Grammar accuracy also helps a speaker sound more competent and confident. Achieving grammatical accuracy often requires a strong understanding of sentence structure, verb conjugations, and the correct use of prepositions and conjunctions in the target language. While fluency focuses on smooth speech, accuracy emphasises the correctness of language.

- **Vocabulary**

Vocabulary refers to the range and appropriateness of the words that a speaker uses to express ideas, emotions, and opinions. An extensive vocabulary allows a speaker to express themselves more precisely and to avoid repetition. A limited vocabulary can hinder communication, making it difficult to effectively describe specific ideas or feelings. Additionally, using appropriate vocabulary is essential for tailoring speech to the context or audience; formal situations often require different word choices than casual conversations. Effective speakers can select words that suit the situation, using both common and more specialised vocabulary when needed. Building a strong vocabulary involves learning not only individual words, but also phrases, idiomatic expressions, and collocations (words that typically go together).

### **2.2.2 What is AI**

Technology is developing rapidly, and in the current era, artificial intelligence technology is increasingly being developed or can be interpreted as artificial intelligence. The term artificial intelligence (AI) was first used in 1956 by John McCarthy of Massachusetts Institute of Technology (MIT).

According to McCarthy (2011), artificial intelligence is the process of modeling human thinking and designing machines to behave like humans. As artificial intelligence develops, it also penetrates the world of education, and Artificial intelligence systems allow humans to learn with the help of assistants such as robots. Current developments require the world of education to adapt to technological developments to improve the quality of education, especially by adapting information and communication technology.

Digital learning content that is being developed can be presented thanks to the application of artificial intelligence. Thick textbooks can now be presented with more comprehensive content that is, easy for students to read and understand, such as study guides, material summaries, or short notes. As a pillar of the Industrial Revolution, AI plays a critical role in facilitating technology-based learning. For example, AI can use big data to better skills or identify problems related to student learning disabilities.

Learning in a technology-based AI system is personalised learning, which can increase student independence and thus improve their learning. Creating media or educational materials with artificial intelligence is easier, and teachers do not need to understand technology in detail. There are many applications and platforms available, and teachers just have to sort and choose according to their needs. Third, with the help of artificial intelligence, teachers no longer need to spend a lot of time assessing student work. Student assignments can be evaluated automatically, and point analysis can be performed directly without the teacher having to do a separate analysis.

Students also receive fast grades owing to the application of artificial intelligence in teaching. They do not have to wait long to discover its value. By minimising the teacher tasks used in assessment, teachers have more time to focus on the teaching and learning process. By applying artificial intelligence, learning activities can be conducted at any time.

### **2.2.3 Artificial Intelligence in Language Learning (Chat-GPT)**

AI-based applications such as ChatGPT are built on Natural Language Processing (NLP), enabling them to simulate human-like conversations. These tools can act as conversational partners, providing an endless source of practice for the learners. According to studies in AI on education (Chen et al., 2020), the use of AI for language learning not only provides individualised learning experiences but also fosters learner autonomy by enabling students to practice speaking at their own pace and on topics of interest. In 2022, Open AI introduced ChatGPT as an LLM. ChatGPT

has been widely utilised in the medical industry since its inception, especially after testing, when it can show a level of care comparable to that of the US Medical Licencing Exam. It can provide individualised education according to the desired learning style of medical students. Research has shown that compared to several standardised higher education exams, ChatGPT's explanations of basic topics are more complete and accurate. According to Rudolph, Tan, and Tan (2023), ChatGPT is beginning to take off as a technology with the potential to drastically alter social interactions. The field of education could undergo a revolution in the way teaching and learning are conducted, thanks to the potential of artificial intelligence. It is imperative that teachers lead and use the ChatGPT. It must decide on some ground rules for interaction and use them in an honest, transparent, and ethical manner. Therefore, the field of education needs to discuss the use of ChatGPT. ChatGPT is one of the most popular and well-developed chatbots with AI support. One of the most advanced AI-powered chatbots on the market today is ChatGPT (generative pre-trained transformer), developed by Microsoft-backed startup OpenAI and launched in November 2022. This technology supports the limited AI, natural language processing (NLP), and automatic speech recognition features that we are accustomed to from digital assistants such as Siri and Alexa. Although chatbots have been used in educational settings since the early 1970s, ChatGPT's ability to accurately mimic human speech offers a novel and intriguing approach to language learning. As a result, several experts believe that ChatGPT may improve students' ability to learn reflectively and solve problems. AI has the potential to deliver learning experiences that are more personalised, flexible, inclusive, and engaging.

### **a) The Role of AI in Education**

AI (artificial intelligence) technology has experienced extraordinary developments over the years. Its presence, along with new functions and perspectives, increasingly influences many aspects of human life, including education. Artificial intelligence will play a role in school and university education activities (Mulianingsih et al. 2020). Artificial intelligence is a major part of the development of educational technology. This has clear implications for future professional life. When we talk about educational technology, we must be fair to say that this technology has not been fully used in learning yet.

In today's increasingly competitive era, some educational institutions have not adopted technology in their teaching and learning activities. Schools are expected to take advantage of the emergence of technology that makes the work of teachers and students easier (Tjahyanti et al. 2022). Schools can use applications or media that allow the automation of tasks such as providing feedback, selecting appropriate learning materials or adapting the curriculum to student needs.

### **b) ChatGPT as an AI Based Learning Application**

In the current digital era, technology is increasingly influencing almost all areas of life, including education. ChatGPT is one technology that can be used in the

learning process is. ChatGPT works like a search system such as Google, but in chat form. ChatGPT is a chatbot-style software developed by OpenAI. GPT in ChatGPT stands for Generative Pre-trained Transformer which is deep learning method. The results show that artificial intelligence can provide many benefits.

The learning process using technical resources such as ChatGPT allows teachers to act as mediators who facilitate learning and are no longer the only providers they can also collaborate with students, making it easier for students to continue. GPT chat can also generate text that matches the chat context and intent user. However, this also means that ChatGPT requires large amounts of data to train its models, making it difficult to use on a small scale. Relies on previous context Because ChatGPT relies on the context of previous conversations, it is less efficient in handling unrelated conversations. Although ChatGPT can generate text that matches the context of the conversation and the user's intent, errors can still occur in text generation.

Progress concludes that the development of artificial intelligence technology such as ChatGPT offers innovation in the current technological world, especially in the use of technology in education. Although ChatGPT offer possibilities, it also poses challenges for teacher in implementing learning. However, in using ChatGPT, it is important to continue to emphasise ethical and moral values that support academic values, so that individuals/users can carefully consider the benefits and consequences of trusting the technology without the critical filter of science. Technological developments have increased in recent years. One of these is the presence of GPT discussions in the world of education. ChatGPT is a search engine whose technology uses deep learning algorithms combined with natural language processing. This algorithm can understand and process human speech, so that ChatGPT can understand the context of at conversation and produce meaningful text similar to human speech. ChatGPT has been used in various applications such as virtual assistants, chatbots, and customer service.

For example, when a user writes a question or statement in chat, ChatGPT evaluates the sentence provided and provides the most relevant answer regarding the question or statement. ChatGPT can also learn user preferences and habits from previous conversations, so that the responses given can be more personal and tailored to needs. The adoption of ChatGPT in learning has several advantages and disadvantages, such as making learning resources easier to find, changing the role of mentors in education and GPT chat referrals.

### **c) Advantages and Disadvantages of ChatGPT**

GPT Chat is a Chat room developed by the artificial intelligence company OpenAI. According to an article by Anggit (2023), the benefits of ChatGPT are as follows:

1. Flexible language style GPT chat not only provides answers to user questions, but is also designed to monitor people's language style in general. In this way, users can get new experiences by asking robots, but with flexible answers, such as asking humans.
2. Time efficiency Searching for answers to questions in search engines will certainly take a long time. You need to look for a website that can provide the most appropriate answer to this question. However, this is different when using Chat GPT. This bot answers your questions in less time. Just enter the topic or main question you want answered and the bot will answer the question in seconds.
3. Ease of use Apart from that, ChatGPT's advantage is the ease of use of its user interface. From children to adults. Enter commands as needed, the chat will automatically explain various things more simply and briefly.
4. ChatGPT can perform multiple tasks simultaneously. It can answer questions, generate random text, fix errors and more. In this way, the user's work becomes more efficient because they can do several things with this application simultaneously.
5. ChatGPT's sizable database is trained on millions of online texts. This exposes it to many questions, so the model can understand many problems and provide relevant answers to them. Of course, this is indistinguishable from the application of deep learning to Open AI conversations.

Disadvantages of ChatGPT According to Pramesthi Anggit (2023), there are several disadvantages, namely:

1. However, their understanding is limited. In contrast to humans who have the ability to research valid information from various sources, chatbots can only provide answers to user questions. Therefore, although this function can provide answers to user needs, it still requires human supervision and intervention.
2. Creative staff cannot be replaced by AI. As previously explained, one of the functions of ChatGPT is to create content and write text. However, creating content and writing text are not as easy as combining text. This is because the ability to avoid duplication, apply empathy, variety and emotion in text remains one of the most important things in creating content. This is to ensure that the content produced or text writing can be adapted to the target group. Therefore, this robot is likely to be used as an additional tool during work. However, artificial intelligence has not yet replaced human creativity.
3. The answers are not always correct. Another weakness of ChatGPT is the accuracy of its answers. This bot is trained to understand many aspects of Internet data. Therefore, there is a possibility that the information obtained was inaccurate. This of course affects the answer, so there may be errors in the answer. Therefore, it is important to always confirm all answers in these conversations.

4. Can't differentiate between facts and opinions Again, because ChatGPT is trained with online data, the platform in some cases cannot differentiate between facts and opinions. Therefore, users should always check answers and not take information from bots at face value.

5. Requires a stable internet connection. The last drawback of ChatGPT is that it requires a stable Internet connection. An Internet connection is required to use it. However, it is not quite there yet. Ensure that your internet network is stable so that the bot can work optimally. If the internet network is poor this chat will have many errors and will not be able to provide the expected answers.