



**EXPLORING HIGHER EDUCATION LEARNERS' EXPERIENCE OF
UTILIZING GEMINI CHATBOT IN ENGLISH LANGUAGE LEARNING**

A THESIS

*Submitted to the Faculty of Tarbiyah Science and Teachers Training
State Islamic University of North Sumatera Medan
as a Partial Fulfillment Requirement for the Master's Degree
in English Education*

by:

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**UNIVERSITAS ISLAM NEGERI
SUMATERA UTARA MEDAN**

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DEPARTMENT OF ENGLISH EDUCATION

FACULTY OF TARBIYAH AND TEACHER TRAINING

STATE ISLAMIC UNIVERSITY OF NORTH SUMATERA MEDAN

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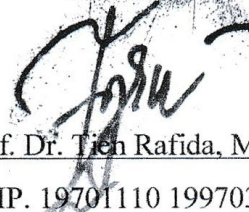
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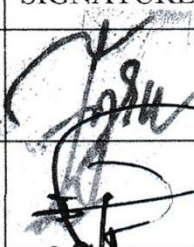


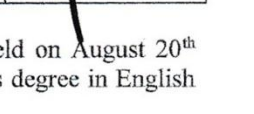
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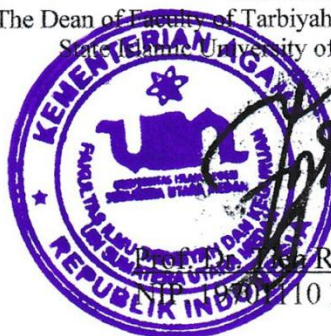
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Hereby declare that this thesis entitled 'Exploring Higher Education Learners' Experience of Utilizing Gemini Chatbot in English Language Learning' is my original work, produced under the guidance and supervision of Dr. Farida Repelitawaty Br. Kembaren, M.Hum as advisor 1, and Prof. Dr. Tien Rafida, M.Hum as advisor 2, in partial fulfillment of the requirements for the Master's Degree in English Education at Faculty of Tarbiyah Science and Teacher Training, State Islamic University of North Sumatera Medan.

I confirm that:

1. The research presented in this thesis is the result of my independent investigation, and all the sources used for gathering information have properly cited and acknowledged
2. Any contributions made by others to this work, including ideas, data, images, or written materials, have been appropriately referenced and credited.
3. This thesis has not been submitted, in whole or in part, for any degree of qualification at any university or institution.
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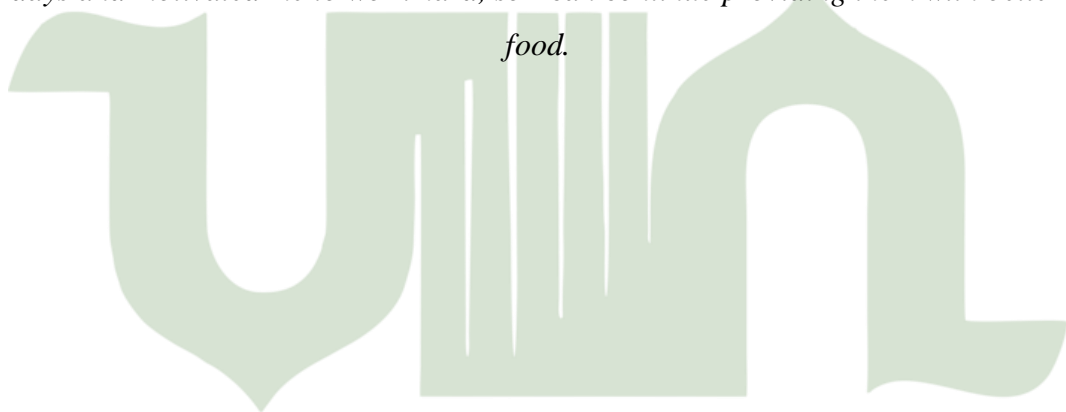
DEDICATION

I dedicate this thesis to my parents, whose heartfelt prayers to Allah subhanahu wa ta'ala, unconditional love, and unwavering support have guided me throughout my journey in pursuing this master's degree.

I also dedicate this work to my husband, Zulhelmi, thank you for being a supportive partner, allowing me to pursue higher education, and always encouraging me to chase my dreams.

Additionally, I express my gratitude to my sister, Dwindia Permata Putri. I am grateful for your constant encouragement, which has been a source of strength throughout this academic journey.

I also dedicate this work to my dear cats—Epan, Epen, Ciqu, Ciqi, Cantik, Mimi, Adek, Pica, Pico, Poco, and the four children of Epen—who have brightened my days and motivated me to work hard, so I can continue providing them with better food.



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First and foremost, I extend my heartfelt gratitude to Allah, the Most Gracious and Most Merciful, for granting me the strength and guidance to complete this thesis. Without His blessings and mercy, this work would not have been possible.

I would like to thank the Dean of the Faculty of Tarbiyah Science and Teacher Training, Prof. Dr. Tien Rafida, M.Hum, for giving me the opportunity to complete this thesis. I also thank to the Head of Master's Program in English Education, Maslathif Dwi Purnomo, Ph.D, for his constant encouragement and to the staff of the Master's Program of English Education Department at the Faculty of Tarbiyah Science and Teacher Training, State Islamic University of North Sumatera Medan, for providing the best academic services.

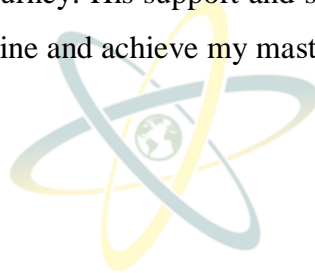
Special thanks go to my academic advisor, Dr. Farida Repelitawaty Br. Kemabaren, M.Hum. I have been incredibly fortunate to receive her support and guidance throughout my master's studies. Dr. Farida Repelitawaty Br. Kemabaren, M.Hum is knowledgeable, kind, and generous with her time and ideas. I am especially thankful to her for teaching me about theories and research methodology, and for inspiring me to continuously evaluate my understanding and approach in shaping this thesis from the very beginning.

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Finally, and most importantly, I would like to express my deepest appreciation to my beloved husband, Zulhelmi, for always standing by me through the ups and downs of this journey. His support and sacrifices have been crucial in helping me reach the finish line and achieve my master's degree.



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ABSTRACT



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Keywords: Artificial Intelligence (AI), English Language learning, Gemini Chatbot

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This study explores the experiences of higher education learners in utilizing the Gemini chatbot for English language learning. The research focuses on understanding learners' experiences and the challenges they face while using the chatbot. A case study methodology was employed, with data collected through interviews and observations to gain comprehensive insights into learners' interactions with the technology. The findings indicate that the Gemini chatbot generally provided a positive and supportive learning experience. Learners found the chatbot's intuitive interface easy to use, which facilitated the achievement of

their learning objectives. The engaging and interactive nature of the chatbot contributed to increased motivation and satisfaction in the English learning process. However, the study also identified significant challenges. Slow internet connections frequently disrupt the user experience, leading to delays in the chatbot's responses and interruptions in communication. These disruptions negatively impacted the effectiveness of learning interactions. Additionally, the chatbot encountered difficulties in understanding language variations, such as slang and accents, which increased the cognitive effort required from users and sometimes hindered the learning process. Overall, while the Gemini chatbot offers a user-friendly and motivating tool for English language learning, improvements in its technical capabilities, particularly in handling language variations and ensuring stable connectivity, are necessary to enhance its overall effectiveness and user experience.



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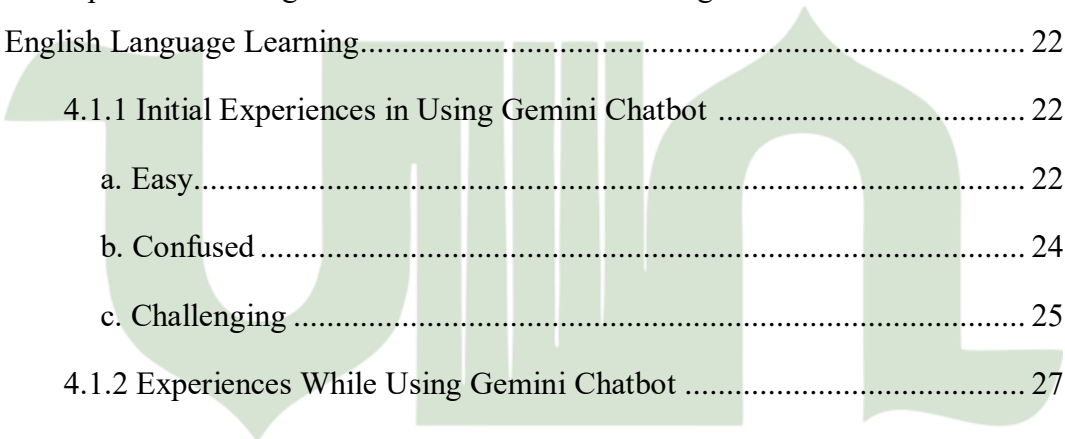
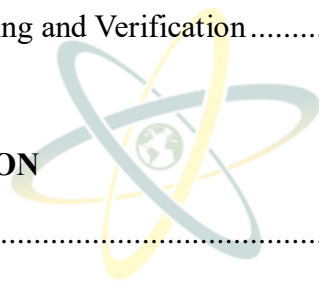
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