CHAPTER IV

FINDINGS AND DISCUSSION

In this chapter, the research presents the findings and discussion regarding EFL students' perceptions of using AI ChatGPT as a writing tool. These findings were obtained from the data collected to answer the research problems, starting with the results of the questionnaires and student interviews. After that, the findings will be discussed in more depth in the discussion section.

4.1 Research Findings

In this chapter, the results of the study regarding students' perceptions of using AI ChatGPT as a writing tool will be presented. The findings are based on the analysis of data collected through in-depth interviews and questionnaires. This study aims to identify and understand studentts' perceptions of the benefits, as well as the challenges they face in using this technology as a writing tool.

4.1.1 EFL students perceptions of using Artificial Intelligence (AI) ChatGPT as writing tool

The perceptions of artificial intelligence, especially ChatGPT is positive among English as a Foreign Language (EFL) students. ChatGPT as an AI writing tool, has become a solution for students. ChatGPT, a language model developed by OpenAI, proved to be an effective means to help them complete academic tasks. After analyzing the interview transcripts through thematic analysis, all EFL students had positive perceptions towards using AI ChatGPT as a writing tool.

> *"Saya merasa sangat bersyukur karena ini sangat membantu saya dalam banyak hal, salah satunya adalah membantu memperbaiki tulisan saya. ChatGPT membantu saya menyelesaikan tugas menulis saya dengan cepat"* (P3:MAR)

In an effort to improve English writing skills, especially in the academic field, all students use various media or tools to facilitate their learning process. This is due to the desire for a quick and efficient way of acquiring knowledge. In

today's technological era, students can learn through the utilization of AI such as ChatGPT, which serves as a valuable support in their English writing efforts.

> *"Dan semenjak pakai ChatGpt saya rasa dapat membantu keterampilan menulis saya karena kan berkat konten tulisan dari chatgpt saya sudah mendapatkan ide apa yang harus saya tulis dan kemudian saya kembangkan." (P1: BS)*

The results from interviews with EFL students who have used AI ChatGPT in their English writing showed positive results. All students agreed on the positive impact of ChatGPT and considered it a useful tool to improve their writing skills. According to P1, ChatGPT helps in the English writing process. ChatGPT has improved his writing skills by helping in the development of ideas.

> *"ChatGPT membuat saya merasa percaya diri karena adanya feedback terhadap tulisan saya. Jadi, chatgpt membantu keterampilan menulis bahasa Inggris saya, karena ChatGPT dapat memberikan feedback terhadap tulisan bahasa Inggris yang ingin dikoreksi atau dikembangkan, sehingga dapat mendorong saya untuk mengetahui kesalahan atau mendapatkan ide dari ChatGPT" (P5: NAP)*

The intelligent capabilities of AI, especially ChatGPT, in terms of identifying and correcting English writing errors made by students are a very important feature. Being aware of these mistakes allows students to make improvements and continue learning. The integration of AI in the learning process was considered beneficial, providing efficient support to students and encouraging the improvement of their writing skills. They would also recommend this tool to their peers to complete English writing tasks. For a more in-depth discussion of the perceived benefits that EFL students perceive towards the use of AI ChatGPT as a writing tool, the results can be categorized into the several themes: *Time Effeciency, Assisting in Findings Topic and Developing Ideas, Enhancing Vocabulary, and Improving Grmmar*

1. Time Efficiency

A common view among EFL students is the belief that increased speed and ease in completing writing is beneficial. The use of AI, specifically ChatGPT,

in the context of writing has shown some significant benefits for students, especially in terms of time efficiency. The findings indicate a agreement that AI ChatGPT can significantly improve efficiency in the writing process. One participant stated clearly that ChatGPT was very helpful and could speed up activities related to writing.

> *".....adanya ChatGPT sangat membantu saya dalam mengerjakan tugas seperti menulis yang dapat menghemat waktu." (P1:BS)*

P1 stated that ChatGPT is very helpful in doing assignments faster. With ChatGPT's ability to provide information and answer questions quickly, students can complete writing assignments more efficiently. P1 underlined that ChatGPT can save time on assignments. Other participants also supported this by mentioning that ChatGPT provides quick access to information and has a wide range of knowledge, thus improving the writing completion process. It is clear that ChatGPT contributes significantly to time efficiency for students in completing their academic writing. The use of this technology allows students to work more quickly and effectively and produce higher-quality writing in a shorter timeframe, where deadlines and the need for accuracy are critical in academic contexts.

2. Assisting in Findings Topic and Developing Ideas

In writing, EFL students often find it difficult to generate ideas or decide on a suitable topic. Sometimes they have ideas but are at a loss to effectively develop their thoughts into written form. Besides time efficiency, one of the other significant benefits of using ChatGPT is its ability to help users come up with ideas or topics for their writing. Some respondents expressed how ChatGPT helped them find new ideas while writing.

> *"Biasanya saya menggunakan ChatGPT ketika saya sudah kehabisan ide untuk menuliskan apa di tulisan saya, jadi dari ide yg di berikan chatgpt saya tahu pembahasan apa yang akan saya tulis dan kembangkan sehingga saya banyak belajar dari ChatGPT ketika menemukan pembahasan yang sama di tulisan selanjutnya" (P1:BS)*

This claim shows how ChatGPT can be a useful resource for students who are having trouble coming up with ideas. ChatGPT helps students finish their writing by offering new ideas and improves their ability of finding relevant topics further on.

> *"ChatGPT juga bisa memberikan ide, inspirasi atau gambaran besarnya tentang apasih yang harus saya tulis dengan waktu yang cepat" (P3:MAR)*

The statement from P2 reinforces the previous findings that ChatGPT not only helps in completing assignments quickly but also provides inspiration and a big picture of the topic to be written about. This is very beneficial for students, who often have difficulty starting or developing ideas for their writing. Overall, the use of ChatGPT as an aid in coming up with topics and ideas showed significant added value in the academic writing process, helping students overcome deadlocks and improve their writing.

3. Increasing Vocabulary

Apart from having difficulty finding ideas, EFL students also face writing difficulties due to their limited vocabulary. ChatGPT helps students expand their vocabulary and provides suggestions for synonyms or more appropriate phrases, thus making their writing better.

> *"Chatgpt membantu saya dalam memperluas kosa kata pada tulisan saya, sehingga dapat meningkatkan kepercayaan diri saya dalam menulis" (P2:SS)*

> *"Saya memanfaatkannya sebagai saran kosakata, soalnya chatgpt bisa kasih saran seperti sinonim atau frasa yang lebih tepat untuk membuat tulisan saya lebih baik. Ini sangat membantu, apalagi keterampilan menulis saya khususnya dalam bahasa inggris...."(P4:SDS)*

Theese statements highlights how ChatGPT helps students feel more confident in writing by having a richer and more varied vocabulary. ChatGPT helps them expand their vocabulary in their writing, which in turn increases their confidence in writing. ChatGPT's ability to suggest substitute words or more

appropriate phrases greatly helps students improve the clarity and quality of their writing in a practical way.

4. Improving Grammar

In addition, ChatGPT also plays an important role in improving grammar. Students use ChatGPT's grammar check feature to check their writing for grammatical errors and to help them understand where they are making mistakes, consciously or unconsciously.

> *"........biasanya saya memanfaatkan fitur cek grammar untuk meningkatkan kemampuan menulis bahasa inggris saya, karena ketika ada grammar yg salah chatgpt akan menjelaskannya dengan jelas dan memperbaiki dimana letak kesalahannya" (P3:MAR)*

> *".....dan terkadang struktur bahasa saya masih berantakan kan, kosakatanya juga masih sering salah naah chatgpt membantu saya untuk mengoreksi itu" (P4:SDS)*

Apart from vocabulary limitations, grammar is also the biggest challenge in writing. In academia, they are required to write with proper grammar. This shows that ChatGPT helps students understand and correct their grammatical errors. Overall, the use of ChatGPT as an aid in the writing process provides significant benefits for EFL students. ChatGPT not only helps in finding ideas and topics, expanding vocabulary, and correcting grammar efficiently. Thus, ChatGPT plays an important role in improving students' overall writing skills, making them more confident in writing.

The results of the findings show that ChatGPT has benefits as a writing tool, especially in English writing. However, it is possible that AI technology such as ChatGPT also has its own challenges for its users. The challenges of using ChatGPT as a writing tool based on the analysis of EFL student interviews can be categorized into several themes: *Lack of Knowledge and Inaccuracies, Creating Laziness, Potential Depedency, and Network Problem*

1. Lack of Knowledge and Inaccuracies

In using ChatGPT as a writing tool, some students identified challenges related to limited knowledge and inaccurate information. AI works by analyzing data that has been collected from humans, so its results are limited by the data it has learned. It is important to realize that AI is not a human; it is a technology created by humans to assist human work. Although its programming is structured to mimic human thought processes, AI can never fully replicate the way humans think. This understanding emphasizes that AI fails to provide authentic information and creative thinking.

> *"Ya karena kan chatgpt itu mesin dan data yang diberikan juga terkadang terbatas, jadi terkadang informasi yang diberikan chatgpt tidak bisa saya pergunakan karena tidak akurat dengan permintaan saya. Ketika saya membutuhkan data lebih terkadang chatgpt tidak bisa memberikan nya dan chatgpt tidak mengupdate data sebelum tahun 2021…"* (P1:BS)

> *ChatGPT tidak selalu memberikan jawaban yg jelas. ChatGPT kadang tidak memiliki informasi terkini karena basis datanya tidak mencakup peristiwa yang sangat baru dan kontennya tidak selalu akurat atau benar secara fakta"* (P3:MAR)

Although ChatGPT provides information quickly, sometimes the data provided is not always accurate or does not match their specific requests. When asked for more detailed data or updated information, ChatGPT is sometimes unable to provide it because its database is limited to 2021. Therefore ChatGPt was unable to provide up-to-date data.

> *"Selain itu jawaban yang dihasilkan pun terkadang menurut saya kurang akurat, kadang jawabannya itu daur ulang tidak sesuai konteks"*(P4:SDS)

Other students also felt that the answers generated by ChatGPT were sometimes inaccurate and sometimes felt like recycling of existing information. This could be an indication that even though ChatGPT can be helpful in generating text or answers, there are some shortcomings in the accuracy and novelty of the information. This drawback shows that although ChatGPT can provide feedback quickly, the quality of its analysis sometimes still needs

improvement to meet the standards desired by users in terms of precision and accuracy.

Therefore, it is important for students to recognize the inherent limitations of ChatGPT, especially its inability to generate greater insight and accuracy in providing answers. This brings to light the importance of developing critical thinking skills among students to independently evaluate and filter the information provided by the ChatGPT. They were aware of these limitations and suggested that it is still important to verify important information from more up-to-date and reliable sources. In addition, students also addressed this issue by ensuring that the answers provided by ChatGPT were clear and by giving clear commands or questions. The clarity of the answers from ChatGPT depends largely on the way we enter the question.

2. Creating Laziness

The emergence of technologies such as AI provides both benefits and potential threats, especially those that can have a negative impact. One of the adverse impacts of ChatGPT use among students is the risk of them becoming lazy learners and hindering their improvement. Interview findings suggest that ChatGPT is likely to have a negative impact on themselves and their peers. Therefore, students are faced with the challenge of using these technologies wisely and carefully so that they can mitigate risks and ensure an active and engaged approach to learning.

> *"Dan jujur, keseringan menggunakan ChatGPT membuat saya ketergantungan sehingga terkadang membuat saya malas dan kesulitan untuk berfikir mandiri dan hanya bergantung pada alat" (P5:NAP)*

Statements from students indicate that overuse of AI ChatGPT can lead to dependency. This can create a sense of laziness to put in effort independently, as they tend to rely on the tool for thoughts and ideas.

> *".....keseringan menggunakan AI seperti ini terkadang membuat ketergantungan. Nah, hal ini pula yang dapat menciptakan rasa malas untuk berusaha sendiri...." (P2:SS)*

In essence, some of the students interviewed recognized the double-edged nature of AI, highlighting the importance of students using technology wisely. While ChatGPT provides opportunities for assistance and efficiency, students should remain wary of the potential for over-reliance, which can lead to reduced motivation and skill development in thinking and writing. Hence, striking a balance using ChatGPT while remaining engaged and active in their own learning is a challenge.

3. **Potential Dependency**

Aligned with that, the challenges mentioned previously, the students had similar perspectives regarding the use of ChatGPT as a writing tool. The EFL students agreed that the convenience offered by ChatGPT, which makes the process easier and faster, can unwittingly make students lazy and develop a dependency on this technology.

> *"Selain itu sering menggunakan chatgpt juga dapat membuat kita ketergantungan, karena chatgpt dapat membuat pekerjaan kita dengan cepat dan mudah" (P1:BS)*

The findings from the interviews show that overuse of ChatGPT can lead to dependency among students. P1 explained that frequent use of ChatGPT can make users dependent because the tool can get work done quickly and easily. This statement suggests that while ChatGPT offers convenience and efficiency, there is a risk of students becoming overly dependent on it, which could ultimately reduce their efforts to think and strive independently. Awareness of the limits of the use of this technology is very important so that students can still develop independent thinking skills and not fully rely on tools such as ChatGPT. This is also reinforced by the statements of other students who experienced the same thing.

> *"Dan jujur, keseringan menggunakan chatgpt membuat saya ketergantungan……" (P5:NAP)*

In essence, the students were aware of the challenges they faced and warned against the potential downsides of over-reliance on AI tools, emphasizing the risk of reduced motivation and a sense of dependency that arose as a result of the ease and speed with which the AI ChatGPT supported their academic process.

Their attitudes towards using ChatGPT as a tool showed an awareness of the tool's limitations and potential. They are aware that ChatGPT is just a machine and is only used as a tool. They emphasized the importance of still seeking information from other sources in addition to or for reference only. EFL students stated that it is necessary to rely on their own knowledge and critical skills in analyzing and processing information.

4. **Network Problem**

In addition to the challenges mentioned, students also identified network disruption as one of the challenges in using ChatGPT. As expressed by one student.

> *"Selain itu chatgpt juga sering eror dan tidak bisa memberikan jawaban ntah itu karena internet yang kurang lancar"* (P3:MAR)

This suggests that the availability of a stable internet connection is critical to maximizing the use of ChatGPT. Network issues are a significant factor that can hinder the user experience when utilizing ChatGPT as a writing tool. This highlights the importance of having stable and reliable internet access when using AI technologies such as ChatGPT.

4.2 Discussions

After previously evaluating the data, this section presents the findings based on the research questions, as well as comparing and contrasting them with previous research findings. This study explored EFL students' perceptions of using ChatGPT as an AI writing tool. In addition, this study also examines the benefits and obstacles faced by students, aiming to explain the impact on students' perceptions towards the integration of ChatGPT as an AI writing tool, especially in the writing process.

The research findings show that all EFL students interviewed stated that the use of ChatGPT as an AI writing tool was beneficial in assisting their writing. EFL students perceived ChatGPT as one of the effective tools to overcome difficulties in writing, including difficulties such as lack of vocabulary and

difficulties in constructing sentences and organizing topics, thus making them feel more confident in their work. This is in line with research by Peng and colleagues showing that generative AI chatbots can provide effective support for students learning English as a second language, thereby improving their language skills (Baidoo-Anu & Leticia, 2023). ChatGPT has the ability to provide instant feedback by evaluating their writing and providing immediate writing support. This includes improving vocabulary, grammar, and structure; paraphrasing; suggesting synonyms; helping with language translation; generating ideas; and suggesting topics. These benefits offered by ChatGPT can provide deep support for EFL students in developing and optimizing their writing skills effectively and efficiently.

The positive perceptions observed in EFL students are in line with research conducted by Syahnaz & Fithriani, (2023) who showed a positive attitude towards the implementation of AI systems, especially ChatGPT, highlighting its advantages in improving content quality and minimizing grammatical errors. The Research conducted by Artiana & Fakhrurriana, (2024) towards using ChatGPT in academic writing also supports these findings by showing that EFL students see ChatGPT as an effective tool for overcoming various writing challenges, as well as helping to increase confidence and efficiency in their writing process.

Additionally, EFL students indicated that ChatGPT made writing more efficient. The ease of use and accessibility of AI tools like ChatGPT are key factors that help them write faster and easier. According to Misnawati, (2023) ChatGPT has many advantages for users, such as the ability to generate human-like text, speed up the writing process, and provide fast and accurate solutions to specific problems. This is in line with research conducted Setiawan & Luthfiyani, (2023) which shows that ChatGPT offers speed and accuracy of answers, increases time efficiency and effectiveness, and increases student learning activity.

ChatGPT can also help students when they have difficulty developing their writing. ChatGPT can be a solution to adding ideas to their writing. Like previous

research conducted by Abdullayeva & Muzaffarovna (2023), which states that ChatGPT can provide ideas to students about what to write, provide feedback on what they have written, and suggest ways to improve their writing style. Highlighting another finding, there was a positive impact of ChatGPT on students' English vocabulary improvement. Students used the ChatGPT tool in their writing process, not only because of its efficiency or support in generating ideas but also because of its positive influence on their vocabulary development. ChatGPT can suggest vocabulary to students so that students can expand their vocabulary.

The interview results showed that some EFL students agreed that ChatGPT helped them in their writing process. This is in line with Alammar & Amin, (2023) who stated that AI is useful for EFL students in helping them write their academic writing. Students stated that ChatGPT was beneficial for them to improve their grammar. This result has similarities with Kim, (2019) which confirmed that AI chatbots contribute to the improvement of students' grammar skills. ChatGPT can help with grammatically correct writing. Creating structured sentences using a variety of language styles for students to easily understand. This supported by a study conducted Atlas (2023), which states that ChatGPT can find grammatical and stylistic errors, making written material easier to understand.

Although ChatGPT has many positive and beneficial aspects for students, there are also challenges associated with its use, particularly in writing. The main challenge identified in the findings is that ChatGPT has limited knowledge. Ngo, (2023) supported this finding by stating that ChatGPT sometimes offers unreliable information on topics with few citations and can produce inaccurate or false factual references. ChatGPT sometimes contains incomplete or potentially incorrect information (currently, OpenAI reports that ChatGPT data is limited until 2021). Although ChatGPT is usually quite accurate and reliable, there are times when the information provided by ChatGPT is incorrect and misleading.

These data limitations affect the accuracy generated by ChatGPT, so students may encounter situations where the generated content does not make sense or is irrelevant, which poses challenges for students. ChatGPT can also generate answers that tend to be out of context with what its users are asking

(Wibowo et al., 2023). According to Bibi & Atta (2024), the reliability, validity, and authenticity of the results provided by ChatGPT are often doubted by its users. Therefore, although ChatGPT provides valuable support, students need to confront these drawbacks and use strategies to reduce their impact.

Another challenge identified in the interviews is that ChatGPT has the potential to create laziness among students. Since ChatGPT makes knowledge easy and quick to acquire, students may become too complacent, lack confidence, and tend to be too lazy to learn and look for other alternative sources. This challenge will be felt most by students who want to improve their skills, especially in English writing. However, students realize that relying too much on ChatGPT may hinder their ability to write. The findings of the current study are in line with the conclusions drawn by Ahmad et al., (2023) in their study, highlighting that AI technology can contribute to the decline of human decision-making ability and foster laziness.

Correspondingly, the risk of over-reliance can lead to a decline in students' critical thinking and creativity. As revealed by the research participants, relying too much on ChatGPT to generate ideas may hinder students' ability to think independently and develop original arguments. This is in line with the findings of Salah et al., (2023), who also pointed out that many students who use AI chatbots tend to become tool-agnostic. This has also been observed by Bailey & Withers (2018), who noted that English language learners often rely too much on AI tools. As a result, the content produced may have similarities and lack natural language use. This research highlights that the problem of overreliance on the convenience and efficiency offered by AI tools is common.

The last finding about the challenges EFL students face when using ChatGPT as an AI writing tool highlights the issue of internet connectivity. According to Zhai, (2023) many AI systems rely on internet connectivity to function properly. This can be challenging in regions where internet access is limited or unreliable. Limited internet access can hinder the effective use of ChatGPT, making it difficult for students to get the full benefit of the tool. In

situations like this, students may have to find alternative solutions or wait for more stable internet access to continue their writing.

The results of the interviews conducted with the five EFL students showed a positive perceptions and mature attitude towards the use of ChatGPT in the current era. To improve the use of ChatGPT as an AI writing tool, they recommended several solutions. They suggested checking ChatGPT responses with reliable sources, using ChatGPT as a reference or consultation tool only. When artificial intelligence is applied to English language teaching, especially in writing, it is important to understand students' attitudes towards its use in order to maximize its functionality. Students highlighted that ChatGPT might be a solution to help students' writing skills, but as a self-study tool as well as a classroom learning medium, it is important to use this AI with guidance and supervision. So before using AI technology, teachers and students should be given training first. Therefore, in line with Stokel-Walker's findings in 2022, ChatGPT, as a promising language model, is very useful for developing content and practicing language skills. However, it is important to use it wisely and follow the rules to maintain academic ethics (Liu, 2023).