Andy

by Flora Debora

Bringing Chatbot into English Classroom

Flora Debora Floris, Eunike Listyoyanti Suseno, Ellara Yusea Ananda, & Irene Juliana Hia

Petra Christian University, Indonesia

A chatbot is a computer program or artificial intelligence that uses audio or text to facilitate interactions with users in a particular domain or topic by giving intelligent responses in natural and conversational way (Abdul-Kader & Woods, 2015; Azwary et al., 2016, Shevat, 2017 as cited in Haristiani & Rifa'I, 2020). Chatbot's responses are in the form of comments, answers, dialogues, etc (Haristiani & Rifa'I, 2020). *Eliza* was the world's very first chatbot developed by Joseph Weizenbaum in 1956 and was designed to mimic a psychotherapist (Smutny & Schreiberova, 2020).

As chatbot offers instant availability and ability to react naturally via a conversational interface, it is now becoming popular as a common tool for users to carry on conversations with digital entities. Chatbot has also been used in a wide variety of areas, including English language teaching/learning. Fryer and Carpenter (2006) suggest that for language learners, chatbot can provide useful resources because of the following reasons:

- They have learning environment that is anxiety-free.
- They endlessly repeat the same material for learners.
- They give chances for learners with text and synthesized speech configurations to practice reading and listening skills.
- They motivate learners and increase their interest in language learning.
- They offer learners chances to practice the target language.
- They provide instant and accurate corrections.

In the present state, where most of chatbots are developed to interact with native speakers, it is advised that the tool might be mostly suitable for students with higher level of proficiency. Students at the beginner levels might not get the full benefits as the chatbot system is still incapable of interpreting spelling and grammar mistakes (Fryer & Carpente, 2006). In addition, it is said that high proficiency learners are generally more mature and such characteristic fits the chatbot platform that basically supports independent learners.

Andy

1	repository.petra.ac.id Internet Source	2%
2	Pavel Smutny, Petra Schreiberova. "Chatbots for learning: A review of educational chatbots for the Facebook Messenger", Computers & Education, 2020 Publication	2%
3	Submitted to Asia Pacific University College of Technology and Innovation (UCTI) Student Paper	1%
4	Submitted to Florida State University Student Paper	1%
5	Nuria Haristiani. " Artificial Intelligence (AI) as Language Learning Medium: An inquiry ", Journal of Physics: Conference Series, 2019 Publication	1%