

**THE READINESS AND SATISFACTION OF STUDENTS AND
LECTURERS ON USING CHATGPT AS AN ENGLISH LEARNING
TOOL IN ENGLISH LITERATURE STUDY PROGRAM OF UDAYANA
UNIVERSITY**



ENGLISH LANGUAGE STUDY PROGRAM

LANGUAGES AND ART FACULTY

UNIVERSITAS PENDIDIKAN GANESHA

SINGARAJA

2025

**THE READINESS AND SATISFACTION OF STUDENTS AND
LECTURERS ON USING CHATGPT AS AN ENGLISH LEARNING
TOOL IN ENGLISH LITERATURE STUDY PROGRAM OF UDAYANA
UNIVERSITY**

SKRIPSI

Diajukan kepada Universitas Pendidikan Ganesha

**untuk Memenuhi Salah Satu Persyaratan dalam Menyelesaikan Program
Sarjana Pendidikan Bahasa Inggris**



UNIVERSITAS PENDIDIKAN GANESHA SINGARAJA

2025

LEMBAR PERSETUJUAN PEMBIMBING

SKRIPSI

**DIAJUKAN UNTUK MELENGKAPI TUGAS DAN MEMENUHI SYARAT-SYARAT
UNTUK MENCAPAI GELAR SARJANA PENDIDIKAN**

Menyetujui

Supervisor I,



Made Hery Santosa, S.Pd., M.Pd., Ph.D.
NIP. 197910232003121001

Supervisor II,

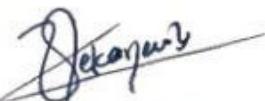


Luh Indravani, S.Pd., M.Pd.
NIP. 199305162023212040

LEMBAR PERSETUJUAN DOSEN PENGUJI SKRIPSI

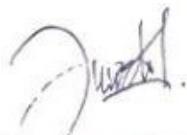
Skripsi oleh Made Natya Pradnya Iswari ini telah dipertahankan di depan dewan penguji pada tanggal 26 Maret 2025

Dewan Penguji,



Dr. Ni Luh Putu Eka Sulistia Dewi, S.Pd., M.Pd.
NIP. 198104192006042002
Penguji I

(Ketua)



I Putu Indra Kusuma, S.Pd., M.Pd., Ph.D.
NIP. 198701172014041001
Penguji II

(Anggota)

Putu Eka Dambayana S., S.Pd., M.Pd.
NIP. 197811142008121002
Penguji III

(Anggota)

Made Hery Sentosa, S.Pd., M.Pd., Ph.D.
NIP.197910232003121001
Penguji IV

(Anggota)

Luh Indrayani, S.Pd., M.Pd.
NIP. 199305162023212040
Penguji V

(Anggota)

LEMBAR PERSETUJUAN DAN PENGESAHAN PANITIA UJIAN SKRIPSI

Diterima oleh Panitia Ujian Fakultas Bahasa dan Seni

Universitas Pendidikan Ganeshha

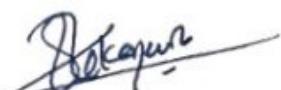
Guna memenuhi syarat-syarat untuk mencapai gelar Sarjana Pendidikan pada:

Hari : Rabu

Tanggal : 26 Maret 2025

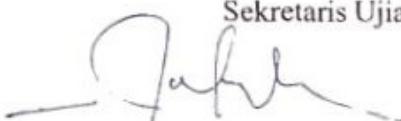
Mengetahui,

Ketua Ujian,



Dr. Ni Luh Putu Eka Sulistia Dewi, S.Pd., M.Pd.
NIP. 198104192006042002

Sekretaris Ujian



Prof. Dr. I.G.A. Lokita Purnamika Utami, S.Pd., M.Pd.
NIP 198304022006042001

Mengesahkan



Drs. I Gede Nurjaya, M.Pd.

NIP. 19650320199003

DEDICATION

This thesis is lovingly dedicated to

Ida Sang Hyang Widhi Wasa

My Beloved Parents,

Drs. I Made Mastra Astrawan and Ni Nyoman Rusmiati, S.E.

My Beloved family,

My supervisor lecturers,

Made Hery Santosa, S.Pd., M.Pd.,Ph.D.

Luh Indrayani, S.Pd., M.Pd.

My Lovely Boyfriend,

My Dearest Friends,

Who helped me during making this thesis, thank you for your companionship, laughter, and support throughout this process. You have made this journey a memorable one.

Finally, I would like to extend my gratitude to everyone who has contributed to this journey, whether directly or indirectly. To those who offered kind words, assistance, or encouragement, please know that your efforts have left a lasting impact on my heart.

Though I cannot name each one of you here, your contributions have not gone unnoticed or unappreciated.

This thesis represents not only my hard work but also the love, support, and guidance I have received from so many incredible individuals. To all of you, I offer my deepest thanks and dedicate this achievement as a token of my appreciation for your roles in my life. Thank you for walking this journey with me.

Blessings to you all.

With love,

Natya

ACKNOWLEDGEMENT

Praise be to God Almighty for all the grace, love, and blessings that have enabled the author to complete this thesis entitled '**The Readiness And Satisfaction Of Students And Lecturers On Using Chatgpt As An English Learning Tool In English Literature Study Program Of Udayana University**'.

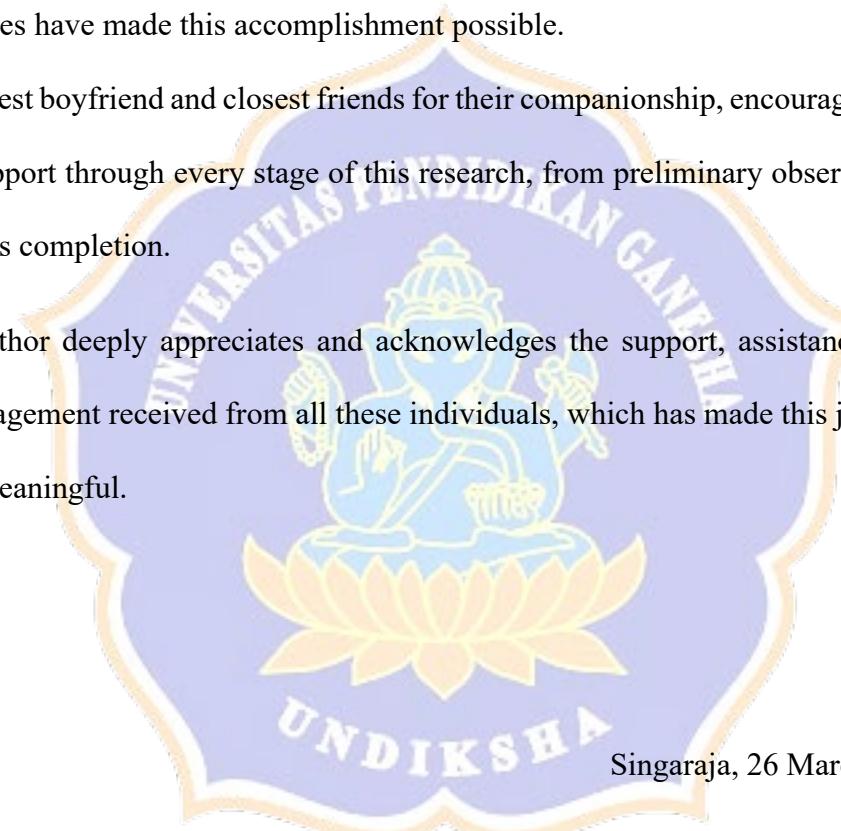
This thesis has been prepared as part of the college education requirements. The process of writing this thesis has been both demanding and enlightening. Throughout this journey, the author encountered various challenges, including time constraints and academic obligations. However, despite these obstacles, the thesis was ultimately completed, made possible by invaluable guidance, unwavering support, and the prayers of many individuals. Acknowledging the importance of those who contributed to this research, the author wishes to express sincere gratitude to everyone who played a role, whether directly or indirectly, in the research process and the completion of this thesis.

On this occasion, the author would like to express heartfelt respect and appreciation to:

1. Made Hery Sentosa, S.Pd., M.Pd., Ph.D., as the first thesis supervisor, whose expertise, patience, guidance, and steadfast support were instrumental in completing this research.
2. Luh Indrayani, S.Pd., M.Pd.. as the second thesis supervisor, for her invaluable guidance, constructive feedback, and continuous support throughout the research process.

3. Academic supervisor, for his support and mentorship in the author's academic journey.
4. The entire faculty of English Language Education, for their inspiring lessons and enriching experiences that have significantly contributed to the author's growth.
5. The author's beloved parents, Drs. I Made Mastra Astrawan and Ni Nyoman Rusmiati,S.E. and all of my family, whose unconditional love, prayers, and sacrifices have made this accomplishment possible.
6. Dearest boyfriend and closest friends for their companionship, encouragement, and support through every stage of this research, from preliminary observations to thesis completion.

The author deeply appreciates and acknowledges the support, assistance, and encouragement received from all these individuals, which has made this journey truly meaningful.



Singaraja, 26 Maret 2025

Made Natya Pradnya Iswari

SURAT PERNYATAAN

Dengan ini saya menyatakan bahwa karya tulis yang berjudul "The Readiness And Satisfaction Of Students And Lecturers On Using Chatgpt As An English Learning Tool In English Literature Study Program Of Udayana University" beserta seluruh isinya adalah benar-benar karya sendiri dan saya tidak melakukan penjiplakan atau pengutipan dengan tidak sesuai ketentuan yang berlaku dalam penyusunan karya ilmiah.

Atas pernyataan ini, saya siap menanggung risiko/sanksi yang dijatuhkan kepada saya sesuai dengan ketentuan yang berlaku, apabila di kemudian hari ditemukan adanya pelanggaran etika keilmuan dalam karya saya ini atau ada klaim terhadap keaslian karya saya ini.

Singaraja, 26 Maret 2025

Yang membuat pernyataan,



Made Natya Pradnya Iswari

NIM. 2112021151

TABLE OF CONTENTS

LEMBAR PERSETUJUAN PEMBIMBING.....	i
LEMBAR PERSETUJUAN DOSEN PENGUJI SKRIPSI.....	ii
LEMBAR PERSETUJUAN DAN PENGESAHAN PANITIA UJIAN SKRIPSI..	iii
Abstract	iv
Abstrak	v
DEDICATION	vi
ACKNOWLEDGEMENT.....	vii
TABLE OF CONTENTS	ix
CHAPTER I INTRODUCTION	1
1.1 Background of the Study	1
1.2 Identification of the Problem	4
1.3 Limitation of the Problem.....	8
1.4 Research Questions.....	9
1.5 Research Objectives.....	10
1.6 The Significance of Study.....	10
1. For the Lecturers	10
2. For the Students	11
3. For the University	11
4. For the other Researchers.....	11
CHAPTER II LITERATURE REVIEW	12
2.1 Theoretical Review	12
2.1.1 Educational Technology.....	12
2.1.2 Artificial Intelligence.....	14
2.1.3 AI Literacy	17
2.1.4 ChatGPT.....	19
2.1.5 Theory of Readiness.....	20
2.1.6 Theory of Satisfaction	22

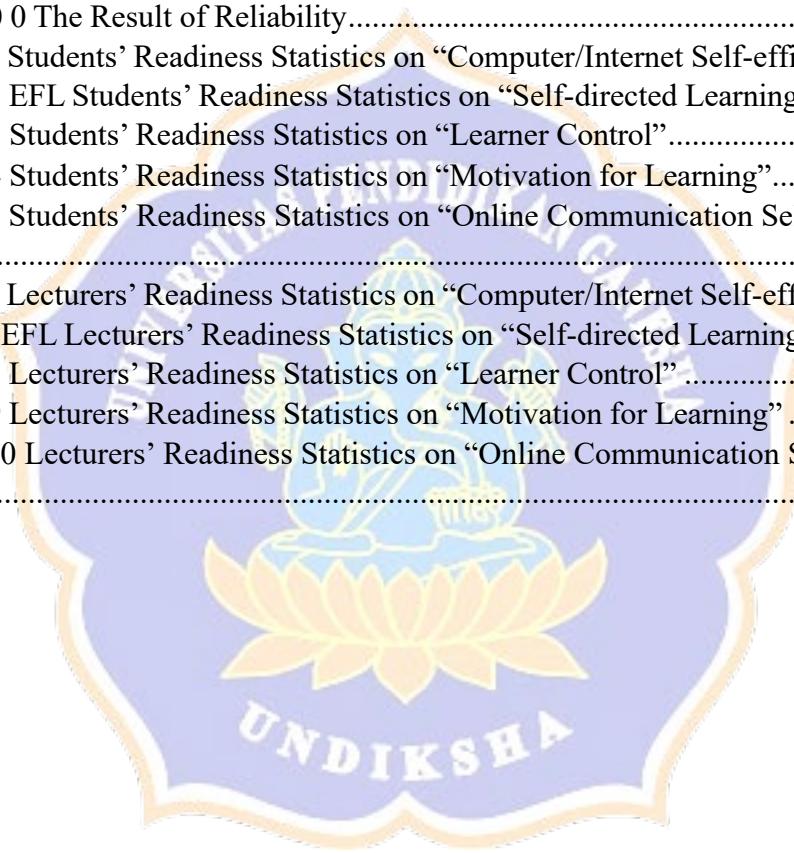
2.2 Empirical Review	24
CHAPTER III RESEARCH METHOD	31
3.1 Research Design	31
3.2 Research Setting, Population and Sample	32
3.3 Research Subjects and Objects	34
3.4 Data Collection Method.....	35
3.4.1 Survey	36
3.4.2 Interview	37
3.5 Instrument of Data Collection.....	38
3.5.1 Readiness Questionnaire	38
3.5.2 Satisfaction Interview Guide.....	41
3.6 Instrument Validation and Reliability	44
3.6.1 Content Validity	44
3.6.2 Empirical Validity	47
3.6.3 Reliability	48
3.7 Method of Data Analysis	50
3.7.1 Descriptive Statistics.....	50
3.7.2 Thematic Analysis	51
3.7.3 Data Triangulation.....	53
CHAPTER IV FINDING AND DISCUSSION	55
4.1 Research Finding	55
4.1.1 Students' Readiness Findings.....	55
4.1.2 Lecturers' Readiness Findings	62
4.1.3 Students' Satisfaction Findings	69
4.1.4 Lecturers' Satisfaction Findings.....	75
4.2 Discussion.....	81
4.3 Implication.....	87
4.3.1 Practical Implication	87
4.3.2 Theoretical Implication	88
CHAPTER V SUMMARY AND CONCLUSION.....	90

5.1 Summary.....	90
5.2 Conclusion	91
5.3 Suggestion.....	93
REFERENCES	95
APPENDICES.....	102



LIST OF TABLES

Table 3. 1 Total Number of Students.....	34
Table 3. 2 Method of Data Collection	36
Table 3. 3 The Blueprint of Questionnaire	41
Table 3. 4 The Interview Guide.....	45
Table 3. 5 Gregory Table of Content Validity	46
Table 3. 6 Level Content Validity	46
Table 3. 7 Result of the Instrument Validation.....	48
Table 3. 8 The Result of Correlation	49
Table 3. 9 The Level of Reliability.....	49
Table 3.10 0 The Result of Reliability.....	49
Table 4. 1 Students' Readiness Statistics on “Computer/Internet Self-efficacy”.	56
Table 4. 2 EFL Students' Readiness Statistics on “Self-directed Learning”	57
Table 4. 3 Students' Readiness Statistics on “Learner Control”.....	58
Table 4. 4 Students' Readiness Statistics on “Motivation for Learning”.....	59
Table 4. 5 Students' Readiness Statistics on “Online Communication Self Efficacy”.....	61
Table 4. 6 Lecturers' Readiness Statistics on “Computer/Internet Self-efficacy”	62
Table 4. 7 EFL Lecturers' Readiness Statistics on “Self-directed Learning”	63
Table 4. 8 Lecturers' Readiness Statistics on “Learner Control”	65
Table 4. 9 Lecturers' Readiness Statistics on “Motivation for Learning”	66
Table 4. 10 Lecturers' Readiness Statistics on “Online Communication Self Efficacy”.....	68



LIST OF FIGURES

Figure 2. 1 The exponential growth of educational technologies.....	13
Figure 2. 2 Google Scholar's annual publication of AI literacy articles	18
Figure 3. 1 Explanatory Sequential Mixed Methods.....	31
Figure 3. 2 Aydin and Tasci Measurement Scale.....	39
Figure 4. 1 Thematic Analysis of Students' Satisfaction.....	70
Figure 4. 2 Thematic Analysis of Lecturer's Satisfaction	76



LIST OF APPENDICES

Appendix 1 Application letter for observation	10202
Appendix 2 Application letter for research	103
Appendix 3 The Readiness Questionnaire for Students	10404
Appendix 4 The Readiness Questionnaire for Lecturers.....	105
Appendix 5 The Satisfaction Interview Guide for Students.....	106
Appendix 6 The Satisfaction Interview Guide for Lecturers	107
Appendix 7 EXPERT JUDGEMENT SHEET	109
Appendix 8 Thematic Analysis of Students' Interview Session.....	131
Appendix 9 Thematic Analysis of Lecturers' Interview Session	133

