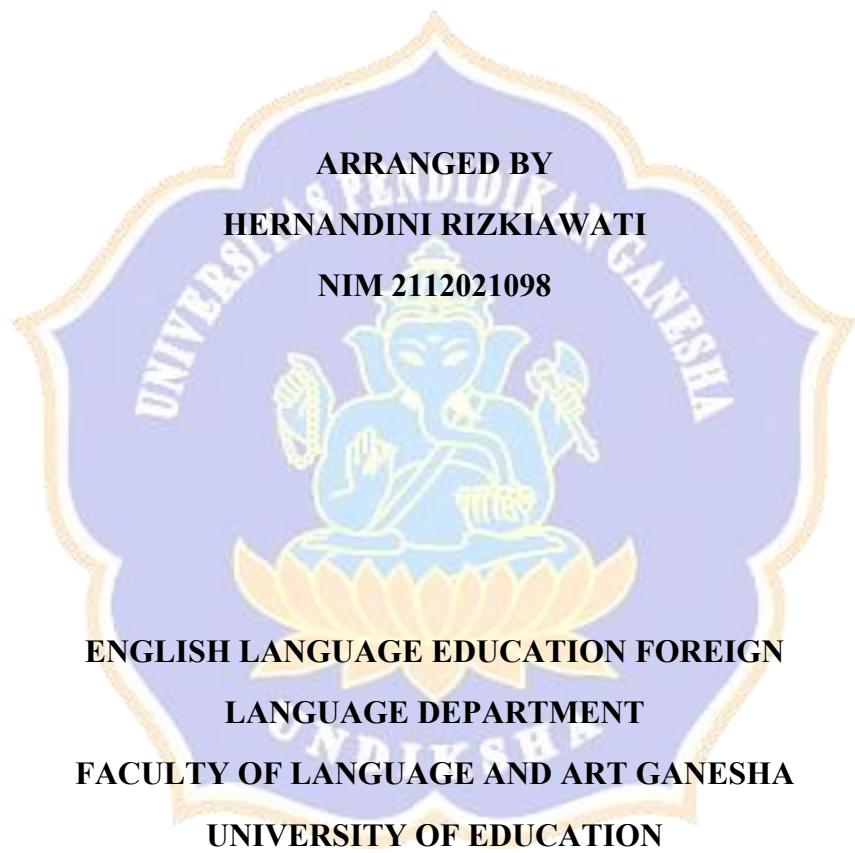


**INVESTIGATING READINESS AND SATISFACTION  
OF STUDENTS AND TEACHERS IN UTILIZING  
CHATGPT FOR ENGLISH INSTRUCTION AT SMK  
NEGERI 1 SINGARAJA**



**2025**

**INVESTIGATING READINESS AND SATISFACTION  
OF STUDENTS AND TEACHERS IN UTILIZING  
CHATGPT FOR ENGLISH INSTRUCTION AT SMK  
NEGERI 1 SINGARAJA**

**SKRIPSI**

**Diajukan kepada**

**Universitas Pendidikan Ganesha**

**Untuk Memenuhi Salah Satu Persyaratan dalam Menyelesaikan**

**Program Sarjana Pendidikan Bahasa Inggris**

**Oleh**

**Hernandini Rizkiawati**

**NIM 2112021098**

**ENGLISH LANGUAGE EDUCATION FOREIGN**

**LANGUAGE DEPARTMENT**

**FACULTY OF LANGUAGE AND ART GANESHA**

**UNIVERSITY OF EDUCATION**

**SINGARAJA**

**2025**

**LEMBAR PERSETUJUAN PEMBIMBING**

**SKRIPSI**

**DIAJUKAN UNTUK MELENGKAPI TUGAS DAN MEMENUHI SYARAT-SYARAT  
UNTUK MENCAPI GEALR SARJANA PENDIDIKAN**

Menyetujui,

Supervisor 1



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

Supervisor 2



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

## LEMBAR PERSETUJUAN DOSEN PENGUJI SKRIPSI

Skripsi oleh Hernandini Rizkiawati ini telah dipertahankan di depan dewan pengaji pada tanggal 31 Juli 2025

Dewan Pengaji,



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

NIP. 198104192006042002

(ketua)

Pengaji I

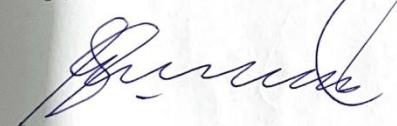


Prof. Dr. Ni Made Ratminingsih, M.A.

NIP. 196609081991022002

(Anggota)

Pengaji II



I Putu Ngurah Wage Myartawan, S.Pd., M.Pd.

NIP. 198210052006041005

(Anggota)

Pengaji III



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

NIP. 197910232003121001

(Anggota)

Pengaji IV



Luh Indrayani, S.Pd., M.Pd

NIP. 199305162023212040

(Anggota)

## LEMBAR PERSETUJUAN DAN PENGESAHAN PANITIA UJIAN SKRIPSI

Diterima oleh Panitia Ujian Fakultas Bahasa dan Seni

Universitas Pendidikan Ganesha

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

Hari : Kamis

Tanggal : 31 Juli 2025

Mengetahui,

Ketua Ujian,

Sekretaris Ujian

Dr. Ni Luh Putu Eka Sulistia Dewi, S.Pd., M.Pd. Prof. Dr. IGA Lokita Purnamika Utami, S.Pd., M.Pd.  
NIP. 198104192006042002 NIP. 198304022006042001

Mengesahkan

Dekan Fakultas Bahasa dan Seni



Drs. I Gede Nurjaya, M.Pd.

NIP. 196503201990031002

## **DEDICATION**

This thesis is lovingly dedicated to

Allah SWT

My Beloved Parents,

Hermanto and Endang Susilawati

My Beloved family,

My supervisor lecturers,

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

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

My Dearest Friends,

To my dearest companions who walked beside me through this thesis journey - your presence has been the greatest gift. Your companionship turned countless hours into moments of joy, your laughter became the soundtrack to my perseverance, and your unwavering support lifted me whenever I stumbled. You made this journey beautiful and unforgettable.

My heart overflows with gratitude for every soul who touched this path. To those who shared encouraging words, offered helping hands, or simply believed in me - your love has woven itself into the very fabric of this work. Each gesture of support has become a treasured memory that will forever live in my heart. While these pages cannot hold all your names, please know that your fingerprints are on every page and your voices echo in every argument. This thesis is not merely my effort, but a beautiful tapestry woven from the love, wisdom, and encouragement you've generously shared.

To each of you - my cheerleaders, my guides, my sources of strength - I offer this achievement as a reflection of your extraordinary impact on my life. You've shown me that no dream is too big when surrounded by hearts that believe.

Thank you for being part of my story. Your presence has been a blessing beyond measure, and I am forever grateful to have walked this path with such remarkable souls by my side.

With all my love and deepest appreciation,

Dini

## ACKNOWLEDGEMENT

Praise be to God Almighty for all the grace, love, and blessings that have enabled the author to complete this thesis entitled '**Investigating Readiness and Satisfaction of Students and Teachers in Utilizing ChatGPT for English Instruction at SMK Negeri 1 Singaraja**'. This thesis has been prepared as part of the college education requirements. The journey of completing this thesis has been both challenging and fulfilling. I encountered numerous obstacles including strict deadlines, academic responsibilities, and managing my side job. However, through the assistance, encouragement, and prayers of many amazing individuals, I successfully finished this research.

The author extends my heartfelt appreciation to all those who contributed to this thesis in any way, big or small. I would like to give special recognition to:

1. Made Hery Santosa, S.Pd., M.Pd., Ph.D., my first thesis supervisor, for his knowledge, patience, guidance, and constant support that were essential in completing this research.
2. Luh Indrayani, S.Pd., M.Pd., my second thesis supervisor, for her helpful guidance, useful feedback, and continuous support throughout this research.
3. My academic supervisor, for his support and guidance during my studies.
4. All the teachers in the English Language Education faculty, for their inspiring lessons and valuable experiences that helped me grow as a student.
5. My beloved parents, Hermanto and Endang Susilawati, and my whole family, for their endless love, prayers, and sacrifices that made this achievement possible.
6. My dearest boyfriend and close friends, for staying by my side, encouraging me, and supporting me from the beginning of this research until its completion.
7. Last but not least, I wanna thank me. I wanna thank me for believing in me. I wanna thank me for staying up late, for not giving up when it got tough, for

writing, rewriting, and pushing through. I wanna thank me for showing up every single day and making it to the finish line. Thank you, me. I really did that.

The author deeply thankful for all the support, help, and encouragement I received from these amazing people. They have made this journey truly meaningful and memorable.

Singaraja, 31 Juli 2025

Hernandini Rizkiawati



## SURAT PERNYATAAN

Dengan ini saya menyatakan bahwa karya tulis yang berjudul "Investigating Readiness and Satisfaction of Students and Teachers in Utilizing Chatgpt for English Instruction at SMK Negeri 1 Singaraja" 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, 31 Juli 2025

Yang membuat pernyataan



Hernandini Rizkiawati

NIM. 2112021098

## TABLE OF CONTENT

DEDICATION .....	i
ACKNOWLEDGEMENT .....	vii
Abstract .....	ix
Abstrak .....	x
TABLE OF CONTENT .....	vx
List of Figure.....	xiv
List of Table .....	xv
List of Appendix .....	xvi
CHAPTER I .....	1
INTRODUCTION .....	1
1.1    Research Background.....	1
1.2    Identification of Problem .....	8
1.3    Research Limitation .....	12
1.4    Research Questions .....	13
1.5    Research Objective.....	13
1.6    Significance of Research.....	14
1.6.1    Theoretical Significance.....	14
1.6.2    Practical Significance.....	15
CHAPTER II.....	17
REVIEW OF RELATED LITERATURE .....	17
2.1    Theoretical review.....	17
2.1.1    AI Literacy .....	17
2.1.2    Application of AI in English Language Learning.....	20
2.1.3    ChatGPT.....	22
2.1.4    Theories of Readiness .....	25
2.1.5    Theories of Satisfaction.....	29
2.2    Empirical Review.....	33

<b>CHAPTER III .....</b>	<b>40</b>
<b>RESEARCH METHODOLOGY .....</b>	<b>40</b>
3.1    Research Design.....	40
3.2    Research Setting.....	41
3.3    Research Subjects.....	43
3.4    Research Object .....	46
3.5    Data Collection Method .....	46
3.5.1    Survey .....	46
3.5.2    Interview .....	47
3.6    Research Instrument.....	49
3.6.1    Likert-scale Questionnaire .....	50
3.6.2    Interview guide for Satisfaction .....	56
3.7    Validity and Reliability .....	57
3.7.1    Content Validity .....	58
3.7.2    Empirical Validity .....	62
3.7.3    Reliability.....	64
3.8    Data Analysis .....	66
3.8.1    Descriptive Analysis .....	66
3.8.2    Thematic Analysis.....	67
3.8.3    Data Triangulation .....	70
<b>CHAPTER IV .....</b>	<b>71</b>
<b>FINDING AND DISCUSSION .....</b>	<b>71</b>
4.1    Research Finding.....	71
4.1.1    Students' Readiness Findings .....	71
4.1.2    Teachers' Readiness Findings.....	82
4.1.3    Students' Satisfaction Findings.....	92
4.1.4    Teachers' Satisfaction Findings .....	97
4.2    Discussion .....	101
4.3    Implication .....	105
4.3.1    Practical Implication .....	106
4.3.2    Theoretical Implication .....	109

CHAPTER V.....	112
SUMMARY AND CONCLUSION.....	112
5.1    Summary .....	112
5.2    Conclusion .....	114
5.3    Suggestion .....	116
REFERENCES.....	119
APPENDICES .....	128



## List of Figure

Figure 3. 1 Explanatory Sequential Mixed Methods (Creswell, 2014).....	40
Figure 3. 2 Assessment Model for E-learning (Aydin & Tasci, 2005) .....	55
Figure 3. 3 Gregory's table of content validity (Gregory, 2015) .....	59
Figure 3. 4 Thematic Analysis (Braun & Clarke, 2006).....	68
Figure 4. 1 Thematic Analysis of Students' Satisfaction .....	92
Figure 4. 2Thematic Analysis of Students' Satisfaction .....	97



## List of Table

Table 3. 2 The Blueprint of Questionnaire.....	51
Table 3. 3 Likert-Scale Questionnaire .....	53
Table 3. 4 The blueprint of the Interview guide.....	57
Table 3. 5 Level Content Validity.....	60
Table 3. 6 Level Content Validity .....	61
Table 3. 7 The Result of Correlation.....	63
Table 3. 8 The Level of Reliability .....	65
Table 3. 9 The Result of Reliability .....	65
Table 4. 1 Students' Readiness on “Computer/Internet Self-efficacy”.....	71
Table 4. 2 Students' Readiness on “Self-directed Learning” .....	73
Table 4. 3 Students' Readiness on “Learner Control” .....	75
Table 4. 4 Students' Readiness on “Motivation for Learning” .....	77
Table 4. 5 Students' Readiness on “Online Communication Self-Efficacy” .....	79
Table 4. 6 Teachers' Readiness on “Computer/Internet Self-efficacy” .....	82
Table 4. 7 Teachers' Readiness on “Self-directed Learning” .....	84
Table 4. 8 Teachers' Readiness on “Learning Control” .....	86
Table 4. 9 Teachers' Readiness on “Motivation for Learning” .....	88
Table 4. 10 Teachers' Readiness on “Online Communication Self-Efficacy” .....	90

## **List of Appendix**

Appendix 1 Application letter for research .....	128
Appendix 2 The Readiness Questionnaire for Students.....	129
Appendix 3 The Readiness Questionnaire for Teachers' .....	131
Appendix 4 The Readiness Questionnaire for Teachers' .....	133
Appendix 5 The Satisfaction Interview Guide for Teachers' .....	135
Appendix 6 The Satisfaction Interview Guide for Teachers' .....	137
Appendix 7 The Satisfaction Interview Guide for Students .....	161

