The Impact of Chatbots on English Listening Comprehension Skill from Students' Perspectives

The emergence of Chatbots as potential tools for learning English has not only offered EFL students interactive English practice opportunities but also improved research skills using open-access sources, creating employment prospects for college graduates. Nevertheless, there is a need for more extensive research on the practical benefits of language learning in Vietnamese higher education institutions. To address this gap, a study was conducted on 46 non-English majored first-year EFL students at a university in Ho Chi Minh City, who have an English proficiency level equivalent to B1. The study aimed to examine the empirical effectiveness of Chatbots in enhancing students'English listening skills and ability to access open learning resources. Surveys and interviews were employed to collect students' perceptions of Chatbots'usefulness after an 8-week Chatbot-integrated course, during which students applied Chatbot to optimize the listening materials from various resources. The findings revealed that students were able to independently learn English with AI-generated comprehension check questions, thus enhancing their listening skills. This research makes a meaningful contribution to the literature on integrating AI in education, aligning with Vietnam's and global educational development trends.

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