



Students' Perceived Benefits and Challenges of Integrating AI Tool in Language Classrooms: A Survey Study at Women University of Bagh Azad Kashmir

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ARTICLE INFO			ABSTRACT
Article History:			<i>ChatGPT has become popular in higher education because of supporting teaching and learning process. This study elaborates its advantages and disadvantages among the students through online questionnaires distributed to undergraduate students at Women University Bagh Azad Kashmir. Its benefits include time-saving tool, instant responses and precise answers, language supported by students, homework help, and improved access to information, while negative points include reduced critical thinking process, misinformation as students rarely verify, privacy concerns, and overreliance on technology instead of hardwork. The study concluded that ChatGPT is a useful educational tool when used carefully with proper fact-checking and data protection.</i>
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Introduction

AI in the field of education started in the 1960s and 1970s with Intelligent Tutoring Systems (ITS). During the 1980s and 1990s, educational software and online learning platforms expanded to the great extent with the rise of personal computers and the internet world wide. In the early 2000s, advances in machine learning and NLP enabled adaptive learning systems having different platforms, educational games, and AI-based teaching technologies that personalized learning and automated educational tasks. AI is now widely used in higher education for the purposes of adaptive learning, automated grading of exams, intelligent teaching, and teacher support.

CHAT GPT Education

ChatGPT, first time released in November 2022, gained significant importance and attention in higher education. As part of the features of the GPT series, it can answer questions precisely, assist in writing purposes, programming, and provide personalized feedback to the users on request. It is tremendously used in teaching, learning process, research purposes, administration affairs, and community engagement.

CHATGPT Learning

ChatGPT is being programmed to generate and evaluate information for teaching and learning tasks, improving students' learning experiences in different domains. Higher education institutions can integrate its features into their systems for proofreading process, research support, computations affairs, and personalized learning assistance to the users.

CHATGPT for academic and personal research

ChatGPT helps researchers to generate innovative ideas, identify research gaps among different topics, summarize literatures, and help with writing different sections of research articles (Arshad et al., 2024). This impressively saves time, improves efficiency, and allows researchers to focus on other aspects of their studies in multidimensional ways (Afzal et al., 2025).

Statement of the problem

ChatGPT and other AI tools in higher education have both pros and cons. ChatGPT may help students generat innovative ideas for exams and assignments, research, analysis, and writing purposes. This may enhance their learning process. The majority of qualitative studies involve focus on its pros and cons for teachers. CHATGPT's role among students of azad jammu kashmir and their perceptions of its usefulness as a virtual assistant for higher education are less studied. For this purpose the study of students perception is very vital.

This research focussed on the following research questions:

Q1: What are the common uses of CHATGPT among Azad Kashmir's university students?

Q2: What are the benefits of ChatGPT within the context of higher education in Azad Kashmir?

Q3: What are the challenges linked with incorporating ChatGPT within the context of higher education?

Literature Review

An analysis of related literature about the usage of ChatGPT in higher education and academics explains various emerging trends in this context. The application of ChatGPT in general education affairs is a significant element to consider for reserach. (Atlas, 2023; King, Cellular, & Bioengineering, 2023; Neumann, Rauschenberger, & Schön, 2023; Rudolph et al., 2023). The primary focus of the current research centers on employing this specific technology is in the context of medical education (Koga, 2023; Mohammad et al., 2023b), engineering (White et al., 2023), human-computer interfaces (Tabone & De Winter, 2023), among others. Furthermore, some individuals have focused concerns and benefits related to academic research, writing, publishing, authorship, and other broad fields (Fauzi et al., 2023; Huang, Kwak, & An, 2023; Alkhatib et al., 2026). Rawas (2023) studies the published research on ChatGPT to focus its significance in sustained application related to the higher education. This paper extensively examines the current literature regarding the application of artificial intelligence (AI) in education, with a focus on the ChatGPT models and its effects related to higher education. This paper focuses the pros and cons

of utilizing ChatGPT in higher education and provides recommendations for its practical implications. This study indicates that ChatGPT has potential benefits for higher education institutions to improve the quality of education. The integration of ChatGPT includes consideration of its advantages and disadvantages before its implementation. Conversely, Kraugusteeliana, Indriana, Krisnanik, Muliawati, and Irmanda (2023) studies the role of CHATGPT in increasing the workload and productivity of teachers while improving the quality of education process provided to students because it can tailor the process as per student centered approach. They studies 31 articles published on CHATGPT. Consequently, this study examines that information technology and artificial intelligence, particularly ChatGPT, provide much assistance to educators in the context of teaching learning process. They studies that ChatGPT will help in the preparation and presentation of instructional materials, help students, facilitate research work, enhance written work of students and teachers, and improve job efficiency of educators. Conversely, Stokel-Walker (2023) suggested that CHATGPT increases and makes strong click-through rates for productivity of users .

Cotton, and Shipway (2023) studies the results of ChatGPT usage for academic integrity and validity, discussing the advantages and disadvantages of its uses into higher education. This is further strengthened by the report's findings on the problems of identifying and reducing academic dishonesty of the users be it students or teachers. It enlists methods by which institutions could make better the responsible and ethical utilization of such resources so that it can keep validity of education process intact. The suggested solutions helps in policy formulation and procedures, student learning and support, as well as various tools employed to identify and reduce academic dishonesty. The study's findings elaborate both potential and hurdles associated with the use of artificial intelligence in higher education context. Nevertheless, colleges can cope with these difficulties with a ethical strategies for deploying the AI tools. In this context, Bowman (2022) expressed concern on the utilization of CHATGPT by students for their assignments and study related tasks. His studies indicated a significant susoction of plagiarism among students work, and the results may be. FUCHS, in 2023, explained how CHATGT may increase student engagement with course material and enhancing a greater connectivity to higher education sector. Nonetheless, there are many issues and problems associated with the correct integration of these NLP models, such as ChatGPT from OpenAI or Bard from Google, into the classroom settings. The researchers studies the issues associated with higher education. Every university should have the system to evaluate the advantages relative to the issues by the implementation of NLP models in higher education sector. This application must be used responsibly by the users, prioritizing the betterment of student learning instead of compromising human interaction with the tool. Significant opportunity exists for employing AI tools to improve the educational matters including teaching learning process. They make it better individualized learning for students and reduce the workload of administration affairs.

Research Methodology

The study used quantitative research methodology and it was descriptive using a survey tool. Researcher developed questionnaire for the data collection from students to know the perception of students about Chatgpt in higher education.

Data Collection Tool

As per the literature review reseracher developed a questionnaire to examine Women University Azad Kashmir's views of CHATGT's learning and its influence on the learning process. The questionnaire had demographic data section and 20 questions about CHATGPT's benefits and damages in Women University Azad Kashmir students. Questionnaires were disttibuted by the researcher itself and data was collected after considering ethical boundaries. Population of students

was 40 and sample was 36 as per LR Gay table and simple random sampling was technique for sampling. Population students were of BS English 5th Semester. Data was cleaned and sorted and analysis included mean, frequency and percentage and software used was SPSS. Questionnaire was finalized after pilot study on 12 students and that was excluded from total population. So this step ensured the reliability and validity was done through subject specialists and peer review.

Results & Discussions

This study examined from university students about CHATGT's importance as a learning tool. Following are the results and discussions as per the light of research questions.

Research Question 1

Common Uses of ChatGPT among University students of Azad Jammu and Kashmir

According to the data analysis it was revealed that ChatGPT is commonly used by students of Women University of Bagh Azad Kashmir for answering questions related to their studies and tasks, completing their assignments work, proofreading of their work, language learning process, exam preparation help, research work assistance, problem-solving methods, and approaching additional learning materials related to their subject or even general one. Students also use this AI tool for having ideas related to their projects including innovative ideas, academic writing process, and obtaining quick educational information as internet research is quite hectic as it has scattered results.

Research Question 2

Benefits of ChatGPT in Higher Education

According to the results use of ChatGPT by Women Uni Bagh helps in improving their learning experiences by helping them in understanding, supporting their academic performance in exams and tasks, and providing speedy access to educational resources helpful to them. It helps with their homework, research process, proofreading of their work, language learning process, and assignment completion. It also helps students to learn and explore topics beyond classroom content and course outlines and offers additional learning materials and feedback which helps in better understanding.

Research Question 3

Challenges Associated with ChatGPT Incorporation in Higher Education

Data analysis results showed that challenges on the way of using ChatGPT by the students include reduced critical thinking among the students, over dependence on technology usage, inaccurate or biased information by chatgpt, and limited emotional support as compared to human teachers in the classrooms. Students also reported concerns that after using this tool reduces one to one interaction with teachers and class mates, language restrictions in non English communication, issues related to technology, privacy related concerns, and the inability of ChatGPT to fully personalize learning for individual students.

Conclusion

This study examined the perception of students of Women University Bagh on usage of Chatgpt in higher education context. Findings of this study show that ChatGPT supports students in reading, precise information collection, language related learning, feedback on different material, learning related resources, and assignment completion and projects related to studies. However, challenges related to chatgpt usage include reduced critical thinking among students, spread of

misinformation, over dependence of students on technology, limited non-English communication among students, privacy concerns like collection of payment details, usernames, emails etc, lack of emotional support as response is by bot not by human, and limited personalization features. Although ChatGPT is a useful tool related to the educational process that can improve learning efficiency of students and provide additional support outside of the classroom, it cannot replace human interaction with teachers and peers which is one of the biggest drawbacks. Therefore, its use in higher education context should be careful and balanced under guidance and training, considering both its benefits and limitations.

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