

Experiencing ChatGPT for Interpersonal Communication Practice: A Case Study of Communication Students Perspective

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ABSTRACT

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Discussion on the latest technology features has reached the usage of Artificial Intelligence (AI) accessible online through services provided by OpenAI, particularly ChatGPT (Generative Pre-trained Transformer). ChatGPT offers various features capable of answering various commands with relatively fast response times. These features include various topics including interpersonal communication. This research aims to observe and compare the knowledge and answers provided by ChatGPT with the knowledge of the Communication Science students of State University of Surabaya, regarding Interpersonal Communication course through SANRA (a scale for the quality assessment of narrative articles) instrument. The results of this study are expected to provide insights and the latest knowledge about the use of ChatGPT features in Communication Science studies, as well as to give an overview of the opportunities and challenges that will be faced in the students' academic achievement, especially in higher education.

INTRODUCTION

The dynamic of digital communication today, the sophisticated tools such as text-based conversational artificial intelligences has signaled a paradigm shift in how interpersonal communication is approached and studied. ChatGPT, for example, has emerged as a crucial point in this transition. It offers not merely a platform for casual interaction but potentially serving as a critical educational asset in the field of communication studies. The academic discourse about the integration of artificial intelligence in communication studies is growing yet remains in promising stages. However, it needs empirical experiences and perceptions from the communication students regarding its contextual understanding.

This study endeavors to fill this gap in literature by presenting a case study focused on the utilization of ChatGPT tool in describing interpersonal communication course from the vantage point of communication students and from the ChatGPT point of view. Several studies have observed the journey of ChatGPT used in some circum-stances. Scholars, like Rudolph & Tan (2023) expressed concerns about the model's task assessment in the scope of higher education systems. On contrary, Alshater (2022) questioned the comparison of articles generated by ChatGPT. These discussions had already been studied by Zhai (2022) to project the benefits of ChatGPT for academic development. And then Kasneci, E. et al. (2023) conducted a study that considered the prospects and challenges of the future after the emergence of ChatGPT.

Surprisingly, the features of ChatGPT have surpassed various other online services in terms of user acquisition. For instance, Twitter took two years to gain one million users and Facebook required ten months to reach the same milestone. However, ChatGPT

achieved one million users within just five days since its initial release in November 2022. Moreover, the usage trends of ChatGPT have expanded across various disciplines. It is being used in fields such as educational research (Gao, et al., 2022), healthcare and clinical settings (Vaishya & Vaish, 2023), entrepreneurship (Short & Short, 2023), finance (Dowling & Lucey, 2023), and marketing (Jain, Subash, & Mogaji, 2023). Regarding those capabilities, its implementations are more likely to become a chatbot on some applications, websites, and smartphone applications services (OpenAI, 2023). Thus, researchers are interested in conducting study and observation which focused on the use of ChatGPT in higher education, particularly concerning contemporary educational issues on Interpersonal Communication.

Research related to the use of Artificial Intelligence features has become increasingly common, especially in late 2022 and early 2023. At the end of November 2022, a research institute in San Francisco, United States, released an Artificial Intelligence facility under the name OpenAI. This facility offers natural language processing that can respond to commands and questions entered online through the OpenAI website. Various research studies have highlighted that this facility provides quick and engaging results by being able to answer a variety of questions on different topics.

By observing the works of ChatGPT it can be understood that this feature is capable of processing written questions and providing structured responses. It can even remember previous questions, ensuring that each answer remains relevant. Setiawan & Luthfiyani (2023) have experimented with the ChatGPT feature and found that generating around 693 words for a specific topic command only takes about seven minutes. This finding is interesting since such a short duration can advance tasks like writing or summarizing.

Aydin & Karaarslan (2022) observed ChatGPT's ability to process and generate literature study papers on health. Their observations revealed that ChatGPT's answers are relatively lacking in rewording, leading to a relatively high level of plagiarism. Alshater (2022) then attempted to explore the positive side of this language processing technology's development. In their research, they found that ChatGPT supports research capacity enhancement across various fields of study, including general knowledge, economics, and finance. While the technology still has weaknesses in ethical considerations, contextual understanding, and originality, Alshater detailed that ChatGPT's features in economics and finance are capable of processing information such as accuracy improvement steps, financial report compilation, real-time market analysis, consumer habit identification, and projecting future risks and gains.

Zhai (2022) observed that the positive trend of ChatGPT's presence could also impact the education sector, particularly in the learning and learning evaluation processes. In their research, Zhai found that ChatGPT is highly competent in composing academic articles according to given keywords and instructions, requiring minimal human intervention for improvement. By March 2023, ChatGPT was claimed to generate responses exceeding 25,000 words in a single command. Therefore, based on various scholarly approaches, this research aims to observe the depth of ChatGPT's discussion on Interpersonal

Communication topics from the perspective of students in the Communication Science program.

RESEARCH METHOD

This study aims to observe and analyze the outcomes of using ChatGPT by students of the Communication Science program at Universitas Negeri Surabaya in relation to discussions within Interpersonal Communication courses. Specifically, the study seeks to compare the depth of answers provided by ChatGPT with the material presented in lectures. Therefore, the results of this research can be developed as considerations for enhancing the values imparted in classroom learning by examining the strengths and weaknesses generated by ChatGPT. Based on this description, the research is intended to understand the responses and answers resulting from ChatGPT usage, analyze the key points mentioned by ChatGPT regarding Interpersonal Communication, and discuss them based on relevant literature reviews.

In the initial phase, the research will be conducted by selecting a group of students to experiment with ChatGPT on various topics. The results of the experiment will then be analyzed by a reviewer using SANRA instruments to process data and classify the total points of articles made by students and articles made by ChatGPT. The data will be analyzed through various concepts and theories offered in studies of Interpersonal Communication. Subsequently, the research findings and data from recent studies will be further analyzed to identify key points related to Interpersonal Communication especially on certain topics as follows 1) Definition of Interpersonal Communication, 2) The Importance of Interpersonal Communication, 3) Ways to Become a Good Listener, 4) Ways to Maintain Interpersonal Relationships, 5) Strategies to Manage Emotions and Interpersonal Conflicts, 6) Managing Interpersonal Communication within Families, 7) Establishing and Managing Interpersonal Communication in the Digital and Internet World, and 8) Perspectives and Hopes for Interpersonal Communication in the Future.

RESULTS AND DISCUSSION

On the first attempt, a group of students are required to answer eight questions regarding key topics in Interpersonal Communication course. They have to answer in their best writings for questions 1 to 8 like 1) Definition of Interpersonal Communication, 2) The Importance of Interpersonal Communication, 3) Ways to Become a Good Listener, 4) Ways to Maintain Interpersonal Relationships, 5) Strategies to Manage Emotions and Interpersonal Conflicts, 6) Managing Interpersonal Communication within Families, 7) Establishing and Managing Interpersonal Communication in the Digital and Internet World, and 8) Perspectives and Hopes for Interpersonal Communication in the Future.

Table 1. Comparison of Students and ChatGPT by SANRA Instruments.

No	Items	Articles Score	
		#1	#2
1	Justification of the article's importance for the readership	1	2
	0 -> The importance is not justified		
	1 -> The importance is alluded to, but not explicitly justified		
	2 -> The importance is explicitly justified		
2	Statement of concrete aims or formulation of questions	2	2
	0 -> No aims or questions are formulated		
	1 -> Aims are formulated generally but not concretely or in terms of clear questions		
	2 -> One or more concrete aims or questions are formulated		
3	Description of the literature search	0	1
	0 -> The search strategy is not presented		
	1 -> The literature search is described briefly		
	2 -> The literature search is described in detail, including search terms and inclusion criteria		
4	Referencing	0	1
	0 -> Key statements are not supported by references		
	1 -> The referencing of key statements is inconsistent		
	2 -> Key statements are supported by references		
5	Scientific reasoning	1	2
	0 -> The article's point is not based on appropriate arguments		
	1 -> Appropriate evidence is introduced selectively		
	2 -> Appropriate evidence is generally present		
6	Appropriate presentation of data	0	0
	0 -> Data are presented inadequately		
	1 -> Data are often not presented in the most appropriate way		
	2 -> Relevant outcome data are generally presented appropriately		
Total Scores		4	8

The analysis of each article reveals distinct strengths and weaknesses. In the case of the articles created by students, the focus on introducing the concepts of two-way communication and interpersonal communication is apparent. However, a critical drawback is the lack of explicit justification for their importance to the readership. The text primarily aims to explain these communication forms and their associated goals, such as message exchange, sharing thoughts, and achieving objectives. Unfortunately, the absence of a literature search strategy and details about consulted sources weakens the overall credibility. Additionally, the lack of references to support key statements leaves the concepts introduced without substantial backing. The text could significantly benefit from the inclusion of more empirical evidence and references to bolster its arguments.

Conversely, the analysis of the article generated by ChatGPT showcases a more comprehensive approach. The text underscores the significance of interpersonal communication by elucidating its roles in relationship dynamics, conflict resolution, decision-making, and collaboration across personal, social, and professional realms. The article outlines the aims and components of interpersonal communication, covering verbal and nonverbal means. While the text provides a solid overview, it falls short in detailing the extent of the literature search, search terms, and inclusion criteria. Similarly, specific references to support key statements are lacking. Despite these drawbacks, the article excels in logical reasoning, effectively explaining how interpersonal communication functions through various means and emphasizing its role in different aspects of life. However, the absence of quantitative or qualitative data limits the article's empirical support. Overall, the text successfully communicates the concept of interpersonal communication and its implications but could enhance its credibility by incorporating more specific references and data presentation.

The first article introduces the concept of two-way communication and interpersonal communication but lacks explicit justification for their importance. It presents goals and aspects of interpersonal communication but lacks references, data presentation, and detailed scientific reasoning. And the second article, on the other hand, more thoroughly explores interpersonal communication. It explicitly justifies its importance and presents its goals comprehensively. It describes the literature search briefly and introduces evidence to support its points, albeit with some inconsistencies in referencing. Both articles lack data presentation. Thus, the first article which is made by students introduces the concepts but lacks in-depth support and detailed presentation of the topic. While the second article which is made by ChatGPT provides a more detailed and well-rounded analysis of interpersonal communication, covering its importance, aims, context, and aspects, though improvements can be made in referencing.

Therefore, based on the findings, the researchers suggest that students could enhance their work by providing more context and explaining the reasons why the concepts of two-way communication and interpersonal communication are significant in various contexts. And of course, they need to pay attention to adding credible references to academic sources. Then they have to provide relevant statistics, case studies, or examples to illustrate the concepts of Interpersonal Communication. Whereas for ChatGPT-Generated Article, it has to cite from cross-reference like some established academic sources to ensure accuracy and credibility. The collaboration of these two attempts will somehow strengthen the quality on comprehensive and accurate analysis aspects. On certain condition as to exercise on writings analysis, students can use the content from the ChatGPT-generated article as a starting point and then enhance it by providing the necessary justification, references, and specific examples. This experience provides students with the opportunity to critically assess AI-generated content, identify its strengths and limitations, and contribute their expertise to enhance the content.

CONCLUSION

Through the discussion, the analysis of the two articles, one authored by students and the other generated by ChatGPT, highlights distinct strengths and weaknesses in their respective approaches to discussing two-way communication and interpersonal communication. The student-created article introduces the concepts but lacks explicit justification, detailed presentation, and credible references. On the other hand, the ChatGPT-generated article provides a more comprehensive analysis, emphasizing the significance of interpersonal communication across various realms. However, it falls short in detailing the literature search and lacks specific references and empirical data.

To improve student-authored work, it is recommended to provide more context, explain the significance of concepts, and incorporate credible references along with relevant statistics, case studies, or examples. Meanwhile, the ChatGPT-generated article could enhance its credibility by citing from established academic sources for cross-referencing accuracy. The collaborative approach of using the ChatGPT-generated article as a starting point and then strengthening it with student input can lead to a more comprehensive and accurate analysis. This process allows students to critically assess AI-generated content, identify strengths and limitations, and contribute their expertise to enhance overall content quality. In conclusion, the combined efforts of AI-generated content and human input can result in a more robust and nuanced analysis of interpersonal communication.

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