The Effect Chat Feature on Genshin Impact Online Game on ESL Communication Skills

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Article History:
Received: Jul 03, 2023
Revised: Jul 22, 2023
Accepted: Jul 27, 2023
Online First: Sept 01, 2023

Abstract: Learning English is not only conducted at school but can be conducted through alternative media. These include watching English movies, listening to English songs, and playing online games. Online games do not merely have a negative impact, but they can also positively impact the user. Genshin Impact is an online game that is currently booming. Various features in Genshin Impact allow players to interact with other players by entering Co-Op mode. This research aims to discover whether students are motivated to improve their English communication skills through the chat feature in the online game Genshin Impact. This study employed a descriptive quantitative methodology. The data were then analyzed descriptively to answer the research question. 151 respondents from various schools were selected based on the required criteria. From the result data analysis, students perceive that using the chat feature in Genshin Impact can positively effect students’ motivation to improve their English communication skills. The findings also revealed that students agree and strongly agree that online games can increase their motivation to learn English. The results of this study’s implications encourage teachers to start thinking about the benefits of games in education.

A. Introduction

English learners are those who are defined as someone who cannot speak English as a native language and is in the learning period to be able to achieve English proficiency (Brooks & Thurston, 2010; Horowitz, 2019). Humans are social beings. Therefore, it is necessary to interact socially. Language has been developed rapidly, and the communication system is verbal and non-verbal. More and more innovative inventions have made the industrialized world globally competitive in its products. With the advancement of the era, the development of the world of communication can already be through digital through an internet connection. Online video gaming is an innovative invention requiring an internet connection (Risnawati et al., 2021).

Online video gaming is a virtual world with an internet connection and multiple users (Risnawati et al., 2021). In line with Nadeak (2021) stating, online video gaming is being played by teenagers and used as a hobby. Nowadays, online video gaming has evolved from when they were first introduced. Gee as cited in Mursidin et al (2022), argues that games are viewed as conceptual models that may be used in formal and informal English learning environments. Malaysia revealed that 96.2% of English teachers agreed that learning using other media, such as online games, can provide new motivation and innovation (Gamlo, 2019).

Through online video games, students' learning motivation is increasing. Addiction to online games is growing in society, especially in Indonesia (Mursidin et al., 2022). Remote online video gaming is possible. Players can communicate via online video gaming that already uses an internet connection. Online video gaming positively and negatively impacts school learning (Risnawati et al., 2021). In addition, online games also include several game rules, and levels vary between genres. Participating in an online game can provide psychological satisfaction and curiosity experienced by players. Currently, the most famous online games are killing, fighting, and war in nature (Nadeak, 2021). People who play games only for fun. No more if they play games within an unreasonable time limit, they will become an addicted person (Kir et al., 2015).

A selection of journal articles summarized as gap indicators found that past studies have studied that online video gaming has both negative and positive impacts. The negative impact is the emergence of bad behavior in society. Children and teenagers tend to misbehave because they imitate violent scenes in games that are played, like fighting video games. In addition to behavior, it also hinders the learning process. They play games more often than they study until they forget the time. They became dependent on playing games (Risnawati et al., 2021). Findings in Mukrimaa et al (2016) study stated that 90% of children could not possibly know what online games are. The previous research by Dominguez et al (2013) revealed that 31.87% use internet games to motivate students in learning, 61.54%. In contrast, students do not motivate to learn through online games but choose the conventional approach of being taught directly by the teacher at school. Entertainment features of games may divert players. Players divert their attention from the game's
academic substance and lessen their attempts to think about it in-depth (Mayer & Johnson, 2010; Lister, 2015).

Meanwhile, the positive effect is that playing online video gaming can cause inner pleasure and satisfaction. They make games a refresh of themselves. Online video gaming, of course, can improve the learning process and affect the motivation and achievement of learning English students (Risnawati et al., 2021). Natalia & Iaremenko (2017) suggested that some features of online video gaming can be a learning facility and behavioral effect on learners. Learners feel happy, have immediate feedback, mastery, progress indicators, and feel challenged. This harmful and positive impact is the question of how much online video gaming affects the learning process for English learners. Researchers chose an online game called Genshin Impact, which many young people play. According to Google, Genshin Impact is a video game developed and published by a Chinese developer named Hoyoverse. The game was released on September 28, 2020, on Android, iOS, Windows, and PlayStation 4. On April 28, 2021, this game can also be played on the PlayStation5 platform.

Genshin Impact is an RPG (Role Playing Game) game where the players play as the main character (Aether) in the game's storyline, and players usually call it “Lore Genshin Impact”. The main character (Aether) in the Genshin Impact lore is told to be on an adventure exploring the world of 'Teyvat' in search of his missing twin sister (Lumine), accompanied by a little fairy named Paimon. Aether is often referred to as a traveler. In his adventures, Aether encounters many friends who participate as part of the Genshin Impact lore. Aether adventures to 8 nations in sequence, starting from Mondstat, Liyue, Inazuma, Sumeru, Fontaine, Natlan, Snezhnaya, and Khaenri'ah. Aether goes on adventures while players play story quests, world quests, daily quests, hidden quests, and side quests that differ for each nation. The lore of this game is still ongoing, and Aether has just arrived, adventuring in the nation of Fontaine. Players not only play as Aether but can also play as other characters they want through the Gacha system. As an RPG game, Genshin Impact presents a battle where players strategize to arrange 4 characters in a team. Each of these characters has 7 different elements, i.e., Pyro (fire), Hydro (water), Cryo (ice), Electro (electric), Dendro (plants), Anemo (wind), and Geo (stone).

The stunning graphic quality of the game also makes the main attraction of this game. Genshin Impact is touted as the game with the best graphic quality. The graphics presented are similar to Japanese cartoons (anime). The visual graphics of this game are dynamic, and players can play while enjoying the satisfying scenery of this game. This game presents cityscapes, ruins, rivers, caves, grasses, and more. These scenes are not only decorative objects but can also be explored by the player. Not only spoiling the eyes, but the graphics of this game also present accurate time visualization where players can cut down trees, swaying grass in the wind, object shadows, rain, and others. With this real-time visualization, players can feel the groove of time changes from morning, afternoon, evening, and night.

This game is an open-world RPG game. In this game, the open world is often called Co-Op (Cooperation) Mode feature, where players can play with other players according to
the server. Players can enter other players’ worlds and interact with each other through the chat feature in the game. Players can enter Co-Op mode when they reach adventure rank 16 or level 16 in the Genshin Impact game.

Another gap indicator from the thesis "Students Perception Towards Usage of Online Games "Genshin Impact" for Vocabulary Acquisition" with the author by Farhan (2022) examines students’ perceptions in terms of elements of increasing students’ vocabulary through the online game Genshin Impact. This study creates a new indicator by examining students’ perceptions of the psychological elements of motivation to learn English using Genshin Impact's chat feature.

With its many features through the Genshin Impact online game, students can train and motivate themselves on their English communication skills. Motivation empowers human beings intending to achieve a high level of performance and bypass all obstacles. Motivation is the power to achieve the desired goal. Creating motivation is to bring the highest benefit to a group or organization (Tohidi & Jabbari, 2013). Motivation plays an essential role in the learning process (Sanga et al., 2019).

In the school environment, motivation is fundamental and strongly effects student learning. Motivation for students is the key to mastery in their learning. Therefore, highly motivated students usually learn better than less motivated students. Motivation is a valuable component in affecting student achievement. Motivation is more valuable than aptitude (Ibatova, 2022)

Students with high motivation can still gain achievements despite being in an impossible situation and teaching less skilled staff. Unlike students who are not motivated, they do not get achievement even though they are in an adequate environment and situation. For this reason, motivation is essential for students.

The Genshin Impact has many features. One of them is the chat feature through Co-Op mode. Chat is further communication using the internet. Through chat, players can interact with other players. As cited in Vronay et al (2014), chat means the arriving multi-user system. By pressing ENTER, the chat that has been typed can be sent to all of the other participants. Chat has become popular since the beginning and continues to grow. There are already hundreds of chat servers, each with dozens of active rooms. This research studies online chat. In line with Sampson et al (2020), online chat is a platform that is used worldwide to send text messages through existing network servers.

The result of research conducted by (Lu et al., 2014) found that online chat has a characteristic. Chat has the potential to promote learner autonomy. Chat can foster collaborative student learning and can assist with group skills. Through chat, students can improve communication skills (ex, conversations, interviews, negotiations) and self-socialization skills. Chat provides direct interaction and direct contact with friends, colleagues, students, and strangers, improving the ability to interact, discuss, and coordinate with those concerned (Gonzalez, 2016).

The chat feature developed in this game can only communicate with four people. The limited number of players entering the world of other players can only be a maximum
of four people when entering Co-Op Mode. Therefore, during the Co-Op Mode, players can interact with each other through the chat feature provided means in Genshin Impact.

Online games have become a motivation for students to improve their learning quality. Many studies have examined online games as a motivation for students to learn. But as has been found, most examine online games such as PUBG, Mobile Legends, Free Fire, etc. Other studies used educational games like Quizziz and Kahoot as examples of games studied. Of the various game examples, this study uses Genshin Impact as a novelty from other studies. As is well known, Genshin Impact is a game that has just boomed after COVID-19. With its popularity for only three years, only some have researched Genshin Impact.

From what has been described above, the following research issues are addressed by this study in order to: 1). Are students motivated to learn English through the Genshin Impact online game? 2). Can the chat feature in an online game Genshin Impact improve communication skills in students?

This study's objective is to offer solutions to the research questions to examine whether games always negatively effect student motivation for studying or may also positively effect student motivation. It also examines how a chat feature in online games, Genshin Impact, can effect English communication skills in students. The features in Genshin Impact enable teachers to add more inspiring sources to increase students' English learning motivation and improve students' English communication skills in education.

B. Method

This research uses a descriptive qualitative method. (Hidayatullah et al., 2022) Stated that qualitative research observes human behavior to produce descriptive data consisting of written, spoken, and pictorial words. The research design used is a survey with research instruments, the questionnaire. For qualitative research, designing a well-designed questionnaire needs much thought and planning, effective organizational strategies, and critical review and reflection. This study uses a survey as a research design. While specific restrictions exist on the type of qualitative data that may be gathered via questionnaires, they have several benefits. They can provide perspectives on society's processes, assumptions, attitudes, and interpretations. They can also be economically advantageous, enabling thorough research on a large or geographically dispersed population, making them one of the most beneficial research tools. In particular, online questionnaire surveys can save money on printing and shipping costs (Sue & Ritter, 2012; McGuirk & O’Neill, 2016). For academic or marketing research, surveys are frequently used to collect data (Taherdoost, 2019). Surveys are valuable methods for gathering data (Regmi et al., 2016).

The selected sample was 151 respondents from the population of children who are still in school and are from three schools, i.e., SMA Taman Harapan, SMK Taman Harapan, and SMKN 46 Jakarta. Researchers will take respondents who fit the desired criteria: respondents who play the online game Genshin Impact and often have conversations with foreigners using the chat feature in this game.
The research instrument used is a questionnaire. The questionnaire was distributed by using Google Forms. The questionnaire used is an adaptation of the article of Halim et al. (2020) titled “Pupils’ Motivation and Perception on ESL Lessons through Online Quiz-Games”. The questionnaire is adjusted based on the needs of the researcher and was distributed using a Likert scale with a total of 14 items divided into two sessions: Section A: Student's motivation to learn English through Genshin Impact, Section B: Can students improve their English skills by using the chat feature in Genshin Impact? The Likert scale is a group of statements used to study a real or hypothetical situation (Singh Yk, 2006; Joshi et al., 2015). The researcher asks respondents to fill out the questionnaire containing statements by choosing answers on a Likert scale with the options of strongly disagree, disagree, agree, and agree.

The descriptive analysis approach is the data analysis methodology employed. The data findings are described accurately and systematically to clarify the facts in the field. The results of the questionnaire are to determine how much effect the Genshin Impact online game has on English communication skills for ESL students.

C. Result and Discussion

Result

The questionnaire consisted of two sessions with a total of 14 items. The questionnaire was distributed to 151 participants who met the criteria of this research, namely anyone who played online games Genshin Impact and has used the chat feature when entering the Co-Op mode. The questionnaire was distributed using a Likert scale with 14 items divided into two sessions: Section A: Student's motivation to learn English through Genshin Impact, Section B: Can students improve their English skills using the chat feature in Genshin Impact? The questionnaire data findings are evaluated and reported descriptively in Table 1 and Table 2.

<table>
<thead>
<tr>
<th>Items</th>
<th>Statements</th>
<th>Likert</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>A1</td>
<td>I adore playing online games like Genshin Impact to learn English.</td>
<td>(6)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4%</td>
</tr>
<tr>
<td>A2</td>
<td>I would certainly want to learn English in school or somewhere else.</td>
<td>(6)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4%</td>
</tr>
<tr>
<td>A3</td>
<td>I favor spending more time in English class than in any other class</td>
<td>(9)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6%</td>
</tr>
</tbody>
</table>
Based on Table 1, it was found that item A1 (I adore playing online games like Genshin Impact to learn English) was 6 out of 151 or 4% participants answered strongly disagree, 24 out of 151 or 16.6% participants disagree, 72 out of 151 participants or 47.7% agree, and 48 out of 151 or 31.8% participants answered strongly agree.

Item A2 (I would certainly want to learn English in school or somewhere else) showed that 6 out of 151 or 4% participants answered strongly disagree, 24 out of 151 or 15.9% participants disagree, 69 out of 151 or 45.7% participants agree, 52 out of 151 or 34.4% participants strongly agree.

Item A3 (I favor spending more time in English class than in any other class) showed that 9 out of 151 or 6% participants strongly disagree, 60 out of 151 or 39.7% participants disagree, 57 out of 151 or 37.7% participants agree, and 25 out of 151 or 16.6% participants selected strongly agree.

Item A4 (I think I can improve my English through online games like Genshin Impact) showed that 10 out of 151 or 6.6% participants selected strongly disagree, 32 out of 151 or 21.2% disagree, 65 out of 151 or 43% agree, and 44 out of 151 or 29.1% participants were selected strongly agree.

Item A5 (If I entertainingly learn English, I feel more secure in using it) showed that 2 out of 151 or 1.3% participants answered strongly disagree, 14 out of 151 or 9.3% participants disagree, 52 out of 151 or 34.4% participants agree, 83 out of 151 or 55% participants strongly agree.

Item A6 (I like to enter Co-Op mode with my friends or strangers when playing Genshin Impact) showed that 16 out of 151 or 10.6% participants strongly disagree, 47 out of 151 or 31.1% participants disagree, 47 out of 151 or 31.1% participants agree, 41 out of 151 or 27.2% participants were selected strongly agree.

Item A7 (I think it is fun to enter Co-Op mode with my friends or strangers because it can improve my English communication skills) showed that 8 out of 151 or 5.3% participants selected strongly disagree, 29 out of 151 or 19.2% participants disagree, 62 out of 151 participants or 41.1% agree, and 52 out of 151 or 34.4% participants selected strongly agree.

The research findings are evaluated descriptively in the next part, and the data are tabulated, as shown in Table 2.
Table 2. Section B: Can the chat feature improve students' English skills?

<table>
<thead>
<tr>
<th>Items</th>
<th>Statements</th>
<th>Likert</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>B1</td>
<td>Learning English using the Genshin Impact chat feature increases my interest in learning.</td>
<td>(6)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4%</td>
</tr>
<tr>
<td>B2</td>
<td>I am learning English by using the chat feature on Genshin Impact.</td>
<td>(3)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2%</td>
</tr>
<tr>
<td>B3</td>
<td>Learning English thru the chat feature allows me to communicate with more people, whether they are friends or strangers.</td>
<td>(2)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1,3%</td>
</tr>
<tr>
<td>B4</td>
<td>Using the chat feature to learn English is an entertaining method of learning a foreign language.</td>
<td>(2)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1,3%</td>
</tr>
<tr>
<td>B5</td>
<td>Using the chat feature makes me want to be better to learn English.</td>
<td>(2)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1,3%</td>
</tr>
<tr>
<td>B6</td>
<td>Learning English through the chat feature on Genshin Impact increases my attention to being good at English.</td>
<td>(3)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2%</td>
</tr>
<tr>
<td>B7</td>
<td>Using the chat feature to learn English makes me feel less nervous communicating with others.</td>
<td>(2)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1,3%</td>
</tr>
</tbody>
</table>

Based on Table 2, it was found that item B1 (Learning English by using chat feature on Genshin Impact increases my interest to learn) was 6 out of 151 or 4% participants answered strongly disagree, 27 out of 151 or 17,9% participants disagree, 82 out of 151 participants or 54,3% agree, and 36 out of 151 or 23,8% participants answered strongly agree.

Item B2 (I am learning English by using the chat feature on Genshin Impact) showed that 3 out of 151 or 2% participants selected strongly disagree, 25 out of 151 or 16,6% participants disagree, 87 out of 151 or 57,6% participants agree, 36 out of 23,8% participants strongly agree.

Item B3 (Learning English thru the chat feature allows me to communicate with more people, whether they are friends or strangers) showed that 2 out of 151 or 1,3% participants strongly disagree, 14 out of 151 or 9,3% participants disagree, 81 out of 151 or 53,6% participants agree, 54 out of 151 or 35,8% participants strongly agree.

Item B4 (Using the chat feature to learn English is an entertaining method to learn a foreign language) showed that 2 out of 151 or 1,3% participants strongly disagree, 15 out of 151 or 9,9% participants disagree, 79 out of 151 or 52,3% participants agree, 55 out of 151 or 36,4% participants strongly agree.

Item B5 (Using chat feature makes me want to be better to learn English) showed that 2 out of 151 or 1,3% participants selected strongly disagree, 12 out of 151 or 7,9% disagree, and 86 out of 151 or 57% agree. 51 out of 151 or 33,8% of participants strongly agree.

Item B6 (Learning English through the chat feature on Genshin Impact increases my attention to be good at English) showed that 3 out of 151 or 2% participants strongly disagree,
30 out of 151 or 19.9% participants disagree, 81 out of 153.6% participants agree, 37 out of 151 or 24.5% participants strongly agree.

The last question for all of the questionnaires, item B7 (Using chat feature to learn English makes me feel less nervous communicating with other people), showed that 2 out of 151 or 1.3% participants selected strongly disagree, 24 out of 151 or 15.9% disagree, 77 out of 151 or 51% agree, and 48 out of 151 or 31.8% were selected strongly agree.

Discussion

Based on section A: Student's Motivation to learn English through Genshin Impact (Table 1), most students agreed and strongly agreed regarding their motivation to learn English through Genshin Impact online game. According to item A1 (I enjoy learning English using online games like Genshin Impact), people who answered agree and strongly agree are students who like to play online games. An online game is a potential resource for students to pique what they are interested in learning English (Godwin-jones, 2014).

Item A3 (I prefer to spend more time in English class than other classes), many students answered disagree, which means students rarely spend time in English class and more often spend time in other classes. Students feel uncomfortable in English class and seek other comfort in learning English elsewhere, such as playing English online games. This result is relevant to the (Natalia & Iaremkenko 2017) statement that online games can be another way of learning English that can create comfort not found in the classroom, such as creating an environment of competition, challenge, collaboration, and fun.

Claimed on item A4 (I can improve my English through online games like Genshin Impact), many students agree and strongly agree. Researchers claimed that the online game Genshin Impact positively impacts students' English skills. Genshin Impact can motivate them to learn English. Motivation for students is the key to mastery in their learning (Ibatova, 2022).

By the result above in Table 1, this research aimed that Genshin Impact can have a positive impact and increase students' motivation to learn English through online games. Students can enter Co-Op mode when they reach adventure rank 16 (AR16). In this stage, students can interact with fellow players through the chat feature. Students feel happy when entering this mode because it can improve their English communication skills. On item A5 (I feel more confident to use English if I learn English in a fun way), students selected agree, which means that students also feel more comfortable and interested in learning English in a more fun way than just studying at school. This is related to the previous study (Risnawati et al., 2021) stated that online video gaming, of course, can improve the learning process and affect the motivation and achievement of learning English for students.

Based on section B: Can students improve their English skills using the chat feature in Genshin Impact? (Table 2), Most students agreed and strongly agreed about the effect on their English skills through the chat feature on Genshin Impact. Item B1 (Learning English by using the chat feature on Genshin Impact increases my interest to learn) Students who answered agree and strongly agree more proved that Genshin Impact's chat feature can also enhance their interest in learning. This is the attraction of the chat feature, and it can attract students'
interest in learning to improve their English communication skills (Freiermuth & Jarrell, 2015)

According to item B3 (Learning English through chat feature enables me to communicate more with friends or strangers), students feel more enjoyable talking to friends or strangers through the chat feature. This is because they find it easier to communicate through chat than orally. People who are not experts in oral communication can freely communicate more adequately by using the chat feature (Jianling, 2018)

Item B5 (Using chat feature makes me want to be better at learning English) claimed that students are motivated to be better at learning English through chat features. This result is in line with (Ahmed, 2019), who stated that learning through chat may also help to create a more fun learning environment that can be used to motivate students to improve their English skills.

In line with item B7 (Using chat feature to learn English makes me feel less nervous about communicating with other people), most students are selected to agree. They were nervous when speaking verbally, but they were less nervous because it was through chat and did not require them to speak face-to-face. Communicating through chat features encourages those students who need to improve oral communication (Khalili & Baradaran, 2009; Minalla, 2018).

From the discussion above, researcher claimed that both of the section are given positive impact on ESL communication skills. As already explained, Genshin Impact provides benefits to ESL communication skills. Through Genshin Impact, they can more easily interact and make new friends through the chat feature in the game when they have entered Co-Op mode. Researchers claimed that Genshin Impact has a positive impact on ESL communication skills.

D. Conclusion

Genshin Impact is an online-based game. This game has many features, including the Co-Op mode feature. In this mode, the chat function allows players to engage with one another. By playing Genshin Impact, players can be further motivated to improve their English communication skills. They are more motivated because they learn while also playing. Chatting through the chat feature can positively impact students in communicating using English, especially students who could be better in oral communication skills.

Based on the researcher's acquisition, the questionnaire results stated that students agree and strongly agree with using Genshin Impact as their learning media in a fun way. Students agree and strongly agree on how using the chat feature in Genshin Impact can boost their English communication skills.

This innovation states that learning is not necessarily through schools and books. Sometimes learning like that can cause boredom and less motivation against learning. Learning can be anywhere and anytime. Games only sometimes have a negative impact. Through this study, the researcher states that games positively motivate students to learn.
References


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