

Chapter 10

ChatGPT and Its Impact on Education: A Qualitative Narrative Study of a General Population's Experiences

ABSTRACT

ChatGPT has emerged as a ubiquitous tool across various age groups in contemporary times. Its widespread adoption is evident as individuals continually engage with it throughout the day, employing diverse prompts and pushing the boundaries of its capabilities. This current research seeks to investigate the perceptions and attitudes of the general populace concerning their usage of ChatGPT in their daily lives. The researcher obtained secondary data from prominent social question-and-answer platforms, predominantly from Quora and Reddit, to achieve this objective. The research centred on three key research questions (RQ), using them as a foundation to uncover pertinent themes and corresponding quotes from users. Employing a convenient method, the researcher efficiently identified noteworthy user quotes, enriching the study with valuable insights.

BACKGROUND

Social question-and-answer websites can be a valuable resource in research, especially in fields such as sociology, linguistics, information retrieval, and human-computer interaction. Websites like Quora, Reddit, Stack Exchange, and Yahoo Answers can provide a wealth of data and insights into various topics, user behaviour, and opinions—Quora is one of the most frequently used community-driven knowledge sites (Jang et al., 2023). Reddit is one of the most widely embraced social networks, boasting an impressive user base of over 50 million individuals actively participating daily. Within this vibrant digital landscape, Reddit houses a vast array of dynamic and active topical communities known as “subreddits,” numbering more than 100,000 (Klebanov, 2022). They are among the most frequently utilized community-driven knowledge platforms.

The current study will contribute to finding answers to questions by exploring the experiences of the general population worldwide on the impact of ChatGPT on education and their perceptions. The research questions include: RQ1: What are the perceptions and attitudes of the general population towards ChatGPT as a teaching tool in various educational contexts? RQ2: How does the use of ChatGPT affect student engagement and motivation in the learning process? RQ3: What are the methods to adopt to change the learning assessment with the advent of ChatGPT?

METHODOLOGY

The current study was a qualitative descriptive design using secondary data from the social question-and-answer website. Xiamen University Malaysia in Sepang, Malaysia. The secondary data from the general population used in the study were from Quora, Reddit, Stack Overflow, answers, wikiHow, and stack exchange. Yahoo Answers is not part of the data collection website as it has shut down since May 4, 2021 (Yahoo, 2021). The study uses convenient sampling to collect the responses from the questions available. The selection of the website is based on the free availability of data. The paid website was excluded from the current study. The main keywords used to search the questions are “ChatGPT AND education” The title of questions must contain keywords “ChatGPT” and “Education”. The irrelevant questions

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