

A Look at ChatGPT's Rising Reputation Among Tech-Savvy College Students

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Abstract - Since the advent of IT and much enhanced advancements in programming, several approaches or media have been promoted as ways to facilitate efficient learning. ChatGPT, developed by OpenAI, is an AI system that can have natural-sounding conversations. ChatGPT is an artificially intelligent chatbot that grows and learns from its conversations over time. This allows researchers in academia and the scientific community to explore ChatGPT's potential as a versatile tool. There are several ways in which ChatGPT may be put to use, all of which advance the state of knowledge and quicken the pace of education. Since its release to the public in November 2022, ChatGPT has seen unprecedented growth. The surprising success of this AI bot raises the question of whether or not students are using it as a teaching tool. This is a very important question to ask after spending so much time training and improving the AI's domain. By analyzing how students use tools like Google and ChatGPT, we may be able to enhance a variety of educational practices. This study aims to assess the popularity of ChatGPT amongst students and identify its contributing variables.

Keywords— Using the ChatGPT, Web Searches, Learning Platforms, and Conversational AI

A. Introduction

- B. In computing, "artificial intelligence" (AI) refers to either actual or simulated intelligence at or above the human level. Intelligence is a broad concept that includes not only information acquisition but also processing, interpretation, application, and generalization. Artificial intelligence is used in many different contexts, including web search engines, voice recognition software, automated decision making, and machine vision. In November of 2022, OpenAI unveiled ChatGPT, an implementation of their Chat Generative Pretrained Transformer. Artificial intelligence was used to design it. As it started offering well-considered advice on a broad variety of issues, it gained popularity quickly. ChatGPT was created using supervised learning as well as reinforcement learning. This model uses both human aid and large data sets to train and improve the AI's performance and output quality. OpenAI is trained with many large data sets to develop its domain knowledge over time.
- C. Major technical advances in recent years have increased the significance of understanding AI. Memory and storage have become less expensive and easier to use, while computing speeds have increased dramatically in computers. Algorithm improvements have also had a major impact on the progress of machine learning. The widespread accessibility of AI technology has the potential to dramatically improve the quality of education and the creation of content. ChatGPT and related technologies have demonstrated a lot of potential for expanding AI's real-world uses. In this context, it's vital to learn more about the rate of ChatGPT's awareness and the elements that contribute to its success.
- D. By conducting a thorough literature review, analyzing statistics on the usage and popularity of ChatGPT, and

investigating the perspectives of students and educators, this research aims to provide useful insights into the growing popularity of ChatGPT among students and its potential influence on education. The findings of this research will provide light on how widespread usage of ChatGPT is as a learning resource, how its features may be put to good use in the classroom, and how conversational bots may play a greater part in the future of education and academia.

B. The Range of the Research

- C. This study's overarching goal is to investigate the reasons behind ChatGPT's meteoric surge in popularity and to assess the level of student awareness of ChatGPT and other conversational AI technologies. The findings will also lead further study into the most useful features of ChatGPT from a pedagogical perspective. The study will also include suggestions for improving the operation and prospective integration in future educational environments, all with the goal of better meeting the needs of students.
- D. Defining the Issue (D) E. Even though there are already many other search engines and communication tools accessible, ChatGPT has grown extremely popular among today's students. ChatGPT's cutting-edge, one-of-a-kind, and powerful features are enabled by its dependence on language model AI and vast data sets, making it superior to ordinary search engines like Google and Bing.
- E. F. Chatbots are gaining popularity as a teaching tool, however it is unclear how effective they really are. The moment has come to look at what's causing chatbots to

become so well-liked. It is also important to assess ChatGPT's potential as a learning tool.

- F. G. This study will shed light on how well known ChatGPT is as a teaching tool and how it may affect the future of education.
- G. H. Aims of the Research
- H. To investigate the extent to which today's digital natives are conversant with ChatGPT.
- I. To determine which features of ChatGPT are most useful to academics and students.
- J. To investigate how different user profiles on ChatGPT correlate with different demographic characteristics.
- K. *Research Methodology*

Data Collection refers to the process of collecting and evaluating raw data to interpret a sensible meaning from the outcome which may enable relevant questions to be answered. This study relies on both primary and secondary data. The primary data was collected through the issue of questionnaires to the respondents. The secondary data was gathered from published sources like journals, magazines, articles, and websites. The study is limited to Coimbatore. The sample size of the study is 110 respondents. Sample techniques adopted for the study are convenient and random sampling for the collection of primary data through questionnaire. The process of data analysis and interpretation is to transform the collected data into credible evidence about the statistical data view that is been calculated based on the research conducted.

The following tools are used in the analysis:

- Percentage Analysis
- Weighted Average Score Method
- Ranking Analysis
- Chi square Analysis

L. *Limitations of the Study*

- This study is confined to Coimbatore district and the findings may not be generalizable to other regions.
- The study is limited to the perspective of students and researchers and does not consider the perspective of other stakeholders such as educators or the developers of ChatGPT.
- The study is limited by time constraints such as short research period, which prevents and in- depth investigation into the topic of study.

REVIEW OF LITERATURE

The newly created AI agent ChatGPT poses a threat to the reliability of online examinations since it is able to demonstrate critical thinking and generate realistic language with minimum input (Teo Susnjak, 2022). While proctoring methods and AI-text output detectors may assist, they may not be infallible, and invigilated and oral examinations may be part of the answer. To fully grasp the consequences of big language models like ChatGPT and to create effective anti-cheating

measures, further study is required. Educators and institutions should be aware of this danger and look into ways to keep online examinations legitimate and fair. Based on the results of this research, educators and institutions should be aware of the risk of online test cheating facilitated by AI agents like ChatGPT and take appropriate measures to counteract it. Additional research into AI and machine learning tools capable of recognizing text created by ChatGPT-type models is required, as are strategies like invigilated and oral examinations and proctoring systems.

This article by Brady Lund and Ting Wang (2023) provides an overview of ChatGPT and the technology, GPT, that underpins it. This includes information on GPT's generative pre-trained transformer model, its versatility, and how ChatGPT makes use of it. This interview with ChatGPT, which discusses the advantages and ethical implications of this technology, is also included in this report. The article concludes by discussing the potential of ChatGPT in academic writing. In this study, we delved into the inner workings of ChatGPT, a sophisticated chatbot, and how its technology might be used to further the fields of academia and librarianship. Generative Pre-trained Transformer (GPT), the foundational technology of ChatGPT, was the topic of discussion. It illustrated the capabilities of ChatGPT, explored the advantages of using it, and highlighted the ethical concerns that must be addressed.

According to Riley and Stephen (2023), the usage of AI writing tools like ChatGPT has elicited a range of responses from educational establishments. Some people are optimistic that it will help kids write better, reduce the amount of homework they have to do, and force a reevaluation of how we engage in deep reflection on students' progress in the classroom. Instructors should think about syllabus statements, provide rewards for active learning, and shuffle written tasks throughout the classroom to promote academic honesty. Throughout the course of the semester, the Office of Teaching and Learning will maintain its focus on this issue.

The research of Aydin, mer, and Enis Karaarslan (2023) examines the status of Generative AI and its most popular implementation, ChatGPT, as well as its prospective future developments. It describes the interest in ChatGPT and the analysis of its capabilities via

what people want and what they get in return. The paper forecasts the development of Generative AI by comparing ChatGPT with contemporaries like Bard AI, Claude, and Wit.ai.

CHATGPT- AN OVERVIEW

The term "artificial intelligence" (AI) is used to describe the study and implementation of computer systems capable of doing activities that traditionally require human intellect. What was formerly thought to be a uniquely human ability

has been shown by robots and software: the ability to perceive, synthesize, and infer information. Recent years have seen a significant improvement in AI's capabilities. It's now simple to incorporate into daily life, and in some cases indispensable. Artificial intelligence (AI) systems are built to continuously learn from data and adapt, enhancing their performance and output over time.

Created by OpenAI and released to the public in November 2022, ChatGPT is an AI-powered conversational chat bot. To simulate human responses to a question or instruction, GPT employs the autoregressive language model trained with deep learning known as Generative Pre-trained Transformer 3 (GPT). We employed a technique called Reinforcement Learning with Human Feedback (RLHF) to fine-tune the system. ChatGPT is an advanced chatbot that can respond to a broad variety of queries in text form. By using its data warehouses, ChatGPT's training model enables it to mimic human conversation and perform a variety of activities, including as providing answers to inquiries, generating personalized suggestions, and even generating original material like essays, tales, music, and speeches.

A. Characteristics of ChatGPT

ChatGPT is able to interpret and react to human language instructions and inputs in a manner that resembles human conversation since it is trained on a big library of text and information. ChatGPT's ability to learn from its own conversations is what sets it apart from similar conversational AI and represents a significant advance in the area of Generative AI. In order to enhance its replies over time, ChatGPT employs statistical techniques to learn from the data it is trained on. This allows for a more rapid and effective pace of learning, which in turn yields replies of a high standard. As a result of its training, ChatGPT can pick up on the nuances of a discussion and adjust its responses accordingly. Through its comprehension and context learning, it can grasp and react to figurative language, idioms, and colloquialisms. ChatGPT can have free-form discussions with its human users. It is not restricted to predetermined scripts or predetermined tasks and may instead react to a broad range of user-posed inquiries using its extensive knowledge base. This is what makes it different from other search engines. English, Spanish, French, German, Italian, and more are just some of the languages that ChatGPT knows and can speak in. It turns out that ChatGPT may be rather useful for picking up new tongues. ChatGPT can tailor its replies and suggestions to each user by learning from their past interactions and preferences. It remembers talks and uses that information to respond to requests accurately. The software behind ChatGPT is designed to learn and improve over time, even in natural language, by analyzing fresh data and taking into account user comments. It learns from its mistakes and improves its replies over time.

B. Operation of ChatGPT

In response to user orders and prompts, ChatGPT, an NLP model powered by AI, generates natural-sounding conversational dialogue. This model is trained using big textual datasets, such as books, papers, and websites, so that

the code can make sense of the relationships between words and phrases. The "unsupervised learning" approach is also used by ChatGPT to create text without being given any specific guidelines to follow. ChatGPT leverages its knowledge of language to provide a response that is more likely to be relevant and of good quality when it is given a phrase as a prompt or command. The quality of replies received is proportional to the size of the training set utilized for ChatGPT. ChatGPT may be customized for use in a variety of contexts by using domain-specific training data sets. As more and better training data is supplied and as more and better methods for generating high-quality text and content are created, ChatGPT as a language model improves and evolves.

C. Key ChatGPT Statistics

- ChatGPT gained over a million users within a week of its launch
- ChatGPT crossed the 100 million users milestone in January 2023
- In the first month of its launch, ChatGPT had more than 57 million monthly users
- 13 million individual active users visited ChatGPT per day as of January 2023
- ChatGPT receives approximately 10 million daily queries
- The estimated monthly traffic of ChatGPT is around 96 million visitors
- Microsoft recently made \$1 billion investment in ChatGPT

D. ChatGPT in Education

- 1) *Answering Questions:* ChatGPT can be used to answer students' questions, provide quick and accurate responses to help them understand the course material and the concepts in a more efficient manner.
- 2) *Tutoring:* ChatGPT acts as a virtual tutor and is capable of providing one-on-one support to students who need extrahelp with the topic.
- 3) *Preparing for tests:* ChatGPT can help by providing practice questions and simulations to help students prepare for exams and tests.
- 4) *Research:* ChatGPT can provide valuable and relevant resource material and provide information on a wide range of topics
- 5) *Writing:* ChatGPT can help students improve their writing skills and provide suggestions and recommendations to improve their grammar, vocabulary, etc.
- 6) *Language Learning:* ChatGPT can help provide assistance in learning a new language by providing translations, creating language learning exercise, and vocabulary lists for a wide range of languages.
- 7) *Personalized Learning:* ChatGPT can adapt to students' learning styles and

preferences and provide customized learning experiences that are personalized to each student.

- 8) *Distance Learning*: ChatGPT can be used to facilitate distance learning and allow students to access a wide range of information from anywhere at any time.
- 9) *Increase Student Engagement*: ChatGPT can

provide interactive and engaging learning experiences to improve student involvement and to prevent fatigue or stagnation in the learning process.

- 10) *Provides Feedback*: ChatGPT can provide efficient feedback on students' work, educators' course material and plan to improve the quality of teaching and learning.

I. ANALYSIS AND INTERPRETATION OF DATA

A. Characteristics of Sample

Percentage Analysis is the method of representing raw streams of data as a percentage, a part of 100, for better understanding of the collected data. The gathered data is represented in the following table:

TABLE NO. 1 SHOWING THE CHARACTERISTICS OF SAMPLE

S. No.	Characteristics of Sample	Category	Frequency	Percentage
1	Age	Under 18 years	3	2.7%
		18 – 24 years	103	93.6%
		25 – 34 years	3	2.7%
		Over 35 years	1	0.9%
2	Educational Qualification	High school / diploma	17	15.5
		Bachelor's degree	87	79.1
		Master's degree	5	4.5
3	Occupation	Business owner	2	1.8
		Professional	4	3.7
		Employed	5	3.7
		Student	99	90.8
4	Field of work / study	Engineering	38	34.5
		Medicine	6	5.5
		Management & Commerce	53	48.2
		Humanities	11	10.0
		Other- Analytics	1	0.9
		Other- Cosmetics	1	0.9
5	Awareness about ChatGPT	Not at all familiar	6	5.5
		Somewhat familiar	44	40.0
		Very familiar	60	54.5
6	Main usage of ChatGPT	To answer academic questions	37	33.6
		To analyse data and make predictions	10	9.1
		To access information quickly & easily	60	54.5
		To practice language skills	3	2.7
7	Use of ChatGPT's Study Tool	Accuracy of answers	14	12.7
		Speed of answering	22	20.0
		Quality of answering	29	26.4
		Ease of access	45	40.9
8	Task ChatGPT is used for	Text generation	26	23.6
		Question answering	54	49.1
		Conversational AI	11	10.0
		Content simplification	19	17.3
9	Reliability of ChatGPT	Not reliable	3	2.7
		Somewhat reliable	68	61.8
		Very reliable	39	35.5
10	User friendliness of ChatGPT	Very difficult to use	3	2.7
		Somewhat difficult to use	2	1.8
		Neutral	24	21.8
		Somewhat user friendly	32	29.1

		Very user friendly	49	44.5
11	Technical issues of ChatGPT	Browser/device incompatibility	14	12.7
		Server issues & inaccessibility	65	59.2
		Input errors	25	22.7
		Security threats and issues	6	5.5
12	Browsing time	Less than 1 hour	68	61.8
		1 – 2 hours	30	27.3
		2 – 3 hours	11	10.0
		3 – 4 hours	1	0.9
		More than 4 hours	0	0
13	Improvement in quality of answers	Significant improvement	22	20.0
		Some improvement	60	54.5
		No change	28	25.5
14	Likeliness to recommend	Extremely Unlikely	3	2.7
		Unlikely	8	7.3
		Neutral	27	24.5
		Likely	40	36.4
		Extremely Likely	32	29.1
15	Degree of help received	Significantly	42	38.2
		Somewhat	54	49.1
		Not really	14	12.7
		Not at all	0	0
16	Reliability of ChatGPT in comparison to other search engines	More reliable	12	10.9
		Reliable	61	55.5
		Equally reliable	27	24.5
		Less reliable	10	9.1
		Not reliable at all	0	0
17	Degree of satisfaction	Extremely satisfied	27	24.5
		Somewhat satisfied	52	47.3
		Neutral	23	20.9
		Somewhat dissatisfied	5	4.5
		Extremely dissatisfied	3	2.7
18	Suggestions to improve ChatGPT	More accurate answers	32	29.1
		Faster response time	27	24.5
		Improved quality of answers	27	24.5
		Better user interface	24	21.8

B. Weighted Average Score Method

Weighted Average Score is the most accurate measure of data that are relatively important to each other. Weighted grade is the average of a set of grades, where each set contains a different amount, the values with larger weights contribute more to the weighted mean and data values with smaller weights contribute less to the weighted mean.

TABLE No. 2 SHOWING THE LEVEL OF SATISFACTION OF THE RESPONDENTS WITH RESPECT TO VARIOUS FEATURES OF ChatGPT

Features of ChatGPT	Highly Beneficial	Somewhat Beneficial	Neutral	Somewhat Not beneficial	Highly Not beneficial	Total Score	Weighted Average Score	Rank
Answering Questions	280	124	42	4	7	457	4.15	1
Providing recommendations based on preferences	160	172	66	16	5	419	3.80	5
Summarizing Text	255	124	63	10	2	454	4.12	2
Translation	130	140	114	14	4	402	3.65	8
Proof Reading	110	156	114	16	3	399	3.62	9

Data analysis and making predictions	110	196	81	10	7	404	3.67	7
Generating creative content	180	168	57	16	5	426	3.87	4
Teaching/ simplifying concepts	185	152	69	18	3	427	3.88	3
Natural language generation	140	152	75	24	7	398	3.61	10
Text completion	180	144	69	22	4	419	3.80	5
Providing news updates	110	112	96	32	12	362	3.29	12
Offering weather forecasts and updates	85	140	93	26	14	358	3.25	13
Helps with language learning	115	104	117	20	12	368	3.34	11

Interpretation

The weighted average has been conducted in this study to analyze the overall level of satisfaction among the respondents with respect to the Features of ChatGPT. From the above table, it can be observed that Answering Questions ranked first with the highest score of 4.15. Summarizing Text ranked second with a score of 4.12; Teaching and simplifying concepts ranked the third with a score of 3.88; Generating creative content ranked fourth with a score of 3.87; Text completion ranked fifth with a score of 3.80 along with Providing

recommendations based on preferences; Data analysis and predictions ranked seventh with a score of 3.67; Translation ranked the eight with a score of 3.65; Proof reading ranked the ninth with a score of 3.62; Natural language generation ranked tenth with a score of 3.61; Language learning ranked eleventh with a score of 3.34; Priding news updates ranked twelfth with a score of 3.29 followed by weather forecasts at thirteenth with a score of 3.25.

TABLE No. 3 SHOWING THE LEVEL OF SATISFACTION OF THE RESPONDENTS IN SEARCH ENGINES

Search Engines	Highly Beneficial	Somewhat Beneficial	Neutral	Somewhat Not beneficial	Highly Not beneficial	Total Score	Weighted Average Score	Rank
ChatGPT	205	172	57	4	5	443	4.02	2
Google	350	104	27	6	2	489	4.44	1
Bing	10	60	141	52	20	283	2.57	3
Yahoo	0	40	126	60	28	254	2.30	4
DuckDuckGo	15	28	102	62	35	242	2.20	6
Ask.com	0	32	123	56	33	244	2.21	5

Interpretation

In the above table, Google has ranked first with a score of 4.44; ChatGPT ranked second with a score of 4.02; Bing has ranked third with a score of 2.57 followed by Yahoo at fourth with a score of 2.30; Ask.com ranked fifth with a score of 2.21 followed by DuckDuckGo with ranked the last with a score of 2.20.

C. Rank Analysis

Rank Analysis is a method of statistics that measures the relationship between ranking of various ordinal variables and different rankings of the same variables.

TABLE No. 4 SHOWING THE RANKING OF PREFERRED SEARCH ENGINE AMONG THE RESPONDENTS

Search Engine	R1	R2	R3	R4	R5	R6	Total Score	Rank
ChatGPT	246	245	36	6	10	4	547	2
Google	348	210	8	3	6	4	579	1
Bing	12	25	244	87	14	8	390	3

Yahoo	6	30	96	189	24	4	349	4
DuckDuckGo	12	30	20	21	136	22	241	5
Ask.com	36	10	36	24	30	70	206	6

Interpretation

Ranking analysis indicates that Google ranked the first with a score of 579, followed by ChatGPT with a score of 547; Bing ranked third with a score of 390; Yahoo ranked fourth with a score of 349; Finally, DuckDuckGo ranked 5 with 241 and Ask.com ranked the sixth with 206.

D. Chi Square Analysis

Chi-square test is the non-parametric test of significant difference between the observed distribution of data among categories and the expected distribution based on the null hypothesis. This test is widely used to identify the relationship between multiple variables.

TABLE No. 5 SHOWING THE RELATIONSHIP BETWEEN VARIABLES

S. No.	Relationship Variables	Chi Square value	Table value	Hypothesis-Accepted/Rejected	Result
1	Age and Familiarity of ChatGPT	0.096	12.59	Accepted	No Significant Relationship
2	Occupation and Frequent Use of ChatGPT	0.131	12.59	Accepted	No Significant Relationship
3	Field of Study and Frequent Use of ChatGPT	1.041	12.59	Accepted	No Significant Relationship
4	Occupation and Task used	0.061	16.92	Accepted	No Significant Relationship
5	Age and User-friendliness of ChatGPT	0.060	21.03	Accepted	No Significant Relationship
6	Age and Technical issues	0.127	21.03	Accepted	No Significant Relationship
7	Field of study and Technical issues	0.601	25	Accepted	No Significant Relationship
8	Field of study and Hours spent	0.124	31.41	Accepted	No Significant Relationship
9	Occupation and ChatGPT's degree of help in work	0.096	16.92	Accepted	No Significant Relationship
10	Field of study and Satisfaction with ChatGPT	12.34	31.41	Accepted	No Significant Relationship

The objectives of this study were to ascertain the popularity of ChatGPT among students of this generation and to analyze the causes of such popularity. The data gathered has been carefully analyzed using the techniques of Percentage Analysis, Weighted Average Score Method, Rank Analysis and Chi-Square Analysis.

A. Percentage Analysis

- Majority (93.6%) of the respondents lie in the age group 18 – 24 years.
- Majority (79.1%) of the respondents have the qualification of a Bachelor's Degree.
- Majority (90.8%) of the respondents are students.

II. FINDINGS

- Majority (48.2%) of the respondents are in the work / study field of management & commerce.
- Majority (54.5%) of the respondents are very familiar with ChatGPT.
- Majority (54.5%) of the respondents use ChatGPT to access information quickly and easily.
- Majority (40.9%) of the respondents use ChatGPT as a study tool due to its easy access and use.
- Majority (49.1%) of the respondents use ChatGPT for its question answering feature.
- Majority (61.8%) of the respondents find ChatGPT somewhat reliable.

- Majority (44.5%) of the respondents find ChatGPT very user friendly.
- Majority (59.2%) of the respondents have faced server issues and inaccessibility while using ChatGPT.
- Majority (59.1%) of the respondents have observed an improvement in their work after using ChatGPT.
- Majority (61.8%) of the respondents use ChatGPT for less than 1 hour at a time.
- Majority (36.4%) of the respondents were likely to recommend ChatGPT to others.
- Majority (49.1%) of the respondents were somewhat aided by the use of ChatGPT.
- Majority (55.5%) of the respondents found ChatGPT somewhat reliable in comparison to other sources of information.
- Majority (47.3%) of the respondents were somewhat satisfied after using ChatGPT.
- Majority (29.1%) of the respondents suggested “More accurate answers” when asked about what they would suggest to improve ChatGPT.
- The factors Age and Familiarity of ChatGPT have an insignificant relationship between them.
- The factors Occupation and Frequent Use of ChatGPT have an insignificant relationship between them.
- The factors Field of task and frequent Use of ChatGPT have an insignificant relationship between them.
- The factors Occupation and Task used have an insignificant relationship between them.
- The factors Age and User-Friendliness of ChatGPT have an insignificant relationship between them.
- The factors Age and Technical issues have an insignificant relationship between them.
- The factors Field of Study and Technical issues have an insignificant relationship between them.
- The factors Field of Study and Hours spent have an insignificant relationship between them.
- The factors Field of Study and Degree of help in work have an insignificant relationship between them.
- The factors Field of Study and satisfaction level are using ChatGPT have an insignificant relationship between them.

B. Weighted Average Score Method

- The respondents derive maximum satisfaction from the Question Answering feature of ChatGPT which ranked the first with the highest score of 4.15; Summarizing text ranked second with a score of 4.12, followed by Teaching and simplifying concepts at the third rank with a score of 3.88; Generating creative content ranked fourth with 3.87 points and finally Providing recommendations based on preferences ranked fifth with a score of 3.80.
- The respondents are observed to derive most benefit from Google which ranked the first with the highest score of 4.44; ChatGPT ranked a close second with a score of 4.02; Bing ranked third with 2.57 points, followed by Yahoo at rank four with a score of 2.30, Ask.com at rank five with 2.21 points and finally DuckDuckGo at the final rank of six with a score of 2.20.

C. Rank Analysis

- The respondents preferred Google which ranked first with the highest-ranking score of 579; This was followed by ChatGPT at the second rank with a score of 547; Bing ranked the third with a score of 390; Yahoo ranked the fourth with 349 points; DuckDuckGo ranked the fifth with a score of 241 points and Ask.com ranked the last position with the lowest rank with the score of 206.

D. Chi Square Analysis

SUGGESTIONS

- While ChatGPT has shown to increase the work efficiency of its users, the data it has been trained with is yet to be updated with information from a few years ago. ChatGPT could update this information and program ChatGPT to continuously learn and further update its database of information.
- One way to improve the appeal of ChatGPT is to improve its user interface and allow users to personalize and customize it to their preference.
- If OpenAI takes into consideration the device compatibility, ChatGPT’s accessibility will improve to a large degree and make this AI accessible to more users.
- On the technical side, OpenAI can ensure better server connections on the user’s end to improve the overall experience and accessibility.
- ChatGPT’s capability to manage high traffic must be improved as that is one of the most commonly faced technical issue while using ChatGPT.
- OpenAI is looking into the possibility to monetize certain functions of ChatGPT in the future. This could discourage users from even using the AI. To combat this, certain basic features could be retained outside the pay wall and tiers of subscription could be implemented.
- In comparison to Bing AI, respondents

answered that ChatGPT would be beneficial to also provide the sources of information in order to help the user directly verify the data and reduce direct plagiarism.

- ChatGPT's user interface could include elements to showcase its features and functions in a better and visible manner as multiple users are unaware about few functions of the AI.
- Improvements to the interface and capabilities of the mobile version of the program could help improve the accessibility of ChatGPT and its use as an integrable study tool.

CONCLUSION

ChatGPT is widely used by the younger population, which includes students and academics. They rely on it often to do a wide range of activities, including finding solutions to problems, researching extensive amounts of material, and analyzing large amounts of data. The accessibility and accuracy of the responses provided by ChatGPT contribute to its widespread use. ChatGPT was found to be very trustworthy and easy to use when compared to other information sources and the information sought by users from various academic and professional backgrounds. Despite the intuitive design of the user interface, ChatGPT users may have technical difficulties, such as inaccessibility due to heavy server load. The majority of ChatGPT users are pleased with the service. The general user experience and availability may both benefit from open AI. With more people using it, ChatGPT has a better chance of becoming a standard teaching resource.

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