

## Assessing the Level of Reliability of ChatGPT as a Translation Assistance Tool for Translation Students

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### ABSTRACT

**Objective:** This paper explores the role of ChatGPT as a learning tool, focusing on students' reliance on it for completing translation assignments and aims to assess the extent to which students depend on ChatGPT for translations. **Method:** The study was conducted using a questionnaire given to fourth-year students in the Translation Department, with students instructed to use ChatGPT for their translation tasks. The study also compares the translation outcomes of students using Arabic and English commands for ChatGPT, alongside students' awareness of the proper way to use ChatGPT. **Results:** The findings suggest that there were no noticeable differences in the quality of translations whether students used Arabic or English to prompt ChatGPT. The students' specification of the translation type (general or legal) did not result in significant variations in the output. However, students were found to need guidance on how to properly interact with ChatGPT to obtain specific or accurate translations. **Novelty:** The study highlights the need for students to learn the correct way to use AI tools like ChatGPT, particularly for specialized translations, and points out that while ChatGPT is a useful tool, it does not consistently provide accurate specialized terms or phrases. This insight is crucial for understanding AI's limitations in educational settings and encourages the development of proper usage practices.

## INTRODUCTION

The increase of globalization and technology has doubled the need to exchange communication and information across borders in several domains. Therefore, translation has witnessed huge changes. The necessity for prompt translation and the rapid development of technology have positioned machine translation as an important tool for enhancing cross-cultural communication. Despite, machine translation deliver exceptional and high quality results, but translating more intricate texts is still challenging. However, the need of society necessitates ongoing progress in this field [1]. The application of AI in translation has involved from basic rule-based systems to sophisticated neural machine translation models. These advancements have led to essential improvements in translation quality, enabling AI to handle complex linguistic structures and contextually sensitive meanings more effectively. As a result, AI tools are increasingly being adopted in various industries, including business, education, and healthcare, to facilitate multilingual communication and content creation [2], [3], [4], [5].

ChatGPT is widely known for its proficiency in accurately translating a variety of texts types. Its performances in translation tasks have been notably impressive. Yuliano and Superiatnangsih focus on the importance of evaluating machine translation systems to ascertain the quality of their translations, as these assessments assist in identifying

particular areas that require enhancement for achieving satisfactory results. A significant number of individuals and professional translators believe that this AI model exhibits a greater level of professionalism than human translators. Furthermore, there are concerns about the potential displacement of human translators by AI, leading to anxieties about job security.

Pavlenko and Syznko state that the benefits of employing AI models in education and translation become more visible, more studies from different fields are investigating AI contributions to learning and teaching, aiming to identifying a range of possible uses that can develop the processes. In addition, there are some concerns about the ethical implications of utilizing AI tools for learning, education support and academic research, this emphasize the need for a thorough examination of AI constraints. The teachers' opinions and thoughts towards generative AI, especially regarding the rise of ChatGPT, have been clarified in research. A recent study commissioned by the British Council examines the impact of AI on the landscape of English language instruction within the systems of education, particularly focusing on the teachers' point of view on AI' role in language learning [6]. A remarkable percentage of English language instructors surveyed (1,348 participants) pointed out that they utilize AI-driven tools. Moreover, they are enthusiastic about how AI can be a supplementary resource for teaching materials, independent learning and developing language skills. The respondents showed worries about dependency, diminished human communication, misuse, and the limitation of AI to understand the nuances and cultural aspects of different languages. Moreover, they consider AI an encouraging development, and there is a general agreement that it should not replace but support traditional teaching approaches led by humans.

### **Research Aims**

1. Introducing AI as an assistance tool to translation students.
2. Investigating the extent to which translation students utilize ChatGPT appropriately in their translation practice.
3. Introducing the concerns, pros and cons of using ChatGPT.

### **Research Questions**

1. How do differences in the ways translation students employ ChatGPT influence the quality and accuracy of translation outputs?
2. To what extent are translation students adequately prepared to utilize ChatGPT as a translation assistance tool?
3. How reliable is ChatGPT as a tool for assisting translation tasks?

### **Artificial Intelligence**

Artificial intelligence (AI) refers to the capability of computers or computers that are managed by robots to execute activities like learning, making decisions, and solving problems, which are typically linked to intelligent entities [7]. The phrase artificial intelligence-generated content (AIGC) pertains to the application of AI technology in producing content (such as text, images, music, and videos) based on prompts provided by users [8]. AI includes software and smart devices capable of reasoning acquiring interacting, knowledge, recognizing, and controlling objects. Artificial intelligence was

first used by John McCarthy in 1956 to describe a new field within computer science targeting to make machines capable to copy human behavior. This domain of study is considered new, it appeared in the mid-twentieth century. Alan Turing, in the 1950s, published an article presenting the question of (do machines have the ability to think). The need for the answer has paved the way for subsequent applications and extensive research in the field of artificial intelligence. It can be categorized into several fields such as speech and text planning and expert systems. All these categories can be sectioned into additional classes, which makes AI a significant field that combines several disciplines enormously influence the modern lifestyles.

### **ChatGPT**

ChatGPT was created on November 30, 2022, by OpenAI and it was considered a innovative technological advancement. ChatGPT (Generative Pre-trained Transformer) uses natural language processing for learning from data on the internet, to provide users with artificial intelligence-based written data and answers to number of questions (UNESCO, 2023, P. 5). To situate the fast adaptation of ChatGPT, Brandl and Ellis make a comparison of the time taken for various technologies to reach one million users after the launch. ChatGPT achieved this milestone in only five days, which means in seventy days quicker than Instagram, a popular platform on social media. It is important to clarify that ChatGPT is not the first generative AI system, nor the first one created by OpenAI. However, ChatGPT is considered one of the newest advancements in AI, this shows the need to examine the latest research that places ChatGPT within the common frameworks to discuss its impact on the research of education. There is an increase in the research on ChatGPT each day [9]. Zhang et al, presents a study that indicates there were approximately 500 articles on Google scholar that included the term “ChatGPT” [10].

The multiple uses of AI has become prominent in many sectors, such as education. Nowadays, educational institutions have some of their students as generation Z, who has been exposed to various technologies since they were born. Johnston et al states that the cognitive patterns and work habits of this generation are different from those of previous generations [11]. Moreover, Polakova and Klimova mention that generation Z have difficulties in short attention spans and suffers to consternate on lengthy texts, they often read only 20% to get the main idea faster [12]. In addition, Szymkowiak et al. show that this generation is not patient and prefers technologies which enable multitasking. ChatGPT is one of AI tools that this generation prefers because it allow them to complete their assignments and tasks quickly [13].

ChatGPT can handle intricate instructions, accomplish a number of tasks, represent a wealth of knowledge, and quickly respond to your requests [14]. For example, its design and training data may lead to biases. It may also give false information when it lacks the needed context or the questions go beyond its capabilities. Therefore, the users should examine and assess its answers and check them with reliable sources as needed. However, it severs as useful tool that can improve access to information and encourage productivity by providing answers. It should be used with human judgment and oversight. New research shows the pros and cons of AI used by both researchers and

students. AI, especially the free version of ChatGPT, usually faces criticism because of its incredibility, inaccurate information, and inherent bias to its content, in addition to being unable to assess the credibility of sources, lack of human interaction, deficiency of ethical considerations, and making users depend on it highly.

### **Student Adaptation of ChatGPT in Education**

Educators acknowledge the fundamental change that occurred because of AI, and the enhancement which established for teaching methods. ChatGPT is now used as a tool that utilizes deep learning and language processing. It enabled students to engage through interactive dialogue, do homework requirements, and give quick feedback. Pavlenko and syzenko state that when students face that difficulties of academic life, ChatGPT is represented as an added resource that saves time, works as a co-creator in their educational journey [15].

### **Benefits of ChatGPT for Students**

ChatGPT is considered as an online smart tutoring tool which is used to assist learners to find answers to their questions and inquiries and it gives recommendations based on their previous questions, performance, and interests [15].

One of the most noticed advantages of ChatGPT is how easy to access to it. Any individual who has internet can access to ChatGPT at any moment for free. To take into consideration the potential of using ChatGPT in the educational field, its features were spread quickly among the academic community. Firat studies the initial uses of both academics, students concerning ChatGPT and reached to the results that its presence is noticed to be sufficient as an alter to traditional educational tools [16].

Other advantages of ChatGPT are enhancing students writing by providing a spelling and grammar correction. It can also provide students with translations in different languages. When it comes to writing, students may use ChatGPT to give them ideas and recommendations to improve their writing style [17]. Students can ask ChatGPT to provide them with specific format (e.g. literature, press release, etc) depending on the content that they ask for [18].

Special needs students can rely on ChatGPT too, for instance, poor eyesight individuals or blind students can have responses read to them loudly. In addition to students who face difficulties with writing, they can vocalize their questions and inquiries.

### **Concerns in Student Adaptation of ChatGPT**

In addition to some reservations concerning about how much ChatGPT is accurate; its extra use in educational fields has raised ethical dilemmas. The over use of students lead them to completely depend on ChaGPT and that might diminish their engagement with academic teaching. Depending on ChatGPT could limit their intellectual development [19].

The texts generated by ChatGPT could sometimes be indistinguishable from texts written by humans, which are considered a huge risk to academic honesty because of it could be untraceable by plagiarism detection tools [20]. In addition to cheating it doing

assignments, because ChatGPT is affordable, effective and widespread more than the traditional academic tools.

Students who rush to finish their assignments at the last moment, using ChatGPT could pose a problem because they would get their assignment done without engaging their critical thinking, analytical thinking and decision-making [21]. Since these skills are essential for them as academic students, relying on ChatGPT would affect negatively on students, for instance, affect their deficiency in innovation.

Using AI, including ChatGPT can help students to get a complete assignment or research just by asking, which makes educators fear the situation where they grade a paper generated by AI and give assignment to students so ChatGPT can do.

In addition, students might face false information generated by AI. It was noticed that ChatGPT contains factual inaccuracies. These inaccuracies could include fabrications of non-existent articles and research which lead students to misconceptions [22].

### **Optimizing Students Engagement with ChatGPT**

There are guidelines that students should follow to optimize effective results from ChatGPT according to AIZu'bi et al., [23]:

1. Provide ChatGPT accurate details and formulate their request with precision.
2. Follow standard grammar and accurate spelling.
3. Include direct and relevant information to the request.
4. They should limit their conversation with ChatGPT to a single request, and maintaining the continuously form from the beginning to the completion on the same topic.
5. They should make sure that the length of the generated text matches their specific requirements.

## **RESEARCH METHOD**

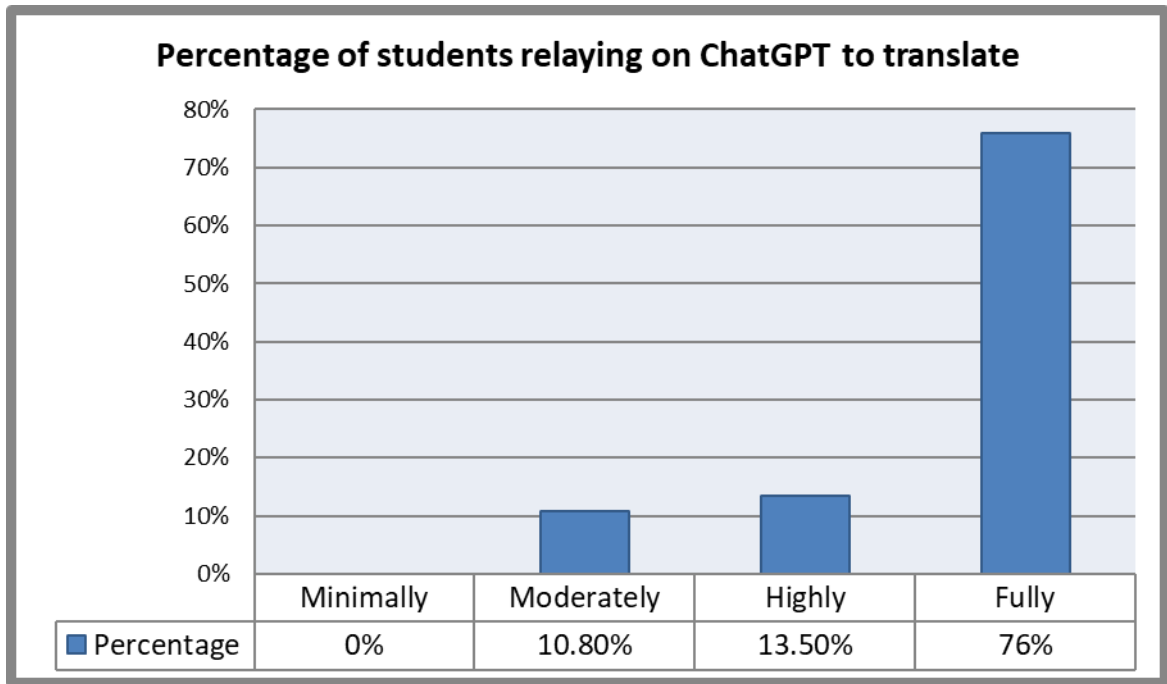
The methodology of this study analyses how translation students utilize ChatGPT in the translation process and evaluates the reliability of ChatGPT as a translation assistance tool. Additionally, the study examines the extent of students' dependence on the tool, as well as the accuracy of the translations produced. A sample comprising 40% of fourth-year students from the Translation Department at Al-Iraqia University which was selected to investigate these aspects.

### **Data Collection**

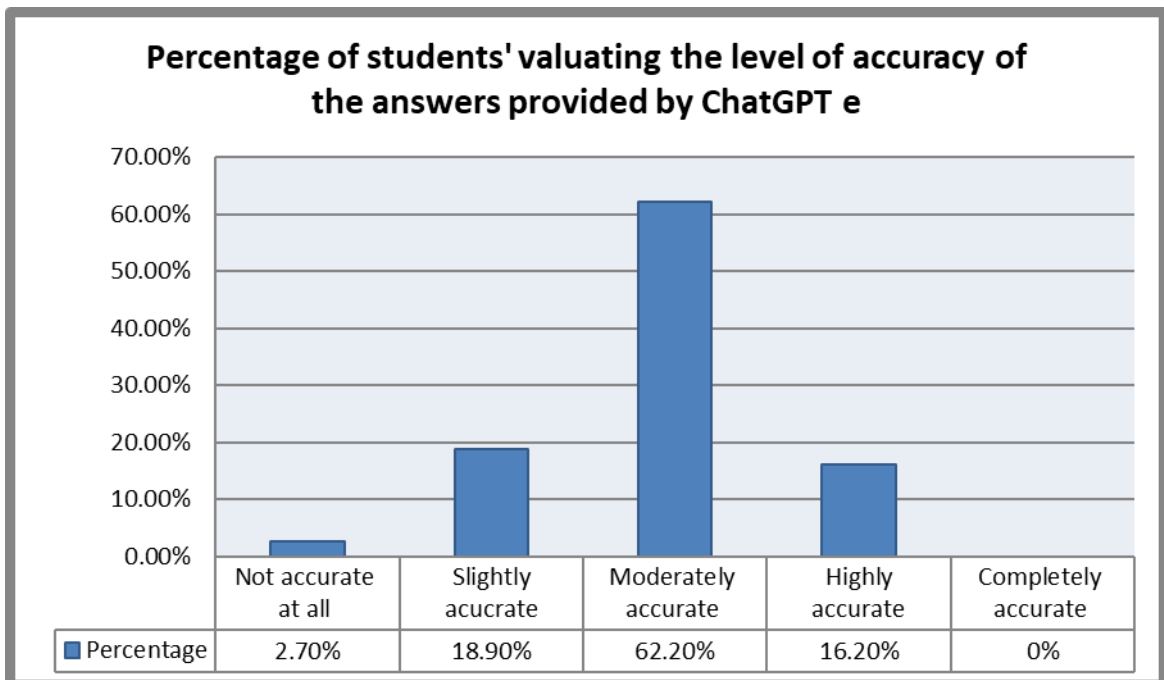
Data are collected through a questionnaire, which was structured into 15 legal translation tasks given to 40% of the fourth year students. The selected specialized type of translation is legal translation because it has its own terms, structure and rules. The reason of choosing fourth year students is because they study legal translation in this academic year. Most of the human translations in the analysis were taken from [24].

### **Data Analysis**

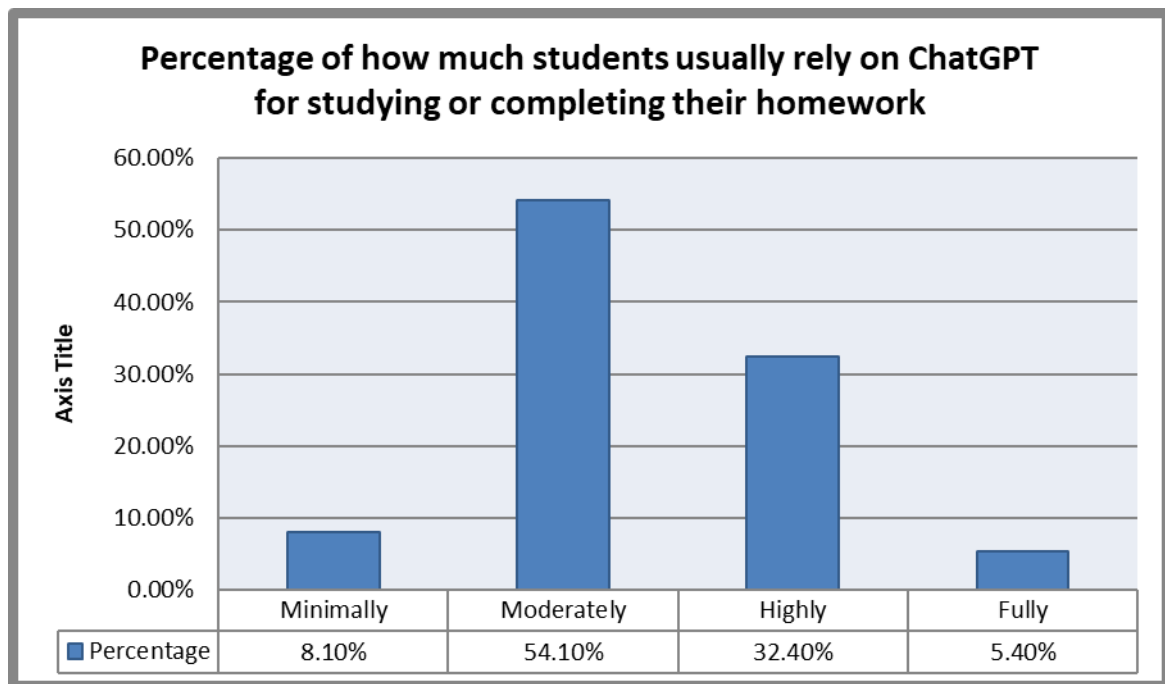
The students who took the questionnaire were asked to answer some questions and the figures show the percentage of their answers in the figures below.



**Figure 1.** To what extent did the students depend on ChatGPT when completing this translation task?



**Figure 2.** How do the students evaluate the level of accuracy of the answers provided by ChatGPT during this translation task?



**Figure 3.** To what extent do the students usually rely on ChatGPT for studying or completing your homework?

### Sample No.1

حضر كل من السيد ..... و الانسة.....و المؤيدة سلامتهم من الامراض بالتقريرين المقدمين و بعد...التثبيت من هويتها و وقع الايجاب و القبول منهما

#### Human translation

Attended before me both (Mr. -----) and (Miss. -----) and being free from diseases is confirmed by the two submitted medical reports, after ascertaining their identities, and Offer and acceptance occurred between them....

The percentage of correct translations of the term (الايجاب و القبول) which is translated into (offer and acceptance) is 78%. Otherwise, it was noticed that the phrase (المؤيدة سلامتهم) (من الامراض) was mostly translated into (good health) which is not accurate as (free from diseases). The percentage of correct answers is 13%

### Sample No.2

تم عقد الزواج بينهما على مهر معجله (.....مقبوض و مؤجله.....)باق بذمه الزوج عند المطالبة و الميسرة

#### Human translation

Marriage was concluded between them on a dowry, its advance is (.....) received and its postponed (deferred) is (.....) due from/in the trust of / of the husband upon (wealth and demand).

The translations were correct by 13% regarding translating the phrase (باق بذمة الزوج) which is translated into (due from the husband). However, the word (ذمة) is translated into (debt) which is not an accurate term to use between spouses. Most of the correct translations were translating the terms (عند المطالبة و الميسرة) into (upon demand and when financially able), which would be better if they were translated into (upon demand and

wealth). The percentage of the correct translations were 35%, despite that they were not accurate.

### Sample No.3

تستحق الزوجة المهر المؤجل بحلول أقرب الأجلين

#### Human translation

The wife shall be entitled to the deferred dowry upon divorce and death.

The verb in the sentence (تستحق الزوجة المهر المؤجل) shows obligation that the wife must receive the deferred dowry. Therefore, it should be translated into (The wife shall be entitled to the deferred dowry) using shall to indicate obligation. Moreover, only 40% of the translations had (shall) in them. The correct translations for the term (اقرب الاجلين) (upon divorce and death) were 0%. Most of the translations were (the two events).

### Sample No.4

وله الحق في التوقيع عني على كافة الأوراق والمعاملات المتعلقة بهذا الخصوص ومراجعة جميع الدوائر الرسمية ذات الاختصاص

#### Human translation

He has the right to sign on my behalf on all related documents, and to refer to the concerned official departments.

The phrase (و له الحق) is usually translated into (shall have the right, has the right or may), which is used in 70% of the translations done by ChatGPT. ChatGPT failed in translating (مراجعة جميع الدوائر الرسمية) by translating it into (follow up). Moreover, it is supposed to be translated into (refer to all the official departments).

### Sample No.5

.....بناء على الطلب المقدم من السيد .....و القسام الشرعي المرقم

Human translation:

Based on the request submitted by Mr.....and the numbered legitimate allotment.....

Most of the translations of (طلب مقدم) were translated into (application submitted). The accurate translation should be (submitted request or demand), which makes 32% of the total translations. The term (قسام شرعي) could be translated into legitimate allotment, but ChatGPT did not use this term in English, otherwise it translated the term into (Sharia inheritance) which could be also acceptable. This translation was used 27% by ChatGPT.

### Sample No.6

الطلب متضمن وفاة المرحوم .....و تركه اولاده القاصرين .....دون ولي مجبر او وصي مختار

#### Human translation

The deceased's death certificate is included and that his minor children ..... are left without a forced guardian or appointed/selected custodian.

The terms (ولي مجبر او وصي مختار) is usually translated into (a legal/forced guardian or appointed custodian). However, ChatGPT translated it into (compulsory guardian or appointed custodian) 86% of the translations. Other translations the term (وصي) was translated into (executor).

### Sample No.7

ان السيد .....قادر على رعاية شؤونهم ,لذا قررت نصبه وصياً على القاصرين لحين بلوغهم سن الرشد على ان ليس له الحق في التصرف بأموالهم الا بأذن من مديرية رعاية القاصرين المختصة

### Human translation

Mr.....is able to take care of their affairs , so I decided to appoint him as a custodian on the minors until they reach the majority age and that he has no right to manage their funds/ Assets except by the permission of the specialized directorate of minor care.

It is supposed to be translated into (the specialized directorate of minor care), but only 18% of the translations were translated as mentioned. 82% of the translations were (the competent directorate of minors affairs or the competent directorate of minors welfare).

### Sample No.8

يحق للزوجة الإبقاء على اسم زوجها، ويحق لها أيضا العودة إلى اسمها السابق قبل الزواج

### Human translation

Wife shall have the right to retain her married name or shall also have the right to return to her maiden or former name.

The verb (يحق) usually is translated into (may, shall have the right), and the phrase (shall have the right ) is used 24% in ChatGPT translations. The rest of the translations had the phrase (has the right).

### Sample No.9

“Court in Cassation” in Jordan

### Human translation

محكمة التمييز في الاردن

The term (court of cassation in Jordan), the word (Jordan) was mentioned on purpose to see if ChatGPT can translate the term in it is used in Jordan. It is translated into (73% محكمة التمييز) which is the correct translation. However, it was translated into (18% محكمة النقض) of the translations. And 5% of the answers were repeating the same term without translating, despite the students gave the order to ChatGPT as (translate).

### Sample No.10

تعتبر مقدمة هذا العقد جزءاً لا يتجزأ منه وتقرأ معه بصفتها وحدة واحدة

### Human translations

The preamble of this contract shall be considered as an integral part hereof and shall be read along with it as a one unit.

The phrases (تعتبر مقدمة هذا العقد و تقرأ معه بصفتها وحدة واحدة) indicate an obligation, so they should be translated using the model verb shall. ChatGPT translated the phrases using (shall) in 83% of the translations.

### Sample No.11

يقوم مدير الشركة المذكورة اعلاه بتعيين موظفيه

### Human translation

Director of the aforementioned Company shall appoint the employees.

The sentence (يقوم مدير الشركة المذكورة اعلاه بتعيين موظفيه) should be translated into (Director of the aforementioned Company shall appoint the employees), which means the word (Company) should be capitalized since the word (aforementioned) is mentioned before

it. In legal language when there is something known or mentioned before in the text, it should be capitalized to show that it was introduced before in the text.

However, ChatGPT failed 100% to follow this rule in legal language. In addition, the phrase (بتعيين موظفيه) is translated by ChatGPT into (appoint its employees) in 72% of the translations and the rest of the translations it translated it into (his employees).

#### **Sample No.12**

All notices between the Two Parties shall be in writing

#### **Human translation**

. يجب ان تكون جميع المذكرات بين الطرفين كتابة

The sentence (All notices between the Two Parties shall be in writing) is usually translated into (يجب ان تكون جميع المذكرات بين الطرفين كتابة). ChatGPT translated the obligation (shall) into (يجب) only in 38% of the translation. The other translation (62%) the obligation was omitted. In addition, the word (notices) are usually translated into (مذكرة قانونية او انذار) but it was translated by ChatGPT 100% into (اشعارات).

#### **Sample No.13**

The Second Party shall not authorize any other attorney during the validity of this contract.

#### **Human translation**

يلتزم الطرف الثاني بعدم توكيل اي محام او وكيل اخر خلال فترة سريان هذا العقد.

The modal verb (shall not) shows prohibition, which should be translated into (يلتزم بعدم). It means that (the second party) is prohibited to do so and the structure (يلتزم بعدم) indicates that. But, ChatGPT translation was (97.3%) as (لا يحق), which shows they do not have the right, which delivers the meaning but not firmly and accurate as (يلتزم بعدم).

#### **Sample No.14**

Except where a fire or other emergency exits, the lessor may not enter the premises without the lessee approval.

#### **Human translation**

لا يجوز للمؤجر ان يدخل المسكن ,دون موافقة المستأجر ,الا في حالة وجود حريق او غيره من الطوارئ

Some phrases that indicate a specific condition or situation within a legal sentence usually appear at the beginning of the sentence in English, while in Arabic they are typically found at the end, for examples unless, except where, so far as. The sentence (Except where a fire or other emergency exits, the lessor may not enter the premises without the lessee approval) should be translated into (لا يجوز للمؤجر ان يدخل المسكن ,دون موافقة) , but 97.7% of ChatGPT translations were (باستثناء) (المستأجر ,الا في حالة وجود حريق او غيره من الطوارئ). ChatGPT translation does not follow the accurate Arabic sentence structure.

#### **Sample No.15**

Cases that are not stipulated in this Agreement are subject to applicable laws in Jordan, to ministerial resolutions in relation and to the Greater Amman Municipality regulations in connection.

## Human translation

يخضع, ما لم يرد نص عليه في هذه الاتفاقية, للقوانين واجبة التطبيق في الأردن وللقرارات الوزارية ذات الصلة, ولأنظمة أمانة عمان الكبرى ذات الاختصاص.

Legal sentences are characterized by their length and complexity, it is necessary to pay attention to the consistency of their phrases, in terms of verb tenses, conjunctions, prepositions, and other connecting elements.

The sentence (Cases that are not stipulated in this Agreement are subject to applicable laws in Jordan, to ministerial resolutions in relation and to the Greater Amman Municipality regulations in connection) should be translated into (يخضع, ما لم يرد نص عليه في هذه الاتفاقية, للقوانين واجبة التطبيق في الأردن وللقرارات الوزارية ذات الصلة, ولأنظمة أمانة عمان الكبرى ذات الاختصاص). The translator paid attention to the Arabic sentence structure, starting with a verb then using parenthetical sentence to clarify the intended meaning. However, this is not the case with ChatGPT because it didn't start with a verb in 51% of its translations.

## RESULTS AND DISCUSSION

It is noticed that 40% of the students gave the orders in English and all of them used the order (translate) to ChatGPT to do the task given to them. The totally percentage of the students who identified to ChatGPT that they want the translation to be specifically legal translation is 67%, which shows that some of the students know how to clarify for ChatGPT the exact task or information that they need.

But the question is "did it make a difference in the answers between the students who identified that they want the samples to be legally translated?" the answer is no. ChatGPT made the same mistakes translating for the students who mentioned that is it legal translation and the once who did not.

The students answering the question (How do the students evaluate the level of accuracy of the answers provided by ChatGPT during this translation task? ), the results show that 62% of them said the answers were moderately accurate, 18% of them said they were slightly accurate, 16% of them said they were slightly accurate and 2.70% said they not accurate at all. This indicates that students not only rely on ChatGPT, but also do not acknowledge, differentiate or know how to examine the answers or information given by ChatGPT. The main concern is that their answers regarding the question (To what extent do the students usually rely on ChatGPT for studying or completing your homework?) and since that they are translation students, so their homework is mainly related to translation; their answers were 54.10% moderately, 32.40% highly, 8.10% minimally and 5.40% fully. This is considered as a concern because many of them use ChatGPT as an assistance tool but they rely on it without examining or checking the accuracy of answers giving to them as it is noticed in the questionnaire.

Another question to be answered is whether makes a difference to write in Arabic or in English to communicate with ChatGPT, but the answers also show no difference between the students who used Arabic and the once who used English.

## CONCLUSION

**Fundamental Finding** : The study found that translations produced by ChatGPT did not reveal noticeable differences between students who used Arabic or English for commands. Additionally, specifying whether the translation was to be legal in nature did not significantly affect the accuracy of the translation. Students also did not engage in further interaction with ChatGPT, which could have led to better translation results. **Implication** : This finding suggests that students need to learn how to properly interact with ChatGPT, as simply issuing a single command or accepting the first result may not yield the most accurate or specialized translations. ChatGPT is a useful tool, but its output may require further refinement or clarification to meet specific needs, such as legal translation. **Limitation** : One limitation of the study is that students did not engage in extended interaction with ChatGPT to refine the translations. This lack of engagement may have contributed to the lower accuracy of specialized terms, sentence structure, and features in legal language, which were often not translated correctly. **Future Research** : Future research could focus on exploring how extended interaction with ChatGPT or similar AI tools impacts the quality of translations. It may also investigate how AI tools can be better trained or adapted to improve the translation of specialized terms in fields like legal language, and whether user engagement can lead to better outcomes.

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