

## **Exploring the Impact of Technology on English Language Learning and Communication: A Study at Quaid-e-Awam University of Engineering, Science, and Technology Nawabshah**

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**Abstract-** In today's globalized society, technology greatly impacts communication and English language learning. This research explores the impact of technology on English language learners at QUEST University, Nawabshah, Pakistan. The study delves into the students' perceptions and experiences through a qualitative approach and an open-ended online questionnaire. The data for this study was collected from the (30) undergraduate students of the English Department. This study examines how technology—such as online resources, applications for language study, and virtual communication platforms—has impacted language learning. The study investigates the integration of technology in language learning. Moreover, it discusses some potential challenges to technology's influence on language learning and communication, including the possibility of distraction, Internet issues, and the requirement for digital literacy.

**Keywords:** Technology, English language learning, Communication.

### **I. INTRODUCTION**

Technology is what learners use to solve issues and make lives easier. It includes all tools, machines, and appliances. The use of modern technology in English language learning, both in and out of the classroom, is widely understood to include the innovative application of methods, tools, materials, equipment, systems, and strategies that are directly related to English language teaching and learning and result in the

achievement of expected goals [3 (Ahmadi, 2018)]. The use of technology in English language learning has completely changed how learners speak and study English [6 (Xiaojun)]. English language learners today have access to a variety of dynamic and interesting tools to improve their language abilities due to the growth of internet platforms, language learning applications, and digital resources. According to Bull and Ma (2001), technology provides offers unlimited resources to language learners. Harmer (2007) and Genç İter (2015) emphasized teachers should encourage learners to find appropriate activities by using computer technology to be successful in language learning. Clements and Sarama (2003) declare that the use of suitable technological materials can be useful for learners. According to Harmer (2007), using computer-based language activities improves cooperative learning in learners. The development of modern technology has brought about great changes in education, evidenced by the changes in the teaching environment, teaching content, learning form, etc. [6 (Xiaojun)]. This research aims to investigate the impact of technology on English language learning and communication through qualitative methods and open-ended online questionnaire.

It is impossible to overestimate the importance of learning English in our increasingly globalized society. Over time, English has developed into a universal language that helps people communicate with people from different backgrounds and places. As a result, being able to communicate in English has become highly valued and opens doors to social, professional, and academic opportunities across the globe.

## II. LITERATURE REVIEW

In this age of technological advancement, the interaction of technology, English language learning, and communication has emerged as a research focus. With the introduction of technology, the field of English language learning and communication has experienced a significant metamorphosis. It is becoming more and more important to comprehend how technological improvements affect language learning and communication as we move through the digital era. The goal of this review of the literature is to investigate the complex interplay among communication, English language learning, and technology.

### 2.1 Technology in Language Learning

Numerous studies (Douglas, 2009, Strain-Moritz, 2016, Ahmadi, 2018) highlight the positive impact of technology on language learning. Information and communication technology (ICT) has been employed extensively in education during the last few decades. ICT makes it easier for instructors and students to work together on educational projects and gives language learners access to a wealth of real-world web materials [1]. Sustainable implementation of Technology-enhanced language education (TELE) pedagogy will provide quality learning opportunities for language learners, allowing them to sustain their learning both within and beyond the classroom [1] supporting the studies shows technology's positive impact on language learning, facilitating collaboration and providing authentic online resources.

Future studies in language teaching should examine new technologies like artificial intelligence and virtual reality as they develop. Furthermore, filling in the knowledge gaps about the long-term impacts of technology on communication and language abilities is still a crucial direction for further research.

### 2.2 Technology and Education

Technology is a multifaceted and ever-evolving field encompassing the systematic application of knowledge, tools, processes, and techniques to create, manipulate, and utilize resources, information, and materials to solve complex problems, satisfy human needs, and achieve specific goals [5]. It involves the inventive and

practical use of scientific principles, engineering skills, and innovative thinking to develop, improve, or optimize products, systems, and methods across various domains [7]. Technology's pervasive influence underscores its capacity to both empower and challenge societies, emphasizing the need for responsible and ethical development and application [2]. One of the key advantages of technology in education is its ability to engage students actively. Interactive multimedia resources, such as online language learning platforms and virtual classrooms, provide students with immersive experiences. These interactive tools make learning English more engaging, fostering increased participation and motivation among learners [4]. The following questions serve the main purpose of this research.

1. How does the integration of technology in English language learning environments influence students' language acquisition and communication skills at QUEST, Nawabshah, Pakistan?
2. What are the perceptions of educators and learners regarding the positive and negative effects of technology on English language learning and communication?

### III. RESEARCH METHODOLOGY

In this study, qualitative research methods were employed to investigate the impact of technology on English Language Learning (ELL) and Communication among students at Quest University, Nawabshah. The data for this research was collected from a focus group of (30) students from the English Department. The primary data collection instrument utilized was a semi-structured online survey conducted via online Google Forms. The survey consisted of a series of open-ended questions designed to assess various aspects of the impact of technology on ELLs, including their perceived impact on language proficiency, learning outcomes, and overall educational experience.

#### 3.1 Data Collection

The data collection process involved distributing the survey link to students in the English Department at Quest University, Nawabshah, through digital communication platforms such as Email, WhatsApp, and social media. Participants were informed about the purpose of the research, the voluntary nature of their participation, and the confidentiality of their responses. They were then given access to the online survey via the provided link.

The data collection process aimed to capture the perspectives and experiences of English Department students regarding the integration of technology in their language learning journeys. The collected responses were subsequently analyzed qualitatively to draw meaningful insights and conclusions regarding the impact of technology on English Language Learning at Quest University, Nawabshah.

### IV. FINDINGS

Table 1: Gender of Students

		Frequency	Percent
Valid	Male	18	60.0
	Female	12	40.0
	Total	30	100.0

Table 1 shows the gender distribution of students. Among 30 students who have participated in the study, majority, nearly (60%) of the sample, are male, while (40%) are female. This table presents the clear overview of the gender composition within participants.

## **6.2. This part of the study: (Students' responses) on the impact of technology on English language learning and Communication**

The online questionnaire used in this study was analyzed qualitatively to determine the impact of technology on English language learning and Communication. The responses of the students were assessed in the following table.

Table 2. Student's responses

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- Question Number 1: In your perspective, what is the role of technology in English language learning and Communication?
  - Question Number 2: How has the use of technology such as video conferencing and online chat platforms, influenced your development of speaking and listening skills in English language learning?
  - Question Number 3: How has technology facilitated you to access authentic English language materials and resources?
  - Question Number 4: How has technology made it easier for you to practice the English language outside the classroom?
  - Question Number 5: How has technology enhanced your English language learning proficiency as compared to before using technology?
  - Question Number 6: What is the impact of online language exchange platforms on your English language learning and Communication skills?
  - Question Number 7: In your perspective, what is the impact of technology integration on the flexibility of English language learning for diverse learners?
  - Question Number 8: What are your points of view about English through technology and traditional methods?
  - Question Number 9: What are your attitudes and perceptions as an EFL student towards technology-assisted English language learning?
  - Question Number 10: What are the challenges and opportunities you have faced while using technology for English language learning?
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**Collective Responses of students are stated:**

- The role of technology is significant in language learning. Simply I would say; that technology in language learning is as important as Oxygen for life. In my opinion, there's a crucial role of technology in ESL and Communication skills. It helps us to find various materials from different sites and through it, we can learn easily and quickly. It has a very effective role technology helps a lot in building vocabulary structures and much more in the English language.
- The use of technology like video conferencing and online chat platforms has significantly impacted the development of speaking and listening skills in English language learning. These platforms provide opportunities for real-time interaction with native speakers and language learners worldwide. It influenced my listening skills by watching videos and listening to podcasts, these tools help us to practice receptive and also productive skills. Video conferencing and online chat platforms remain effective ways to improve my English speaking and listening skills.
- Technology facilitates the people as they want to facilitate, It's very easy to access the best language learning materials and courses through technology. Technology is significantly making it easier to provide you exposure for learning, TED Talks, Google, ChatGPT, etc. have facilitated to access authentic English language materials and resources. It helps to correct the pronunciation and develop vocabulary through different sites.
- Mainly technology has made practicing English outside the classroom much more accessible and convenient, with language learning apps like Duolingo and Babble; learners can practice vocabulary, grammar, and pronunciation. Through technology we can learn anywhere anytime by using different electric devices like Mobiles, Computers, Laptops, and Multimedia resources it has become easier to practice alone or with peers to learn English anywhere outside classrooms.
- Before the usage of technology, we had to do more struggle to improve the English language, because we didn't have access to technology, we were dependent and we spent our days in the library, for just one question we had to select the book, but with technology it takes just a minute to find out any solutions related the language learning, after watching videos and movies in English our listening and speaking skills improved. We can easily learn the English language by communicating with native speakers. Overall technology has democratized access to language learning resources.
- Online language exchange platforms help us to communicate with others to enhance our communication skills. It has a positive impact because we develop our confidence to talk with another country's people and we can know how they speak and their culture. Online language exchange platforms have helped us, boost confidence.
- The integration of technology has promoted inclusivity, personalization, and accessibility in English language learning, empowering diverse learners to engage with the language in ways that suit their circumstances, preferences, and aspirations.

Technology has changed the old traditional thinking of the world. Technology has made learning English super flexible for everyone, with apps, online courses, and videos, you can learn anytime and anywhere.

- If we are talking about the challenges it has always been Internet connection issues, and somehow a waste of time and made people dependent, Sometimes get distracted or face technical issues, electricity and Wi-Fi issues, and weak opportunities of availability. Adaptation and effective utilization of technology can empower us to overcome challenges and make the most of the opportunities available for language acquisition and proficiency development.

According to collected data that highlights the consensus on the significant role of technology in English language learning and communication. Learners emphasize the importance of technology in providing access to diverse materials, facilitating easy and quick learning, building vocabulary structure, and improving pronunciation. Several respondents mentioned the abundance of apps and websites dedicated to language improvement, audio, and video conversations, and the overall ease technology brings to the language learning process. The convenience of learning at one's own pace, accessing resources globally, and the interactive nature of technology are recurring themes. Key themes include the enhanced accessibility of resources, the convenience of self-paced learning, and the ability to learn from anywhere. Learners express gratitude for the flexibility, quick feedback, and personalized experiences technology provides. The transition from traditional methods, such as the dependence on tutors and time-consuming library searches, is evident in the data. Some users express concerns about overreliance on technology and distractions, additionally, the importance of electricity, Wi-Fi stability, and the need for proper environments conducive to English conversations are emphasized as challenges. Overall, it appears that individuals appreciate the flexibility and engagement offered by technology while recognizing the value of traditional methods.

## V. DISCUSSION

The study employed a qualitative method to investigate the impact of technology on English language learning as well as Communication among the students of the English department at QUEST Nawabshah. For this purpose, the online questionnaire was distributed among the undergraduate students of the English department at QUEST University Nawabshah. Taking a broader view of technology, which encompasses a variety of tools, we can observe that it has evolved into a crucial component of how students learn English at QUEST, Nawabshah, Pakistan. The majority of students find technology-enhanced language learning more interesting and entertaining than traditional approaches, and they regularly use these digital tools for language learning purposes. Some students have expressed concerns about overreliance on technology, potential challenges, and distractions. However, they may now practice their English outside of the classroom more easily through technology. This demonstrates how important technology is becoming in producing engaging and dynamic language learning environments.

At QUEST University, Nawabshah, technology has a big impact on how students learn and communicate in English. It has the potential to increase motivation and proficiency and, all things considered, make learning more fun and approachable. These results imply that using technology in language studies—such as AI-driven tools—can provide students with efficient and interesting learning opportunities.

Overall, it can be said that there is a positive and magnificent impact of technology in English language learning as well as in Communication among students of the English department at QUEST University Nawabshah.

## VI. CONCLUSION

In conclusion, this study highlights the growing significance of technology, particularly online language learning resources like artificial intelligence, in English language learning and communication among the students of Quaid-e-Awam University of Engineering, Science, and Technology, Nawabshah, Pakistan. The results demonstrate the beneficial effects of technological appliances on communication and language learning efficiency, motivation, enhancement, and general enjoyment. Furthermore, technology—such as PCs, laptops, and smartphones—has developed into a useful and entertaining tool for language study among students. However, multiple viewpoints about how much people enjoy using technology highlight the necessity for individualized and sophisticated AI solutions to satisfy the preferences of individuals.

## VII. LIMITATIONS AND RECOMMENDATIONS FOR FUTURE RESEARCH

This study had several limitations. First, it was limited to one institution and conducted among limited students. It is recommended that further studies include more than one institution to have a larger sample size. This is an area the researchers of this study will explore further. Researchers interested in this area are welcome to contribute to a longitudinal scale study, which will be conducted shortly. Based on the gathered insights, here are some recommendations for optimizing English language learning and communication through technology. For instance, Balance approach, Content relevance, further integrations of (ELL) tools, and mindful technology use. Implementing these recommendations can help create a more robust and inclusive English language learning environment that leverages technology while addressing its challenges.

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