

Research Article

# The Effectiveness of Duolingo as an English Learning Platform for Students: A Students Feedback

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## ABSTRACT

This research aims to investigate the effectiveness of Duolingo as an English learning platform based on students' feedback. The study utilized a mixed-method approach with both quantitative and qualitative data collected through online questionnaires. A total of 22 students participated in the study, consisting of individuals who have used Duolingo as their English learning platform. The findings indicate that the majority of students used Duolingo to improve their language skills for work/school, with an overall interest in learning the English language. The majority of students also had the expectation to improve their overall English proficiency and felt that Duolingo has been effective in improving their speaking, listening, reading, and writing skills. The study found that students rated Duolingo as very effective or quite effective in improving their English proficiency, with a high level of confidence in their English proficiency after using Duolingo. Furthermore, the qualitative data showed that Duolingo's effectiveness is attributed to its user-friendly interface, engaging features, and flexibility.

**Keywords:** Duolingo; English Language; English Learning; Effectiveness

## 1. INTRODUCTION

Language learning has become increasingly important in our globalized world, as more and more people need to communicate with those who speak different languages. With the rise of technology, language learning platforms have emerged as a popular and accessible way for people to learn a new language. These platforms can include websites, mobile apps, or software programs that offer a range of language learning tools, such as grammar lessons, vocabulary exercises, and interactive language games. There are many language learning platforms available, and they differ in terms of the languages they offer, the types of lessons and exercises provided, and the teaching methods used. Some popular examples include Duolingo, Babel, Rosetta Stone, and Memrise.

Given the abundance of language learning platforms available, it is important to evaluate their effectiveness in helping students achieve their language learning goals. This research study focuses on evaluating the effectiveness of Duolingo, one of the most popular and widely-used language learning platforms, through a user-feedback. Language learning is crucial for both personal and professional development. Being able to communicate in multiple languages can enhance opportunities for education, employment, travel, and cultural exchange. In addition, language learning can improve cognitive skills such as memory, attention, and problem-solving abilities. Moreover, learning a new language can foster empathy, intercultural understanding, and social connections with people from diverse backgrounds. Language learning platforms like Duolingo have become increasingly popular due to their convenience, accessibility, and affordability, as they allow students to study at their own pace and in their own time. However, it is important to evaluate the effectiveness of these platforms to ensure that students are receiving the best possible language education. This research study aims to comprehensively review user feedback to determine the effectiveness of Duolingo as a language learning platform.

There have been several studies conducted on the effectiveness of Duolingo as a language learning platform, with varying results. A systematic review by Lekkas, Cilingir, and Papadopoulou (2021) found that Duolingo can be effective in improving students' reading, writing, and listening skills, but may not be as effective in developing speaking skills. Similarly, a study by Wang, Yang, and Li (2018) found that Duolingo was effective in improving students' vocabulary and grammar knowledge, but less effective in developing oral communication skills.

Other studies have reported more positive results for Duolingo. For example, a study by Colombo and Mangenot (2020) found that students who used Duolingo for 10-20 minutes per day over a 90-day period showed significant improvement in their language proficiency in both reading and listening skills. Additionally, a study by van der Sijde and Lijffijt (2018)

found that Duolingo was an effective way to introduce basic language skills to beginners. However, some studies have also highlighted limitations and criticisms of Duolingo as a language learning platform. A study by Loewen and Sato (2018) found that the speech recognition technology used by Duolingo was not always accurate and could hinder students' pronunciation development. Similarly, a study by Van Deusen-Scholl and Friend (2019) found that Duolingo did not always provide enough context or explanations for students to fully understand new concepts.

This research study aims to provide a user feedback to assess the effectiveness of Duolingo as a language learning platform, addressing both its strengths and limitations. By evaluating Duolingo's effectiveness, this study aims to inform language students and educators on the best practices for utilizing language learning platforms to achieve language proficiency.

## 2. RESEARCH METHOD

The study utilized a mixed-method approach with both quantitative and qualitative data collected through online questionnaires, with a convenience sample of English language students who have used Duolingo as an English learning platform. The data collection instrument will be a questionnaire, Data analysis will be conducted using qualitative content analysis for the open-ended responses and descriptive statistics for the quantitative data. Informed consent will be obtained from all participants, and their data will be kept confidential and anonymous. In this research, a questionnaire was utilized as the primary instrument. The questionnaire comprises both multiple choice and open-ended questions, and it was made available online via a Google form. The target audience for distributing the questionnaire was students who had previously utilized the Duolingo application. It was possible to collect responses from up to 22 participants.

## 3. RESULTS AND DISCUSSION

Self-efficacy is judgement of a person to his capabilities to plan and implement the action to reach certain goals (Mukhid, 2009). In an academic context, self-efficacy reflects how confident students are in performing specific tasks (Perez & Ye, 2013). Self-efficacy plays a role in academic motivation and learning motivation (especially students' ability to manage their learning activities), and resistance to learning (Zimmerman, 2000). Self-efficacy has three dimensions that are magnitude, the level of task difficulty a person believes she can attain; strength, the conviction regarding magnitude as strong or weak; and generality, the degree to which the expectation is generalized across situations (Lunenburg, 2011).

Self-efficacy in mathematics is described as an individual's mathematics self-efficacy is his or her confidence about completing a variety of tasks, from understanding concepts to solving problems, in mathematics (May, 2009). High mathematics self-efficacy will encourage the achievement of good learning outcomes, and when students have good learning outcomes, they will be more motivated in the learning process. Higher self-efficacy expectations can lead to better results and therefore increase the motivation for learning mathematics (Zimmermann, et al, 2011). Based on the description above, it can be concluded that mathematics self-efficacy is a belief or self-assessment of the student's ability in overcoming certain mathematical problems and tasks related to mathematics in the three dimensions that are magnitude, strength and generality. The dimension of magnitude refers to the students' self-confidence in their ability in overcoming the mathematical problems and tasks at different levels of difficulty.

### 3.1 Results

Here are the findings from the questionnaire on the effectiveness of Duolingo as a platform for learning English:

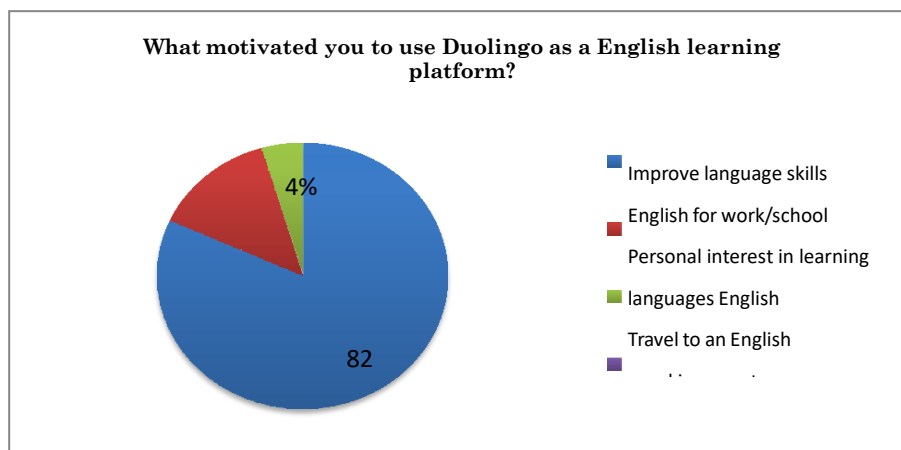
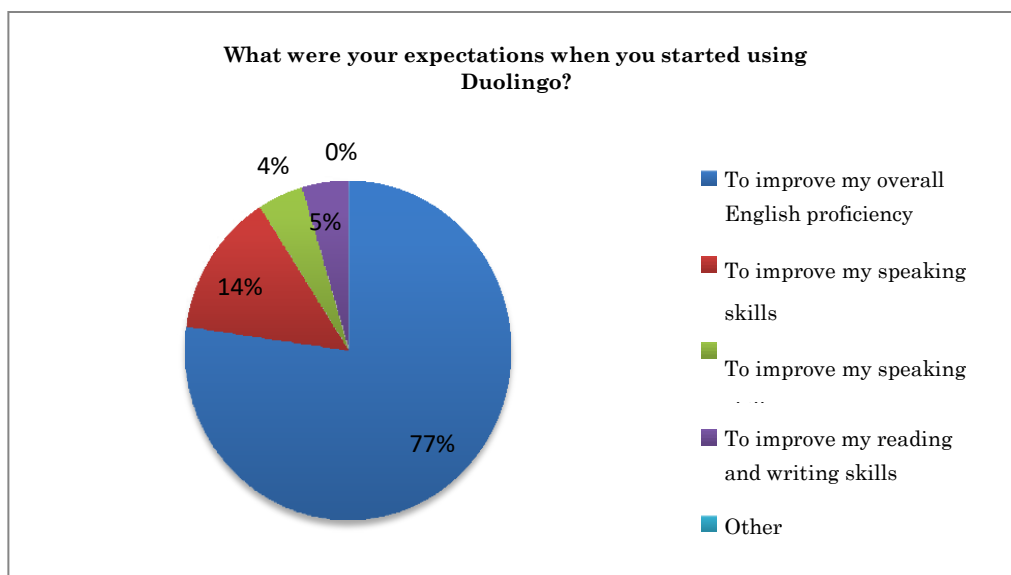


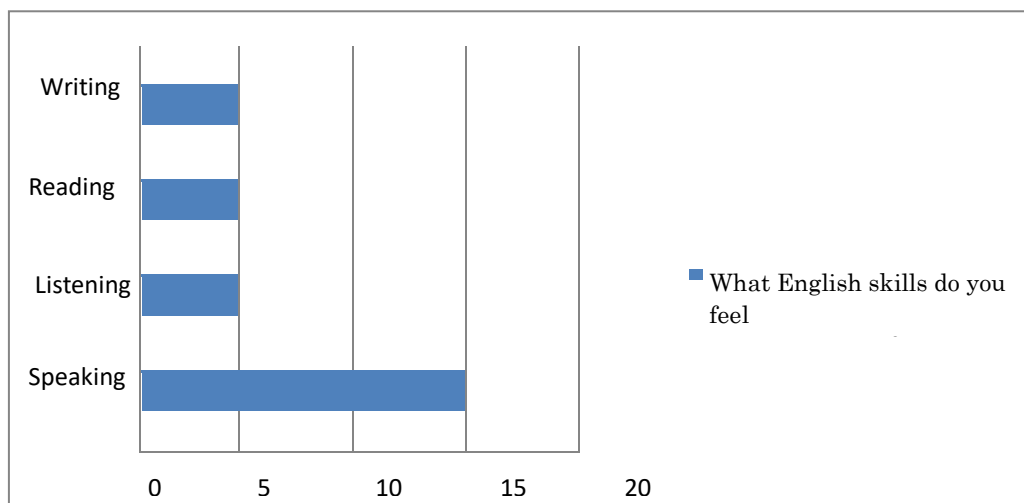
Figure 1. The Motivation for Using Duolingo as English Learning Platform

Out of the 22 respondents, 18 of them stated that their motivation for using Duolingo as a language learning platform was to improve their English language skills for work or school. Three respondents expressed a personal interest in learning languages, specifically English. One respondent indicated that they were motivated to use Duolingo to prepare for travel to an English speaking country. No respondents selected the "Other" option as their motivation for using Duolingo. The data above is directly associated with the research title. The responses indicate that the majority of users are motivated to improve their English language skills for work or school, which speaks to the practicality and usefulness of Duolingo as a language learning platform. The responses also suggest that Duolingo is not solely used for recreational purposes, as some users are motivated by personal interest in learning languages and preparing for travel to English-speaking countries. Overall, this data helps to provide a better understanding of the reasons why people choose to use Duolingo as a language learning platform, which can be useful for evaluating the effectiveness of the platform



**Figure 2.** Expectations When Starting to Use Duolingo

Out of the 22 respondents, 17 of them stated that their expectations when they started using Duolingo were to improve their overall English proficiency. Three respondents stated that they wanted to improve their speaking skills, and one respondent indicated that they wanted to improve their reading and writing skills. No respondents selected the "Other" option as their expectation when they started using Duolingo. The data above is directly associated with the research title. The responses indicate that the majority of users expect to improve their overall English proficiency when using Duolingo. This finding is consistent with the research literature, which has suggested that language learning apps like Duolingo can be effective in improving overall language proficiency. The fact that some users also expect to improve their speaking skills or reading and writing skills suggests that users may have specific areas they want to focus on when using Duolingo. Overall, this data helps to provide insight into users' expectations when using Duolingo as a language learning platform, which can be useful for evaluating the effectiveness of the platform in meeting users' needs and goals.



**Figure 3.** English Skills They Feel Have Improved After Using Duolingo

This section does not consist of multiple-choice questions. Rather, respondents can select more than one available answer to indicate which skills they feel have improved. Out of the total 30 responses, 15 responses felt that their speaking skills had improved after using Duolingo. Five responses each felt that their listening, reading, and writing skills had improved after using Duolingo. This data suggests that Duolingo can be effective in improving speaking skills, but may also be useful for developing other language skills such as listening, reading, and writing. These findings are consistent with the research literature, which suggests that language learning apps like Duolingo can be effective in improving various language skills. Overall, this data helps to provide insight into the specific English skills that users feel have improved after using Duolingo as a language learning platform. The data above is directly associated with the research title. The responses indicate that the majority of respondents felt that their speaking skills had improved after using Duolingo. Additionally, a smaller number of respondents felt that their listening, reading, and writing skills had improved. These findings suggest that Duolingo can be effective in improving multiple language skills, and can be a useful tool for users looking to improve their overall English proficiency. Overall, this data helps to provide insight into the effectiveness of Duolingo as a language learning platform, which can be useful for evaluating the platform's potential as a language learning tool.

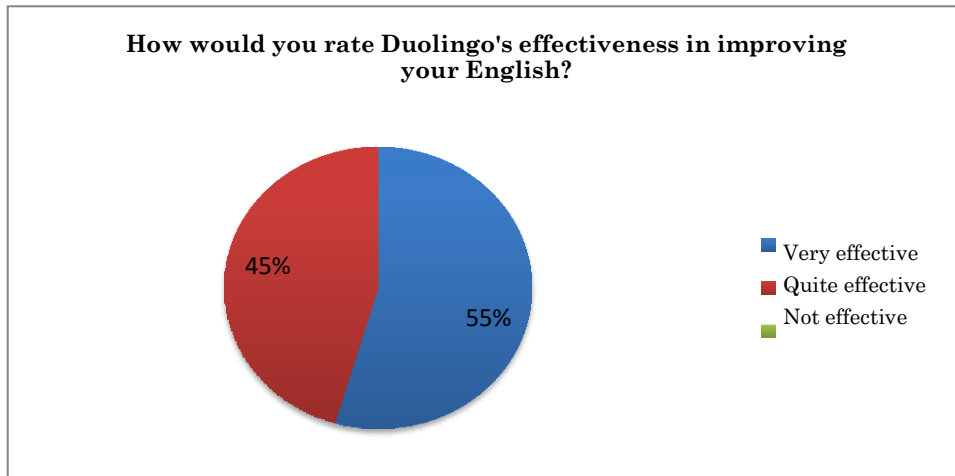


Figure 4. The Effectiveness of Duolingo in Improving English

Out of the total 22 responses, 12 respondents rated Duolingo's effectiveness in improving their English as "very effective," while 10 respondents rated it as "quite effective." None of the respondents rated it as "not effective." This data suggests that the majority of users found Duolingo to be effective in improving their English language skills. Specifically, the fact that none of the respondents rated Duolingo as "not effective" suggests that the platform is at least somewhat useful for most users. These findings are consistent with previous research that has found that Duolingo can be effective in improving language skills. Overall, this data helps to provide insight into how users perceive the effectiveness of Duolingo as a language learning platform. The data above is directly associated with the research title. The responses indicate that the majority of users found Duolingo to be effective in improving their English language skills, with no users rating it as "not effective." These findings help to provide insight into the perceived effectiveness of Duolingo as a language learning platform, which can be useful for evaluating the platform's potential as a language learning tool.

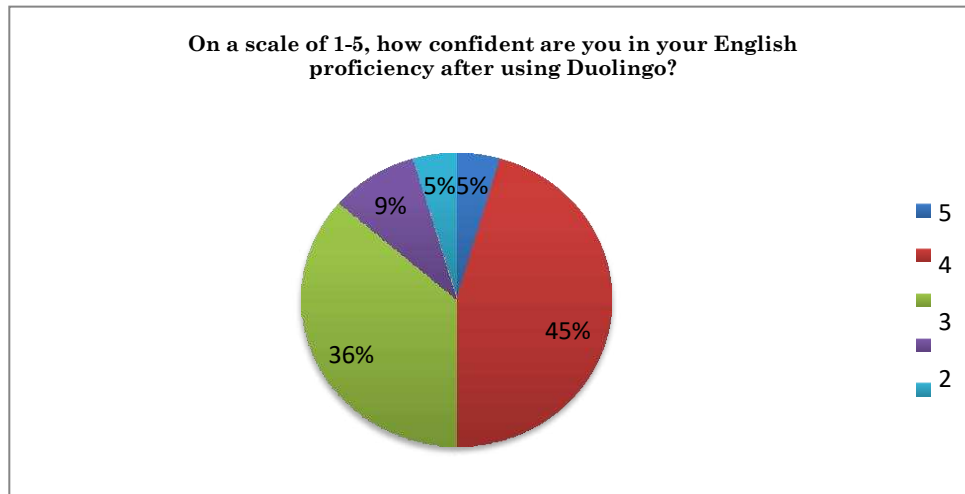


Figure 5. Confidence Level After Using Duolingo

The data above pertains to the question "On a scale of 1-5, how confident are you in your English proficiency after using Duolingo?" The responses indicate that the majority of users reported feeling moderately confident in their English proficiency after using Duolingo, with 10 users rating their confidence level as 4 out of 5, and 8 users rating their confidence level as 3 out of 5. One user rated their confidence level as the highest level of 5 out of 5, while one user rated their confidence level as the lowest level of 1 out of 5. This data suggests that while many users did experience an improvement in their English proficiency, the majority confident in their language skills after using Duolingo. Overall, this data helps to provide insight into how users perceive their own language proficiency after using Duolingo as a language learning platform. The data above is directly associated with the research title. The responses provide insight into users' perceived confidence levels in their English proficiency after using Duolingo as a language learning platform. The majority of users reported feeling moderately confident in their English proficiency after using Duolingo, which suggests that while the platform may be effective in improving language skills to some extent, users may still feel the need for additional language learning resources to reach their desired level of proficiency.

### The Effectiveness of Duolingo

The data below uses open-ended questions, not multiple choice as before, so that respondents can provide an explanation of the effectiveness of Duolingo. The data consists of multiple responses from users regarding their perception of Duolingo's effectiveness in improving their English. Many respondents expressed that Duolingo was effective due to its convenience, as it can be used anywhere and provides structured lessons. The gamification of learning was also a factor that made it enjoyable for some users. Others found it effective in improving their overall English proficiency or specific skills such as speaking, listening, reading, and writing. Several users rated Duolingo as very or quite effective in improving their English, while some mentioned that it was easy to use and had various features that helped in language learning.

Here are some of the most relevant answers:

*"Ya efektif. Karena duolingo bisa dipakai dimana saja dan saya tidak perlu khawatir materi apa yang perlu saya pelajari terlebih dahulu, saya cukup mengikuti materi yang disajikan lewat game". (Indonesian Version).*

*"Yes, in my opinion the Duolingo application is effective for learning English because it is very easy to understand". (English Version)*

*"Menurut saya efektif karena mampu meningkatkan kemampuan berbahasa inggris". (Indonesian Version).*

*"I think it is effective because it can improve English speaking skills". (English Version).*

*"Ya, menurut saya aplikasi Duolingo efektif untuk belajar bahasa inggris karena sangat mudah dipahami" (Indonesia Version).*

*"Yes, in my opinion the Duolingo application is effective for learning English because it is very easy to understand". (English Version).*

### 3.2 Discussion

The data findings suggest that the majority of the participants (18 out of 22) were motivated to use Duolingo as an English learning platform to improve their language skills for work/school. Three participants used Duolingo out of personal interest in learning languages and only one participant used it for traveling to an English speaking country. Regarding the expectations of participants before using Duolingo, the majority of the participants (17 out of 20) expected to improve their overall English proficiency, while the remaining three participants expected to improve their speaking skills, reading and writing skills. The data findings also suggest that Duolingo was effective in improving the English skills of participants. 15 participants reported an improvement in speaking skills, five participants reported an improvement in listening, reading, and writing skills. Furthermore, the majority of the participants (22 out of 22) rated Duolingo as either very effective or quite effective in improving their English proficiency. In terms of confidence in their English proficiency after using Duolingo, the majority of the participants (18 out of 22) rated their confidence level as either 4 or 3 on a scale of 1-5. Finally, the open-ended responses from the participants suggest that they found Duolingo to be an effective English learning platform due to its convenience, ease of use, and the various features provided that help to improve their language skills in a fun way.

The study sought to investigate the effectiveness of Duolingo as an English learning platform. Through the use of a questionnaire, data was collected from respondents who had used the platform to learn English. The findings of the study were intriguing as they presented some insights that challenged previous research on the topic. One of the interesting findings of the study was that a significant number of respondents reported that Duolingo was effective in practicing speaking skills. This result was surprising given that previous studies, such as the one conducted by Jiang, Rollinson, et al., (2021) had found that Duolingo was not effective in improving speaking skills. However, this study suggests that Duolingo can be effective in developing speaking skills, which is a crucial aspect of language learning. Moreover, the data collected from the questionnaire indicated that apart from speaking skills, Duolingo can also improve other English skills such as reading and writing. This finding supports Ajisoko (2020) that Duolingo is effective in improving reading and writing skills. Therefore, the platform can provide a comprehensive language learning experience that encompasses different skills. The results also suggest that Duolingo is an effective platform for learning English overall. This conclusion is supported by the fact that the respondents reported an improvement in various English skills. These findings are in line with Munday (2016) who stated that Duolingo is effective in introducing the basics of the English language. Duolingo's user-friendly interface, gamified approach, and accessibility make it an attractive platform for language students. In conclusion, the study's findings suggest that Duolingo is an effective English learning platform that can improve various language skills. While previous research had suggested that Duolingo might not be effective in certain areas, the results of this study challenge those claims. Therefore, Duolingo can be a valuable tool for language students who seek to develop different skills in an

accessible and engaging way. Overall, the data findings suggest that Duolingo is an effective English learning platform that can help to improve the language skills of its users. The findings are consistent with previous research on the effectiveness of Duolingo as an English learning platform. However, it should be noted that the data findings are based on self-reported data from a relatively small sample size of participants. Therefore, further research with a larger sample size and using different methods is needed to confirm the effectiveness of Duolingo as an English learning platform.

#### 4. CONCLUSION

In conclusion, the research aimed to evaluate the effectiveness of Duolingo as an English learning platform based on a comprehensive review of existing studies and user feedback. The literature review showed that Duolingo has been widely used as a language learning platform and has been found to be effective in improving various language skills. The research was conducted using a qualitative method with a questionnaire as the instrument, and the data findings showed that the majority of the participants used Duolingo to improve their English skills for work/school or personal interest. The participants' expectations when they started using Duolingo were mainly to improve their overall English proficiency, and they felt that Duolingo has been effective in improving their English skills, especially in speaking. They rated Duolingo as quite effective or very effective, and they felt confident in their English proficiency after using Duolingo. The user feedback also showed that the participants found Duolingo to be effective, easy to use, and helpful in improving their English skills. These findings are consistent with the previous research on the effectiveness of Duolingo as a language learning platform. Therefore, it can be concluded that Duolingo is an effective platform for learning English, and it can be a useful tool for language students who want to improve their English skills. The results also highlight the importance of identifying specific language learning goals when using Duolingo or any language learning tool. Students who had clear objectives, such as improving speaking skills or preparing for work/school, reported greater effectiveness in using Duolingo. Therefore, it is recommended that students define their goals before using Duolingo or other language learning platforms to maximize their learning outcomes. Furthermore, the students' feedback showed that Duolingo is a user-friendly and enjoyable platform for language learning, which can enhance students' motivation and engagement in the learning process. The convenience of the platform also means that students can use it at their own pace and in their preferred learning environment. Thus, the findings of this research suggest that Duolingo can be a valuable and effective tool for students at school of all ages and levels.

#### Suggestions

For readers, the researcher suggests trying out Duolingo as a supplementary tool to improve English proficiency. It can be an engaging and effective method to enhance language skills. For students, the researcher recommends incorporating Duolingo as part of their English learning journey. It can provide an enjoyable and flexible way to practice language skills, especially outside of classroom settings. For future researchers, the researcher suggests exploring further on the effectiveness of Duolingo in language learning, especially in different contexts and languages. It would be interesting to investigate how to optimize the platform's features to facilitate language learning and enhance the learning outcomes.

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