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## Impact of ChatGPT's Conversational Features on EFL Learners' English-Speaking Proficiency in Latin America: A Literature Review

*El Impacto de las Capacidades Conversacionales de ChatGPT en la Habilidad Oral de Estudiantes EFL en Latinoamérica: Una Revisión de Literatura*

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### ABSTRACT


This article aims to shed light on how the conversation features of ChatGPT can help improve and reach an independent English-speaking level according to the guidelines of the Common European Framework of Reference on English for the Languages as a Foreign Language learners in Latin America. The methodology in this study was conducted by searching academic databases, such as, Redalyc, Scopus, Scielo, and Google Scholar, then searched using keywords such as: “ChatGPT”, “English as a Foreign Language speaking skills”, “English language learning”, and “Latin America”. Additionally, articles published between the years 2024 and 2025 were selected to support this review. Furthermore, this research indicates how the conversation features of ChatGPT can benefit students and teachers by using ChatGPT as a supplementary tool in overpopulated classrooms. Also, one significant attribute of ChatGPT is that it can maintain a human-like conversation in any of the six levels of English. Moreover, this article reflects on how factors that hinders the English-speaking learning can be overcome. Finally, an ethical recommendation is given in the appropriate use of ChatGPT or any AI tool.

*Keywords:* chatgpt, english as a foreign language, speaking skills, latin america, ai in education

## RESUMEN

Este artículo tiene como objetivo esclarecer cómo las funciones conversacionales de ChatGPT pueden ayudar a mejorar y alcanzar un nivel independiente de habla inglesa, de acuerdo con las directrices del Marco Común Europeo de Referencia para las Lenguas para los estudiantes de inglés como lengua extranjera en América Latina. La metodología de este estudio se llevó a cabo mediante la búsqueda en bases de datos académicas, tales como Redalyc, Scopus, Scielo y Google Scholar, utilizando palabras clave como: “ChatGPT”, “habilidades orales en inglés como lengua extranjera”, “aprendizaje del idioma inglés” y “América Latina”. Además, se seleccionaron artículos publicados entre los años 2024 y 2025 para respaldar esta revisión. Asimismo, esta investigación señala cómo las funciones conversacionales de ChatGPT pueden beneficiar a estudiantes y docentes, utilizándolo como una herramienta complementaria en aulas sobrepobladas. También, una característica destacada de ChatGPT es su capacidad para mantener una conversación similar a la humana en cualquiera de los seis niveles de inglés. Por otra parte, este artículo reflexiona sobre cómo se pueden superar los factores que dificultan el aprendizaje de la expresión oral en inglés. Finalmente, se ofrece una recomendación ética sobre el uso adecuado de ChatGPT o cualquier herramienta de inteligencia artificial.

*Palabras clave:* chatgpt, habilidades orales, inglés como lengua extranjera, américa latina, ia en educación

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## INTRODUCTION

English is the most used language worldwide in oral communication for educational and business purposes, also, English language proficiency is an important tool in a growing and interconnected world. UNESCO-IESALC (2025) states that Internationalization in universities helps people from different countries work together, so it is important to communicate excellently in different languages and understand cultures. Thus, it is paramount to master an independent level of English speaking, namely B2 level as The Common European Framework of Reference indicates that B2 is considered an independent level of the six levels A1, A2, B1, B2, C1, and C2. Furthermore, Latin American English as a Foreign Language students need to master an independent level of English speaking due to the world's growing digital connectedness.

English-speaking skill has been thoroughly studied in the context of EFL, and it is often considered a critical skill among the four macro skills (listening, speaking, reading, and writing). According to Wenli Wang et al. (2024), fluency and accuracy are two key parts of speaking skills. They help EFL learners share their ideas clearly, follow grammar rules, and communicate better when they speak in academic or everyday situations. In Latin America, speaking is particularly vital due to globalization, enabling effective communication in fields like business and education.

Technology already has a key role in helping EFL students reach their learning goals. Yu et al. (2024) explain that ChatGPT's advanced conversational features help college students feel satisfied with the app and stated that they would keep using it, also, students mentioned how easy the app is to use and how usefulness it is in higher education. Additionally, Alshamy et al. (2025) found that students and teachers had good opinions about using AI tools like ChatGPT that can create answers, stories, and ideas, and they thought these tools were helpful and easy to use for schoolwork like writing ideas, making assignments, and planning lessons. In addition to this, it is worth mentioning that in Latin America, it is not easy to find native English speakers that are willing to practice English speaking, for this reason, the use of AI tools like ChatGPT is a practical way to exercise English speaking skills to help reach an independent level.

Many studies have explored the educational benefits of ChatGPT, particularly its features on improving English speaking skills. As Lo et al. (2024) explain that ChatGPT first came out in November 2022, and it has been used a great deal in EFL education because it can help teachers and students with different learning and teaching tasks. Moreover, Polat et al. (2024) conducted a bibliometric analysis on ChatGPT in education, and this study found a growing quantity of articles that have been done on ChatGPT and its benefits in education. However, not much research has been done about the capability that ChatGPT has in keeping a conversation like a human at specific English levels like A1, A2, B1, B2, C1, or C2, based on the CEFR

scale. For this reason, more study needs to be carried out on the adaptability that ChatGPT has on conversating on any of the six English levels and how these benefits and improve the English-speaking skills in learners. Moreover, this is important for Latin America, where AI tools can help students practice without the need to look for native speakers. Therefore, this presents the opportunity for a study on how ChatGPT conversational features can be utilized to help learners master one English speaking level at a time until they reach an independent level (B2) in English speaking.

There are several factors that affect the learning or improvement of the English-speaking skills in EFL learners throughout Latin America, factors such as teachers not being up to date in knowledge on the use of technological tools, thus, leaving learners exposed to ‘traditional’ teaching methods. Akpen et al. (2024) conducted a systematic review of online learning studies and found that poor teacher training with digital tools and weak technical support led to less student engagement and lower learning satisfaction in online courses. Additionally, another barrier that hinders students from learning or improving their speaking skills is the socioeconomic barrier. As Terasawa (2024) states that students' social and economic background can strongly make a negative difference in their ability to learn English, and people from poorer families, most of the time, have fewer opportunities to practice and improve their English, especially speaking skills. In addition to these, another factor that keeps learners from improving their speaking is the lack of opportunities to practice with native speakers.

The main objective of this article is to share with teachers and students in Latin America and the world about the adaptability and benefits of ChatGPT on the improvement of the English-speaking skills, a second objective is to shed light on factors that hinder learners from reaching an independent English-speaking level and how ChatGPT can assist in this task.

## METHODOLOGY

### Systematic Review Process

This literature review followed a systematic process to ensure the effective selection of relevant and high-quality studies about ChatGPT’s benefits on English-speaking skills among EFL learners in Latin America.

1. **Database Search:** Academic databases such as Redalyc, Scopus, Scielo, and Google Scholar were used, keywords such as: “ChatGPT”, “EFL speaking skills”, “English language learning”, and “Latin America” were typed to find potential useful articles.
2. **Time Frame:** Articles published between the years 2024 and 2025 were considered to add freshness to the information and because ChatGPT is a relatively new AI tool.
3. **Initial Screening:** From an initial number of 60 articles identified based on title and abstract, 50 were selected for full-text review.
4. **Selection Criteria:** Articles were selected according to the following criteria:

- Articles that are Peer-reviewed and published in indexed journals.
  - Articles that are open access and not paywalled.
  - Articles about ChatGPT or AI tools in the improvement of English-speaking skills.
  - Articles that discussed barriers that hinders the English-speaking improvement in Latin America.
  - Articles that can be applied to Latin American contexts, either directly or through findings that can be applied to Latin America.
5. **Analytical Approach:** 26 articles were selected and reviewed and were grouped based on similar ideas and patterns, these ideas and patterns included aspects like the benefits of ChatGPT's conversational features, challenges with technology, teacher preparation, and social or economic obstacles in EFL learners; articles about these ideas were selected to give the readers of this article a clear understanding of how ChatGPT is helping students improve their speaking skills in EFL classrooms across Latin America, as well as what could hinder this process.
  6. **Rationale for Criteria:** The focus on recent, peer-reviewed research makes certain the inclusion of up-to-date articles, this is relevant considering that ChatGPT is a relatively new AI tool. In addition to this, selecting articles that can be applied to Latin America was paramount to cover issues like the educational and socioeconomic realities of the region, this careful selection provides strong foundation for discussing ChatGPT's role and challenges in improving English speaking skills in Latin America.

### Analysis and Synthesis

This section intends to shed light on key topics related to the development and improvement of speaking skills in EFL learners through the implementation of ChatGPT as an AI conversational tool in Latin America and the EFL world; also, this section will examine the following aspects: Speaking Skills in EFL Education, ChatGPT's History and Features, Benefits of ChatGPT for EFL Speaking, Practical Integration of ChatGPT in EFL Classrooms, and Challenges in EFL Speaking Development, Ethical and Cultural Considerations.

### Speaking Skills in EFL Education

To speak English in a way that a person can convey understandable ideas is a key goal for EFL learners because speaking is a useful skill in education, work, and social life. UNESCO-IESALC (2025) states that internationalization in education helps people from different countries work together, then, it is important to communicate well in different languages and understand different cultures. This evidences why speaking English independently is indispensable in Latin America, where digital globalization makes communication skills a must where students need to speak clearly and correctly when sharing ideas. Also, Mingyan et al. (2025) found that using an AI-powered mobile app helped EFL learners improve their speaking skills, especially fluency and pronunciation, making learners

more confident and better at speaking English after practicing with the app. Using an AI tool like ChatGPT to practice English speaking skills help students overcome the fear of talking in front of crowds, fear due to embarrassment of making mistakes, students can use ChatGPT to improve speaking until they feel confident until they feel comfortable speaking in public.

English speaking opens doors for better opportunities in the academic, professional, and day to day life. Arroba et al. (2025) explain that good English skills help students join international exchange programs, making it easier for them to study abroad and that English is important because many universities teach in English and offer programs in this language. In addition to this, English learning is important for jobs and education in the region. Thus, independent, and proficient English speaking is essential for EFL students' success.

### **Synthesis**

As is evident from the analysis above, English speaking skills are indispensable in today's technologically and digitally interconnected world due to the demands from the academic, business, and social world, in addition to this, English speaking skills benefits learners who can speak it independently, that is, learners who master a B2 English speaking level, B2 English level is considered an independent level by the standards of The Common European Framework of Reference CEFR.

## **RESULTS**

### **ChatGPT's History and Features**

ChatGPT was created by Open AI, it is a relatively new AI tool that came out in November of 2022, also, it is an AI tool that can be implemented in the educational field to help EFL students practice and improve all the four English macro skills due to its innovating conversational feature that can listen to humans, recognize what they say and answer immediately in an intelligent manner as if were a real person. Lo et al. (2024) explain that ChatGPT first came out in November 2022, and it has been used a great deal in EFL education because it can help teachers and students with different learning and teaching tasks. This shows how fast ChatGPT has become popular in education. Polat et al. (2024) conducted a bibliometric analysis on ChatGPT in education, and this study found the growing quantity of articles that have been conducted on the study of ChatGPT and its benefits in education. This indicates that many researchers are looking into how ChatGPT works for learning and teaching English.

ChatGPT uses advanced technology that makes it talk like a real person, it can answer questions because when it was created, it was fed a huge amount of information and it keeps on being fed information every minute, this information enables ChatGPT to perform from easy tasks like answering a greeting or to help a student improve the English-speaking skills. Yu et al. (2024) state that ChatGPT's advanced conversation features can help answer difficult

questions as a person would, which makes it a useful tool for all types of learning environments and activities. In addition to this, Munaye et al. (2025) underscore that ChatGPT supports education by giving students personal learning, it also helps teachers grade faster, and make lessons more interesting, also, its features allow teachers save time and focus more on students, but schools must be careful about students cheating, and the safety of students' personal information. In addition to this, Pratiwi et al. (2024) suggest that while ChatGPT effectively replaces traditional teaching methods by offering personalized and interactive practice, it slightly misses some complex language nuances, even though it excels in real-time conversations. This shows ChatGPT's features are outstanding for conversation practices but has small limits.

ChatGPT can adapt its answers to match a student's English level, which helps beginners and advanced learners, and its instant feedback corrects mistakes and suggests better words, unlike books or recordings. Sidner et al. (2005) found that people feel more positive and enjoy interacting more frequently when talking with machines that act like humans. This shows ChatGPT's features help learners feel encouraged during conversations.

### **Synthesis**

ChatGPT has quickly become a popular tool in English language learning since its inauguration in November, 30<sup>th</sup>, 2022 due to its features like its talking like a human feature, adaptability to students' English-speaking levels, and instant feedback, additionally, ChatGPT features enable it to understand not only semantics but also pragmatics, which makes it capable to have a conversation like a human distinguishing in which level of English a person is speaking.

### **Benefits of ChatGPT for EFL Speaking**

ChatGPT offers many benefits for EFL students in Latin America to practice and improve all the four macro skills, and this includes the speaking skills. Khan and Ann (2025) state that ChatGPT's influence in speaking skills supports interactive training and meaningful language activities, scalable for large Latin American classrooms with limited teacher resources. This is excellent news for many schools in Latin America that do not have enough teachers or materials, also, teachers and students can take advantage of ChatGPT's conversation features to practice at home. Slamet (2024) indicates that ChatGPT gives students personalized feedback, which help them in improving their fluency and pronunciation, especially in places where there are few resources and limited teaching support available. This helps students learn one step at a time at school and at home.

ChatGPT also makes students feel more confident. Elov et al. (2025) discovered that when EFL students used AI speaking tests, they felt less shy and nervous, also, students enjoyed more their speaking tasks with AI speaking tool and felt more confident and responsible with their learning process. In the same way, Aldosari (2024) showed that using AI speaking

assistants helps EFL students enjoy learning, feel more confident, and reduce their anxiety due to the fear of making mistakes during English conversations, these make students were willing to communicate in English. In addition to these, Carrera et al. (2025) indicates that the voice of ChatGPT reduces anxiety because students felt confident and without the feeling of being judged for making mistakes, making it a valuable tool for speaking improvement in classrooms with limited resources. Similarly, Celik et al. (2025) found that ChatGPT gives students useful feedback that makes them feel confident, making them want to repeat English exercises, and by adjusting lessons to their level, which improves their speaking skills. These benefits show ChatGPT helps students feel better about speaking English because it can be used privately until students reach a comfortable English level, also benefits students by eliminating the embarrassment that might come with speaking in front of a regular classroom for fear of making mistakes. Furthermore, these studies show that ChatGPT is a powerful, helpful tool that not only helps students improve their English-speaking skills but also helps them overcome fear of speaking English in public.

### **Synthesis**

ChatGPT offers many benefits for EFL learners, particularly in improving English speaking skills, it gives personalized feedback, and has the ability to reduce speaking anxiety caused by stage fright and its voice features help students in Latin America reach an independent English-speaking level, especially places where resources are limited but internet service is needed. Wang and Fan (2025) found that EFL learners that use AI chatbots with avatars that look like humans, showed more willingness and confidence to communicate while experiencing less speaking anxiety, compared to those interacting only with teachers and classmates.

### **Critical Reflection on Benefits and Limitations**

ChatGPT helps students a great deal by being user friendly, by giving immediate personal feedback, and by making learners feel less nervous when speaking English. However, students could start to depend too much on ChatGPT and stop practicing with real people, additionally, teachers should think about important ethical issues, like keeping student information safe, also making sure that students do not use the tool to cheat “copy and paste”. Even though ChatGPT is improving at understanding culture, it still has trouble recognizing small cultural details, this can make it difficult for students to improve English speaking faster.

### **Practical Integration of ChatGPT in EFL Classrooms**

To obtain the most out of ChatGPT for improving the English-speaking skills, teachers and students need to use its features appropriately, however, using ChatGPT is an easy and straightforward activity, the following benefits can be obtained from it:

1. **Personalized chats:** ChatGPT changes its style and level of conversation, depending on the learner’s level and way of talking, which makes learners feel joyful because it makes

practices to be fun and be adjusted according to each learner, teachers can ask students to converse with ChatGPT and receive instant feedback on grammar, pronunciation, and fluency.

2. **Role-playing:** ChatGPT can be used for role-play activities, amazingly, ChatGPT can talk and assume the role of any person and its voice can be adjusted to be of a man or woman, ChatGPT can pretend to be a teacher, a waiter, a bank teller, anything that can be thought of, ChatGPT can personalize it so students can have a fun role-play activity.
3. **Instant feedback:** One outstanding conversational feature of ChatGPT is that it can give you instant feedback with kindness, it will point out the areas of improvement but in a kind manner that it almost feels as if it is not correcting the learner, this makes any learner feel good and willing to practice again.
4. **Homework:** Teachers can use ChatGPT to send homework, ChatGPT saves conversations that learner can ask ChatGPT to put any conversation in a Word, PowerPoint or Pdf document and give it to the teacher.
5. **Group Activities:** ChatGPT can be used individually or in small groups, where students engage in collaborative tasks like debating a topic or solving problems together where one student interacts with ChatGPT and others can take notes and analyze the AI's answers, that can then be discussed with the entire class, in this way, group work and speaking are encouraged.
6. **Cultural Awareness and Contextual Learning:** The best feature of ChatGPT is its conversation feature but it also gives the opportunity where students can learn the cultural aspects of language, teachers can guide students to ask ChatGPT questions about customs, idioms, and expressions from English-speaking countries, in this way, cultural awareness and speaking skills are learnt at the same time.
7. **Ethical Use and Responsibility:** Teachers must check that students are using ChatGPT in an ethical manner, this includes using it as a tool for practice to improve their English-speaking skills not ChatGPT do the homework for them.
8. **Assessment:** ChatGPT is a tool that facilitates assessment because it saves the activities of learners, learners or teachers can review the feedback given by ChatGPT and keep a record and progress of the conversational activities, additionally, ChatGPT can give suggestions for future activities based on the assessment.

ChatGPT is a tool that could be used by teachers and learners as a virtual tutor and helper that can do many of the tasks that are time consuming that usually take a long time to do, such as, writing plans, homework, tasks, feedback, and assessment and in this way facilitating the work of the teachers and students and improving their English speaking skills at the same time.

## **Challenges in EFL Speaking Development**

While ChatGPT helps improve English speaking, many problems make it difficult for EFL students in Latin America to improve their speaking skills, one issue is, teachers not having appropriate training to use technology. Hase and Kuhl (2024) explain that it is very important for teachers to have digital skills, and being able to understand and use information from digital learning platforms that help teachers plan better lessons and encourage the learning of students. Similarly, Matsumura and Hinoki (2025) found that many primary school teachers do not feel capable about teaching English because they are not up to date with training and support, which makes them feel less confident and keeps them from teaching English appropriately. In the same way, Inostroza et al. (2024) explain that English classes in Chilean primary schools are not excellent because many teachers do not have the proper training and access to quality materials, which makes students feel less motivated and limits their speaking skills improvement. These problems make it difficult for teachers to help students improve their English-speaking skills.

Economic problems also affect learning as Luo et al. (2025) found that the income of a family affects how well their children learn words in their first language and English, and it also affects how parents help with reading and learning English at home. These negative factors affect the teaching and learning process of students and teachers.

Another issue is the lack of native English speakers to practice with as Montoya and Correa (2024) found that language centers in Colombia prefer hiring native English teachers and pay them more, however, this practice can make it hard for schools with less money to hire native speakers, limiting students' opportunities to learn from them. This makes tools like ChatGPT very useful because they give students a way to practice English speaking skills as if they were conversing with a native speaker.

## **Ethical and Cultural Considerations**

Klimova et al. (2024) explain that ChatGPT supports personalized learning and gives instant feedback, helping students improve, however, they also warn that teachers and learners must carefully consider ethical problems when using this AI tool in language education, like making sure it is used fairly in class. As mentioned before but it is worthy to reiterate it, ethical behavior must be encouraged in the use of ChatGPT because it is a tool that can do tasks with a high level of difficulty in much less time than a person would, for this reason, there can be the temptation in certain people to over rely on ChatGPT to do all the work for them, teachers must encourage students to learn steps and procedures to do their homework and avoid shortcuts. Additionally, ChatGPT is showing to have the capability to recognize very quickly the different accents and of the learners from different countries in Latin America and the cultural aspects of each country. However, this is a relatively new tool that is not perfect but is very useful as it is.

## **Synthesis**

Learning to speak English can be a lengthy process, but ChatGPT makes it easier more enjoyable and it is practical because all is needed is an inexpensive cellphone and internet, there are other apps that can also be downloaded with a phone but currently, ChatGPT may be the best option for practicing English speaking due to its innovative features that can even recognize the cultural differences of the Latin American countries, ChatGPT can be an outstanding tool if used responsibly

## **Final Thoughts on the Section**

Speaking English is very important for students learning it as a foreign language in Latin America, and how ChatGPT can help them improve it, not having enough trained teachers or opportunities to speak with native English speakers are challenges indicated in this section, these challenges make ChatGPT a useful and opportune tool, additionally, the need to integrate culture with English speaking learning and its importance was also underscored in this section.

## **CONCLUSION**

This literature review explores how ChatGPT can help EFL learners in Latin America and in other countries improve their English-speaking skills, this research found that ChatGPT has many benefits that learners can use, such as the benefit that ChatGPT has on giving personalized feedback, another benefit is that ChatGPT can reduce anxiety in students, also, it can help improve fluency and pronunciation. In addition to this, ChatGPT is useful in all teaching and learning settings but especially in places where there are not enough teachers that speak native English, also, it is useful in places where there are not enough teaching and economic resources.

However, there are challenges that need to be addressed, such as, many teachers do not have training to use digital tools effectively, tools like ChatGPT, Moreover, there are also the economic problems, and the lack of native speakers that hinder the improvement of the English-speaking skills in EFL learners. Another challenge is the need for teachers and students to use AI tools like ChatGPT in a responsible manner without relying too much on AI tools, students should avoid asking ChatGPT to do their homework for them, the ethical use of ChatGPT needs to be inculcated.

Future research should be done on how ChatGPT can help learners at different English levels according to the Common European Framework of Reference CEFR. Also, future studies need to be carried out on the long-term impact of ChatGPT on the development of language skills, and how well it understands Latin American cultures, small nuances and pragmatics.

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