

**THE BENEFITS OF DUOLINGO APPLICATION USERS IN LEARNING ENGLISH****<sup>1</sup>Ricky Wijaya, <sup>2</sup>Gregorius Subanti, <sup>3</sup>Yovita Angelina**<sup>1</sup>ricky.wijaya72181@gmail.com, <sup>2</sup>gregorius\_subanti@polteq.ac.id, <sup>3</sup>yovita\_angelina@polteq.ac.id<sup>1,2,3</sup>Politeknik Tonggak Equator Pontianak**ABSTRACT**

English is widely spoken across many countries due to how relatively easy it is to understand. However, learning English still has its challenges, as it requires consistent effort and appropriate learning methods. One useful tool that can be considered for learning English is Duolingo, a language learning app that offers various features to support English learners. This study explores two main questions: first, what are the benefits of Duolingo in facilitating the users' English learning? Second, how does Duolingo help its users improve their English language skills? The study aims to understand Duolingo users' experiences and how Duolingo contributes to their language development. Using a qualitative method, the writer conducted a semi-structured survey. From 61 total responses, the study focused on 20 individuals who used Duolingo specifically for learning English. Respondents had varied experiences some had used the app for weeks, others for months or years. Most users found Duolingo user-friendly, visually engaging, and more popular than similar apps. They reported learning new vocabulary, improving speaking skills, and gaining motivation through interactive features like exercises and reminders, which supported their English learning progress.

**Keywords:** *Language, English, Duolingo, Learning Application*

**INTRODUCTION**

English is the most widely spoken language in many countries worldwide. According to Crystal & Potter (2025), English is the first choice of foreign language in most other countries of the world, and it is that status that has given it the position of a global lingua franca. This means that the English language is a very important language that should be a must to master due to its importance and how widely it is applied in daily life. English provides an easier learning capacity for every learner who attempts to learn English. However, to reach the desired level of English language, many aspects and challenges must be mastered to have the necessary skills needed to use English in everyday activities. This causes the process of learning the language to become more challenging and overwhelming to those who intend to learn the language for themselves.

For some people, learning English can be a daunting task. Each person has their own way of learning English to achieve the level of skills they desire and are satisfied with. Because each person has their unique ways of learning the language, many solutions have emerged on the surface for English learners to help them in their learning journey ahead. Some choose the traditional approach by using books and paper to learn the language, while others exercise their English language skills by conversing with those who have mastered the language, hoping for feedback. Some even utilize music and movies to help them improve their English language skills. In this era, another solution has also emerged to the surface, serving as one of many options that can be considered as ways to improve English language skills for every English learner out there.

Learning the English language through language learning applications can be considered as one of many ways to improve one's English skills. Throughout the internet, many kinds of options for language learning applications can be chosen and used as stepping stones to accomplish one's desired skills, which might be satisfied with. With many options given to the learner, Duolingo can become

the learner's partner for accompanying them through their learning process. Duolingo not only provides quick and bite-sized lessons for more than forty languages to build vocabulary and grammar skills, but Duolingo is also easily accessible by everyone through their smartphone, as it is free.

Because of this problem, this research was conducted. The research was aimed at analysing the benefits of Duolingo application for users in learning English to find out whether the application can really be considered one of the solutions to the hardship and confusion on how to learn English effectively in order to improve the language skills even better.

## LITERATURE REVIEW

Learning is something that a person does to add insight. In learning, of course, students experience difficulties, and the difficulty level of each subject is different for each student (Lodge et al., 2018 in Kurniawan et al., 2022). As students, we never stop learning everything that enriches our knowledge and skills for our future. There are many ways for us to learn and improve our skills more than before. Each student requires different kinds of learning methods and media that will help them thrive in their learning journeys. Each student has a unique way of studying and mastering the materials required to help them improve their skills, one of them is using the assistance of an online learning application. Mobile learning is one of the alternatives in learning media development (Kurniawan et al., 2022). In this era, mobile learning/online learning is more appealing than the traditional way as it can be accessed anywhere and anytime by students. Not only was it easily accessed, it also gave students a unique experience by providing videos and sounds that assisted students in their study. Developers can also be creative about their applications by adding unique gimmicks and features to make their applications different than other applications that exist throughout the internet.

Duolingo is an application that helps its users improve their foreign language skills, including English. Duolingo provides the exercises required to learn and improve the skills needed. According to Ambarwati (2022), Duolingo is a language learning or training tool in the form of an app the concept of Duolingo was first presented by Professor Luis Von Ahn and his post-graduate student, Severin Hacker of the Carnegie Mellon University. Duolingo was designed based on how video games nowadays are designed by adding a scoreboard, mission, reward system, and other game-like features to make the application more unique than other similar applications. Duolingo also utilizes the use of cute moving images and sound at the right amount to help its users be motivated while maintaining their focus on the learning itself. Duolingo also tracks the mistakes made by users so they can review and learn from their mistakes.

Many languages exist around the world. According to Robins & Crystal (2025), language is a system of conventional spoken, manual (signed), or written symbols by means of which human beings, as members of a social group and participants in its culture, express themselves. Language has many functions in our daily lives. Still, the most important function is to help humans interact with each other through communication by expressing their thoughts, ideas, reasonings, and emotions to make sure the other individual understands the messages conveyed by the other party to fulfill needs and desires.

With many languages existing in this world, each language requires different understanding and aspects to master a particular language to a satisfactory level. However, there are always some similarities in learning languages, such as vocabulary, grammar, pronunciation, etc. Other than verbal national language, there are still many other varieties of languages that we can find around the world, such as native language that has been spoken for ages as a tribe existed, there are also sign language used by those who lose the ability to converse through sounds, etc. Vocabulary is an important part that forms a language. Payne (2024) stated that vocabulary is an inventory of words used by a particular person or group or the words in a particular language or field of knowledge. Vocabulary also differs into two types of vocabulary, which are active and passive forms. Active form is a form

that refers to a word that a person uses, is familiar with, and regularly uses for both writing and speaking. The passive form of Vocabulary refers to words that people recognise and understand when encountered, yet rarely use during communication.

Vocabulary acquisition is the process of learning the words of a language (Payne,2024). During the process of acquisition, three stages are needed to be conquered by language learners, those aspects are Pronunciation, Definition, and the uses of the word. A well-developed vocabulary during the acquisition process will help language learners to thrive in several areas in life. With a well-developed vocabulary, an individual can boost their quality in academic achievement, career opportunities, and communication ability. An individual's communication skills will be greatly enhanced with a diverse vocabulary during learning, granting more quality in their speech and writing.

## METHODOLOGY

The qualitative approach will be applied in this research. This study's purpose was to analyse the benefits of Duolingo and how the Duolingo application benefits users in developing their English skills. The benefits the application gave to the users will be the main data in disclosing the study findings. The research was conducted in Pontianak as the base of the writer. The data collection process was carried out via a Google Form that was shared with the respondents. The time of data collection and thesis writing took place from March to June 2025. Based on the method used for this study, the writer focused on collecting data from Duolingo users as the main subject of study or the sample. A survey will be used in this research to collect the data needed for the observation. Google Forms will be treated as a tool of data collection, and the results was treated as the data that was used in the research. The research subject was the Duolingo application user at any point in time, which is reliable for the research conducted by the writer to perceive the Duolingo Application. The writer studied twenty participants as the subjects of the study. The main objective of this study is to examine how the Duolingo Application gives advantages to its users in developing their English skills

## FINDING AND DISCUSSION

Before the data collection process, the writer first designed the question and the Google form needed to gather the data. After everything was ready, the writer then shared the Google form with people around the writer to gather the data needed for the analysis process in the research. In the Google form, ten questions are included in the form that need to be answered. After some time collecting, coding, and reducing the data to the desired one, the data was finally ready to be displayed.

Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
F.R	Pnk	C	Y	Y	3 M	English	Vocabulary, Grammar	Well-known and free	Learn a lot of vocabulary
C	Pnk	C	Y	Y	1-2 M	English, Mandarin	Vocabulary	Free	Learn many vocabulary
E.R	Pnk	C	Y	Y	0-1 W	English, Japanese	Speaking, Reading, Vocabulary, Grammar	Simple and easy to use and easy to use	Can learn many languages
G.W.T	Pnk	C	Y	Y	3 M	English	Vocabulary	Interactive and fun	Increased vocabulary
J.V	Pnk	C	Y	Y	1-2 M	English	Vocabulary, Grammar	The most popular	Better Grammar

J	Pnk	C	Y	Y	1-3 W	English	Vocabulary	language learning app	Increased vocabulary
J.S	Pnk	C	Y	Y	1 - 3 W	English, Japanese	Vocabulary, Grammar	Learning languages Free	Learn how to write in Japanese and English
J.LO	Pnk	C	Y	Y	0-1 W	English	Speaking, Reading, Vocabulary, Grammar	Crowd-pleasing appearance, easy to understand, and specific.	More motivated to learn
L.E	Pnk	SHS	Y	Y	1 - 3 W	English	Speaking, Vocabulary	Free	Learn basic English
L	Pnk	SHS	Y	Y	1 Y	English	Vocabulary, Grammar	Easier to use	Free but adds knowledge
N.A	Pnk	C	Y	Y	0 - 1 W	English	Reading, Vocabulary	Menarik	Mempelajari banyak kosakata
N.R.T	Pnk	C	Y	Y	1 - 2 M	English, Mandarin	Vocabulary	Advertisement	Increased vocabulary
Q.S.S	Pnk	SHS	Y	Y	> 1 Y	English	Speaking, Reading, Vocabulary, Grammar	Provides practice questions and reminder features.	More motivated
R.B	Pnk	SHS	Y	Y	1 - 3 W	English, German	Speaking, Vocabulary	Free	Increased vocabulary and speaking skills
R.S.N	Pnk	SHS	Y	Y	1 Y	English	Speaking, Reading	Helpful	More motivated
R.Y	Pnk	SHS	Y	Y	1 - 2 M	English, Japanese	Vocabulary	Interactive and free	Increased vocabulary
V	Pnk	C	Y	Y	1 - 2 M	English, Japanese	Speaking, Vocabulary	Easy to use	Increased vocabulary
V.V.E	Pnk	C	Y	Y	1 - 3 W	English, Japanese	Speaking, Vocabulary, Grammar	Popular	Increased speaking skills
W	Pnk	C	Y	Y	1 - 3 W	English, Mandarin, Spanish	Speaking, Grammar	Good	Easier to use
Y	Pnk	SHS	Y	Y	> 1 Y	English, Japanese, Korean, Mandarin	Reading, Vocabulary	Free	Increased vocabulary

The questions were directed to the respondents in a manner. The survey was split into two parts based on the respondent's experience with Duolingo. Those who have never used Duolingo before will only be directed to answer questions one to five, while those who have experienced the application will fill out the whole questionnaire. This method was used so that the writer could easily separate the answer to fulfill the desired data. Based on the previous chapter, the writer has gathered data by sharing questionnaires with many people as the respondents via Google Forms. Based on the data gathered, sixty-one respondents answered the questionnaires given by the writer. There are ten questions included in the questionnaire that will help the writer determine the benefits given by the Duolingo applications to the users in learning the English language. Below are the questions used by the writer:

- 3.6.1 What is your name?
- 3.6.2 In which city do you live?
- 3.6.3 What is your latest education?
- 3.6.4 Have you ever heard of Duolingo before?
- 3.6.5 Have you ever used Duolingo before?
- 3.6.6 How long have you used Duolingo before?
- 3.6.7 What language are you learning using Duolingo?
- 3.6.8 Which language skill are you going to improve using Duolingo?
- 3.6.9 Why did you choose Duolingo over other platforms?
- 3.6.10 What advantages have you gained from using Duolingo?

According to the writer's research aim and target, the writer will only select up to 20 respondents or more from Pontianak city who have ever used the Duolingo application before to learn English as the subject of the study. Of the sixty-one respondents, there are forty-six respondents who are from Pontianak city. Of the forty-six respondents, there are five who have never heard of Duolingo applications before, and the other forty-one respondents have heard of Duolingo applications before.

From the results of the data collected, thirty respondents have ever tried Duolingo before, regardless of the language they are learning at that time. To fulfill the desired data, the writer will further reduce the data to only those who have ever used Duolingo to learn English. After reducing the data, twenty respondents have ever learned English with Duolingo. Overall, most of the respondents have used Duolingo for weeks, and four respondents uses Duolingo for over one week, five of them uses Duolingo in the range of one to three weeks long, there are also three who have used Duolingo for over one to two months and same amount was present for those who have used Duolingo for three months. Two of the respondents use the application to learn English for a four-month to eight-month range, and the same number of respondents also use Duolingo for a year, and only one of the respondents used Duolingo for more than a year.

Most of the respondents say that Duolingo is free and easy to use to learn English, has an interesting User Interface (UI), and is popular in their opinion. Based on the respondents' testimony of the application, they learned many vocabularies through the application, not only that, the application also provides many selections of language for them to learn, which provides a broad selection of language to learn. Some even have gained the ability to speak not only English but also other languages. There are even those who gain more motivation in learning English through the

application because of the interesting design of the application, which resembles a game, that keeps them motivated.

## CONCLUSION

Based on the research conducted by the writer on twenty respondents, it can be concluded that Duolingo has given many advantages to English learners. The writer can understand that Duolingo has facilitated their users with everything that can boost their learning experiences even more. First, what are the benefits of Duolingo in facilitating users' English learning? Duolingo has facilitated users with an interesting appearance (User Interface) that is easily understood by the users and an engaging animation to keep them company in the long run. With an eye-pleasing appearance and easily understood control over the application, Duolingo aims to keep its users comfortable with the application without sacrificing a portion of its users' attention away from the learning itself. Second, how does Duolingo help its users improve their English language skills? Duolingo helps its users by providing exercises that are needed by the users to practice to improve their English skills. Not only providing exercises, but Duolingo also tries to give its users motivation through notifications that remind its users to keep on learning and using the application. This was to make sure that the users stay consistent with their learning hours to improve and gain the desired English language level. This research is far from perfect. Based on the results of the research that has been gathered, here are the suggestions that the writer could give to the research analysis entitled "The Benefits of Duolingo Application for Users in Learning English". For future researchers, the writer suggests that the scope of research should be more specific and clearer for future research. This could be a certain group of people from a company or an institute, to make sure that the data collection process is easier and not time-consuming. For Duolingo users, based on the findings, don't just rely on Duolingo for learning English. Duolingo might be great for learning English; however, Duolingo only provides basic English and mostly only provides vocabulary-focused exercises, and is still lacking in advanced materials. Instead of fully relying on Duolingo, try to learn from textbooks and real-time experiences, such as watching movies or

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