



EFL students' perception on Grammarly premium's feedback and dealing with inaccuracies

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Grammarly is one of the famous Automated Writing Evaluation (AWE) tools used by EFL students. Many studies have revealed that this tool can improve students' writing. However, studies evaluating Grammarly's feedback accuracy, especially the premium version, are still limited. This study aims to: (1) explore EFL students' perceptions of Grammarly premium feedback, (2) provide a detailed analysis of the types of inaccurate feedback provided by Grammarly premium, and (3) investigate how students handle inaccurate feedback. This mix method study used a questionnaire, semi-structured interviews, and documentation to collect the data. The participants were undergraduate EFL students who were writing or had completed their thesis. The results indicate that: (1) students have positive and negative perceptions on the use of Grammarly Premium. They claimed that Grammarly Premium helped them in writing. The 'correctness' feature improved spelling, grammar, punctuation, convention, article, and consistency. The 'clarity' feature improves readability, such as conciseness and passive voice. The 'engagement' feature made writing varied and the 'delivery' feature to get the right tone. On the other hand, students complained about the need of a stable internet connection to work properly and require additional proofreading due to some inaccuracies. (2) Inaccurate feedback generally occurred in the features of correctness (convention, spelling, punctuation, article, and consistency), clarity (passive voice and conciseness), and engagement (variety). (3) Students continued to use Grammarly Premium because it helped them self-proofreading even though it had some shortcomings. In short, students still preferred to use Grammarly Premium with some concern in accepting the provided feedback.

Keywords: EFL students, Grammarly feedback, Inaccuracy, Writing

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INTRODUCTION

The rapid development of technology allows students to use various applications to help them in writing, such as Grammarly, ProWritingAid, Ginger, WhiteSmoke, and Reverso. Those applications are helpful for checking grammar accuracy. [Mozgovoy \(2011\)](#) stated that grammar checkers help students check grammatical errors in a text. The grammar checker which is also known as AWE (Automatic Writing Evaluation) program could be used to find grammatical errors in writing, such as correcting punctuation, verb tenses, articles, and spelling. [Ranalli \(2018\)](#) argued that students positively perceive the AWE programs. They claimed that the AWE programs provide valuable feedback. One of the AWE programs frequently used by students in Indonesia is Grammarly.

Grammarly as the most popular online grammar checker application is available in two versions, namely free and paid (premium) version. According to Grammarly. inc (2022), 30 million people use this application to improve their writing skills every day.

Grammarly helps them identify and replace complicated sentences with more appropriate ones and correct spelling, punctuation, and grammar. A free account could improve the students' everyday writing. Whereas, a premium account with more exclusive features will help them enhance their English competence at school, at work, and anywhere else. [Nova \(2018\)](#) stated that Grammarly offers valuable suggestions for making writing more readable, clear, and mistake-free. Those advantages make many people prefer to use Grammarly, especially students at the university. Indeed, one of the universities in Australia had chosen Grammarly as a grammar checker in writing ([O'Neill & Russell, 2019b](#)). It was supported by the study of [Cavaleri and Dianati \(2016\)](#) that students in Australian higher education have positive thoughts about Grammarly. They claimed that Grammarly was helpful, easy to use, helped them understand grammatical rules, and improved academic writing.

Continuing this Automatic Writing Evaluation (AWE) tools trend, many institutions offer AWE tools to facilitate their students. One of the examples is Library UIN Malang that provide Grammarly Premium facilitation and training for the students. Quoted from [Perpustakaan Pusat UIN Malang \(2021\)](#) instagram account, there are several online Grammarly Premium trainings held every month. This training is free and both students and lecturers could join if they want to improve their English writing for thesis writing or journal article purposes. In this case, student perception is considered important because their response to this application is useful for evaluation purposes.

In recent years, studies about the effectiveness of the free-version of Grammarly application in writing have been mushrooming. Those studies showed that Grammarly has strengths in improving students' writing skills ([Guo et al., 2021](#); [Karyuatry, 2018](#); [Pratama, 2020](#)). In addition, the use of Grammarly can save many of their time ([Lailika, 2019](#); [Nova, 2018](#)). However, Grammarly also has some drawbacks. One of them is Grammarly cannot provide direct feedback if the internet conditions were unstable ([Fitria, 2021](#); [Lailika, 2019](#); [Pratama, 2020](#)). Another drawback that often occurred is that Grammarly's feedback was not always accurate ([Dodigovic, 2021](#); [Fitria, 2021](#); [Nova, 2018](#); [Pratama, 2020](#)).

Based on the previous studies above, it can be concluded that Grammarly was good, even though some of them noted that its feedback was not always accurate. However, no one of those previous studies discuss the kinds of feedback that are often inaccurate. The Grammarly used in those studies is also free version. Therefore, the research questions addressed in the present study include:

1. How do EFL students perceive Grammarly premium's feedback?
2. What kinds of inaccurate feedback provided by Grammarly premium?
3. How do students deal with the inaccuracy?

This topic is important to explore due to several reasons. Firstly, many of the previous studies stated that feedback provided by Grammarly was not always accurate, but the types of inaccurate feedback remain insufficiently documented. Secondly, identifying the common misleading feedback provided by Grammarly will be beneficial for the users so that they will be more aware in accepting the feedback. Lastly, the findings of this study will contribute to the existing knowledge on the use of AWE programs.

METHOD

Design

The present study employed mixed methods aiming at exploring students' perception of Grammarly premium's feedback, identifying types of inaccurate feedback, and investigating students' responses toward inaccuracies. Data were collected through both quantitative (questionnaire) and qualitative methods (interview and documentation).

Participants

The subjects of this study were English Education Department students' class of 2017 and 2018 at UIN Malang, Indonesia. During preliminary research, the researchers found 22 students who were extensively used Grammarly Premium to assist them during thesis writing. Hence, they were chosen to be the participants of the survey section. Then, the researchers chose five of the 22 surveyed participants for the interview section to find an in-depth understanding of their usage experiences. This five were selected due to availability and they also added Grammarly Premium to their Microsoft Word. Next, the researchers randomly chose three participants from the interviews to participate in the documentation session. They were chosen because all interviewees had the same responses, and three of them were considered to represent the entire answers.

Data Collection

In this study, the researchers distributed a questionnaire in two weeks, from April 4th to April 18th, via Google Form. The questionnaire was adapted from [Lailika \(2019\)](#) with some modification and before distributing to the participants it was through expert validation. It contained 28 items in the form of a 5-point Likert scale ranging from; strongly agree, agree, neutral, disagree, and strongly disagree. It covered students' perception on motivation to use Grammarly premium (6 items), strengths of Grammarly premium (16 items), and weaknesses of Grammarly premium (6 items). Another instrument to collect data was by interviewing selected participants.

A semi-structured interview was conducted from April 20th until April 22th, 2022. To ensure quality interactions between the researchers and participants, the interview was conducted in a quiet place where there was no distraction and the participants feel safe and comfortable. The researchers asked one topic of the questions then let the participant elaborated their experience when using Grammarly Premium. The participants were consisted of five students, three males and two females. The interview took for about 7-10 minutes per participant. Documentation was the last session in collecting data, from April 23th to April 24rd, 2022. It used to strengthen the information obtained from questionnaire and interview.

Data Analysis

Both quantitative and qualitative data analysis were employed in this study. According to Ary et al. (2010), data analysis had four stages: coding, data reduction, data display, and conclusions. The researchers did analysis as follows:

- a. The researchers calculated the result of the questionnaire using descriptive statistics using the formula as stated by [Solfema \(2021\)](#):

$$P = F/N * 100\%$$
 P: Percentage
 F: frequency
 N: The number of participants
- b. The researchers transcribed the results of the interviews and analyzed them by the category which are students' motivation of using Grammarly Premium, the strengths of Grammarly Premium, and the weaknesses and inaccurate feedback they found when using Grammarly Premium. Then it would be correlated with the results of the questionnaire and previous research.
- c. The researchers described the result of the documentation using qualitative descriptions to support the previous information.
- d. The researchers drew a conclusion based on the data above.
- e. The researchers used the triangulation technique to compare the information obtained with the relevant theories to avoid subjectivity and displayed them based on three categories; motivation of using Grammarly Premium, the strengths of Grammarly Premium, and the weaknesses and inaccurate feedback when using Grammarly Premium.

RESULTS AND DISCUSSION

Results of Questionnaire and Interview

Table 1 showed the percentage of the answer frequency by the students. It consisted of 3 sections and the first one is related to motivation for using Grammarly Premium. The first statement, "It was important for me to get grammar feedback on my writing," showed that 50% of the students strongly

agreed, and 45.5% agreed that it was important to get grammar feedback in writing. On the other hand, one student strongly disagreed (4.5%), and none of the students disagreed and was neutral with this statement. It indicated that they need to get grammar feedback on their writing. During the interview section, all of the participants stated that they use Grammarly Premium especially in academic writing. P1 stated that he used it almost every day to check their grammatical problems. P2 did the same thing that he immediately checked using Grammarly Premium after writing because he did not want any mistakes in his writing.

The second statement was, "I don't always feel confident with my writing skills." The results showed similarities in the number of students who responded neutral and agreed (36.4%). Then, 18.2% agreed with this statement while 9.1% stated disagree, and no one expressed strongly disagree with this statement. This result implied that more than half of students feel insecure in their writing. In the interview section, P2 said that he often used Grammarly Premium in academic writing because he did not fully understand the appropriate grammar.

The third statement showed a positive response to the statement, "I always use Grammarly Premium in thesis writing." The result showed that nearly half of students (45.5%) said they strongly agreed, and 31.8% stated they agree. At the same time, a small part of students remained Neutral (22.7%). There are no students who expressed disagreement and strongly disagreed with this statement (0%). It was proved by the results of the interview. P1 stated that he used it almost every day. P2 did the same thing that he immediately checked using Grammarly Premium after writing, while P3 used it about four times a month. They often use Grammarly because as final students, they were required to be more careful and pay attention to grammar rules in their writing to get a bachelor's degree.

The fourth statement focused on Grammarly Premium's feedback on improving writing skills. The results showed that 36.4% of the students strongly agreed, and half agreed (50%) with this statement. In comparison, there were only 9.1% who said neutral, 4.5% stated disagreement, and no one claimed strongly disagree. Thus, it indicated that they agree that Grammarly premium's feedback could improve their writing skill. P1 also revealed that Grammarly Premium helped him to write a good thesis because he could learn grammar rules through the given feedback.

Then, statement number five, "Grammarly Premium's feedback overcomes my problem in linguistic obstacles when writing," got a positive response from students. 31.8% stated strongly agree, 50% of students claimed to agree, and 18.2% said neutrally. On the other hand, no one disagreed and strongly disagreed with this statement. It could be concluded that most students agreed that Grammarly Premium's feedback overcomes problems in linguistic obstacles when writing. P4 also said that Grammarly Premium was one of the well-known applications for correcting incorrect grammar in writing. Grammarly could assist her in boosting their grammar abilities to avoid misunderstandings and fatal mistakes.

TABLE 1 | Students' Perception on Grammarly Premium

Motivation to use Grammarly Premium						
No.	Statements	SD	D	N	A	SA
1.	It was important for me to get grammar feedback on my writing	4.5% (1)	0%	0%	45.5% (10)	50% (11)
2.	I don't always feel confident with my writing skills	0%	9.1% (2)	36.4% (8)	36.4% (8)	18.2% (4)
3.	I always use Grammarly Premium in thesis writing	0%	0%	22.7% (5)	45.5% (10)	31.8% (7)
4.	Grammarly Premium's feedback improve my writing skills	0%	4.5% (1)	9.1% (2)	50% (11)	36.4% (8)
5.	Grammarly Premium's feedback overcomes my problem in linguistic obstacles when writing	0%	0%	18.2% (4)	50% (11)	31.8% (7)
6.	Grammarly Premium encourages me to do independent proofreading	0%	0%	18.2% (4)	59.1% (13)	22.7% (5)
The Strengths of Grammarly Premium						
7	Grammarly Premium's feedback makes me feel more confident with my writing	4.5% (1)	0%	0%	54.5% (12)	40.9% (9)
8.	Grammarly Premium helps me understand English grammar rules	4.5% (1)	9.1% (2)	18.2% (4)	54.5% (12)	13.6% (3)
9.	Grammarly Premium helps me correct my language style in writing	4.5% (1)	4.5% (1)	4.5% (1)	63.6% (14)	22.7% (5)
10.	Grammarly Premium helps me correct grammar in writing	0%	0%	9.1% (2)	50% (11)	40.9% (9)
11	Grammarly Premium helps me correct spelling in writing	0%	0%	13.6% (3)	50% (11)	36.4% (8)
12	Grammarly Premium helps me correct punctuation in writing	0%	0%	9.1% (2)	54.5% (12)	36.4% (8)
13	Grammarly Premium gives a clear explanation of the error in my writing	0%	4.5% (1)	22.7% (5)	45.5% (10)	27.3% (6)
14	Grammarly Premium saves my time in correcting my writing errors	0%	0%	0%	54.5% (12)	45.5% (10)
15	Grammarly Premium gives detailed feedback	0%	9.1% (2)	22.7% (5)	40.9% (9)	27.3% (6)
16	Grammarly Premium gives an alternative word choice to make writing more various	0%	0%	9.1% (2)	59.1% (13)	31.8% (7)
17	Grammarly Premium gives suggestions on wordy sentences to make them clear	0%	0%	4.5% (1)	71.7% (16)	22.7% (5)
18	Grammarly Premium gives suggestions on passive voices sentence to make them more direct /concise	0%	4.5% (1)	18.2% (4)	45.5% (10)	31.8% (7)
19	Grammarly Premium helps me to provide the more appropriate word in the context of the phrase	0%	4.5% (1)	4.5% (1)	63.6% (14)	27.3% (6)
20	Grammarly Premium helps me to correct conventions in my writing	0%	0%	18.2% (4)	63.6% (14)	18.2% (4)
21	Grammarly Premium helps me to check the formality style I want to carry in writing	0%	4.5% (1)	4.5% (1)	68.2% (15)	27.3% (5)
22	Grammarly Premium helps me to correct the clarity of writing	0%	0%	18.2% (4)	59.1% (13)	27.3% (5)
The Weaknesses of Grammarly Premium						
23	Grammarly Premium needs a stable internet connection to be used comfortably	0%	27.3% (5)	4.5% (1)	36.4% (8)	36.4% (8)
24	The Grammarly feedback is not always helpful	4.5% (1)	36.4% (8)	22.7% (5)	22.7% (5)	13.6% (3)
25	I do not agree with some Grammarly suggestions	0%	13.6% (3)	31.8% (7)	45.5% (10)	9.1% (2)
26	I found some difficulties when using Grammarly Premium	9.1% (2)	40.9% (9)	13.6% (3)	31.8% (7)	4.5% (1)
27	Grammarly premium does not help me in improving my writing quality	13.6% (3)	54.5% (12)	13.6% (3)	9.1% (2)	9.1% (2)
28	I found some misleading feedback from Grammarly Premium	4.5% (1)	13.6% (3)	45.5% (10)	18.2% (4)	18.2% (4)

Statement points six showed that 22.7% of the students said they strongly agreed, and more than half of students (59.1%) agreed that Grammarly Premium encouraged them to do independent proofreading. In comparison, a small part of them (18.2%) remained neutral, and no one chose to disagree or strongly disagree (0%). Thus, it proved that Grammarly premium encouraged students to do independent proofreading.

The second part of the discussion was about Grammarly Premium's strengths. Statement seventh showed that 54.5% agreed and 40.9% strongly agreed that the participants felt confident in their writing after using Grammarly. P2 confirmed this statement by saying he did not feel confident with his writing, but after using Grammarly, he felt more confident with the grammar rules in his writing. Aside from that, the users also viewed Grammarly as a tool or media to help them understand English Grammar rules. Statement eighth showed that 54.5% agreed and 13.6% strongly agreed that Grammarly helped them learn and understand English grammar.

The next statements were about how Grammarly Premium could help users correct grammar, spelling, and punctuation. These three kinds of feedback were the default feature provided by Grammarly both in free and paid versions. The current data revealed the majority of the students (around 90%) agreed and strongly agreed that Grammarly Premium could correct grammar, spelling, and punctuation in their writing. In Grammarly, this feedback was included as correctness feedback where the users got a red underline if the word was misspelt and incorrect punctuation. For example, if the users wrote 'forign', Grammarly detected it as a misspelt word and suggested the closest word that is 'foreign'. From interview section, P5 said "I only know Grammarly as an online grammar checker. In addition, premium features are very useful for checking grammar errors, spelling, punctuation, and word order."

Then, the advantage of Grammarly premium was that it provided features to correct convention, included in the correctness feature. It was in line with (Grammarly.inc (2022) which stated that Grammarly provides convention features. Its function is to check for comma errors without spaces, correct capital letters, and other dialect issues. Same with the theory, the current study result showed that 63.6% of the users agreed and 18.2% strongly agreed with this statement. Moreover, Grammarly Premium advised the correct writing rules by paying attention to writing consistency. For example, using consistent punctuation, date and time, or following a specific style guide according to the chosen writing style, whether American, British, Australian, or Canadian English.

Another Grammarly Premium feature is about clarity of writing. 59.1% of the participant agreed and 27.3% strongly agreed that with the paid-premium version of Grammarly, they could get various feedback regarding the writing clarity. The clarity feedback included a suggestion of wordy sentences, incorrect passive voice usage, and conciseness.

The current finding showed that 71.7% agreed and 22.7% of the participants strongly agreed with the statement that Grammarly Premium could give feedback on hard-to-read sentences and suggested a more easy-to-understand sentences choice. As P5 said, she liked the re-phrase sentence from Grammarly because it helped them repair the wordy sentence.

While for passive voice usage, 45.5% agreed and 31.8% of the participants strongly agreed that Grammarly Premium could give feedback on incorrect passive voice usage to make the sentence more direct. Lastly, Grammarly Premium also helped students check the writing delivery that students wanted to carry in writing (formality level). In this context, students could set their writing goals. The current study found that 68.2% agreed to this statement, and 27.3% strongly agreed. They could choose Informal, neutral, or formal (Grammarly.inc, 2022) It was proved by the interview result from P3, who said that he could set these writing goals, starting from who the readers are, what language, and so on in Grammarly Premium.

The next part of the questionnaire is about Grammarly's weaknesses. The first statement in this part is, "Grammarly Premium needs a stable internet connection to be used comfortably". It revealed that 72.8% of the total participants agreed that Grammarly need a stable internet connection to be used effectively. Around 36.3% of participants from the current study agreed that Grammarly's feedback did not always help them in writing and 36.4% of them found some inaccurate feedback provided by Grammarly. The current study also approved that 54.6% of the participants did not agree with Grammarly's suggestions. During the interview, P4 claimed that some suggestions were still not quite right and could change the original meaning. Of the five features provided by Grammarly Premium (correctness, clarity, engagement, delivery, and plagiarism checker), three of them were often inaccurate. They were correctness, clarity, and engagement.

Results of Documentation

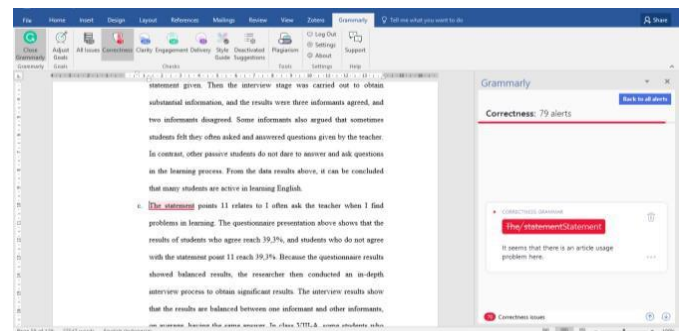


FIGURE 1

Regarding the inaccurate feedback of Grammarly, some participants argued that article, punctuation, spelling, convention, and consistency aspects were often misleading. Those aspects were included in the correctness feature. Figure 1 showed by P2 who found the inaccurate article suggestion from Grammarly. Grammarly often provided multiple suggestions on the same word in the article section.

For example, Grammarly gave suggestion using the article 'a' in the word 'statement'. Still, when the user do double-checking, Grammarly suggested removing the article 'a' and changing it with an article 'the'. It was considered confusing for users who do not really understand grammar rules.

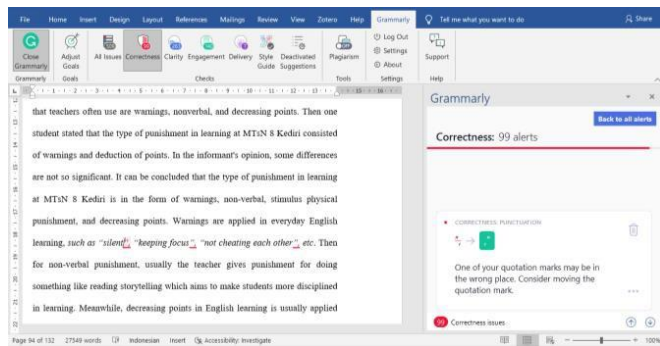


FIGURE 2

Next, Grammarly helped students to correct punctuation, but it often confused in giving quotation marks and commas, especially if the sentence was too long. In the same case, Grammarly suggested using a comma before the quotation marks. For example, Grammarly did not agree with the quotation marks placed before a comma or period, although it indicated that it emphasized a particular word (use-mention distinctions) where the word refers to the word itself, not its association. This case was presented in Figure 2. P2 wanted to use-mention distinction of the word 'silent' by giving quotation marks before comma because this word was the teacher's instruction that he wanted to emphasize, but Grammarly gave a red mark on it. It was different from a direct quotation, where the period or comma must be written before the quotation marks.

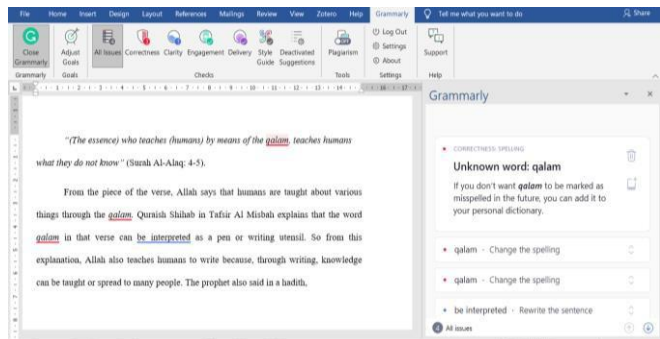


FIGURE 3

Grammarly helped students correct spelling, but it had weaknesses in detecting non-English words, such as abbreviations, foreign words, or people's names. For example, the word 'TEFLIN' became 'TEFLON' where TEFLIN was the name of a scientific journal that stands for 'The Association for the Teaching of English as a Foreign Language in Indonesia'. It also happened in the non-English word like 'qalam', as shown in the figure 3.

The same thing also happened to the names of people who were not well known in English names, such as 'Gerot' to 'great'. During the documentation, P3 also stated that Grammarly would give a red mark on the Arabic language. It meant that Grammarly did not recognize the non-English words. Moreover, P1 stated, "Grammarly Premium has a limited dictionary and mostly in English, so whenever I type foreign language name or word, it will show error feedback in spelling." This case happened because Grammarly was specially designed for English writing. Therefore, it was not able to detect other languages. Even though the word was written in italic, Grammarly still gave a red mark and suggested using a word with a similar letter configuration.

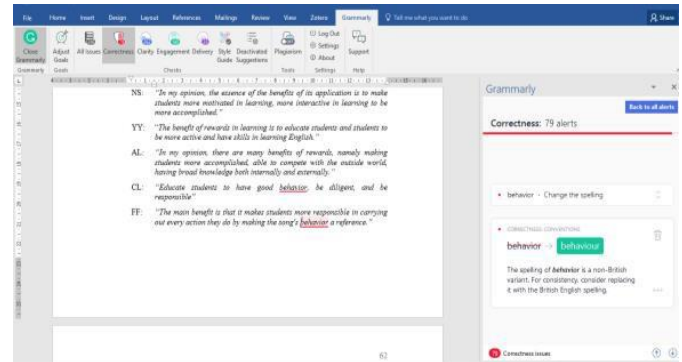


FIGURE 4

In addition, it is always confusing when the suggestion related to language use, the British or American version, in the convention section. For example, Grammarly advised the word 'behavior' to be changed to the British version 'behaviours' (see Figure 4). However, when the user changed it, Grammarly also suggested converting it back to the American version. P3 discovered a similar phenomenon in the word 'colour'. Therefore, the researchers suggest determining whether to use the American or British version before starting to write. Thus, the user can make the right decision whenever Grammarly gives a suggestion. Grammarly was a machine whose system was composed based on grammar and writing rules. Therefore, its suggestion was structurally correct, but sometimes it failed to meet the writer's expectations.

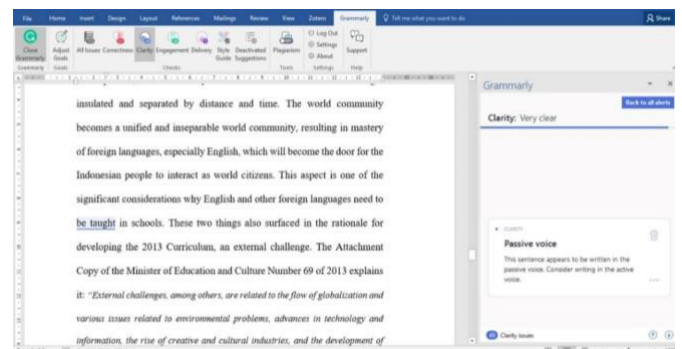


FIGURE 5

The researchers found that Grammarly gave inaccurate feedback in quotation marks and capitalization. Firstly, Grammarly suggested using straight quotation marks, but it suggested using italic quotation marks on the second check. The researchers found this case from all respondents in the documentation section. Besides, Grammarly marked errors in using the consistency of capital letters in a word, as found by the researchers in P3. She used the word 'education' a lot in her writing, both in the title and lower cases. She has written those in the proper context, but Grammarly still recognized it as an error.

In the clarity section, users often found unsuitable suggestions in the conciseness section and passive voice issues. Even though users felt that Grammarly helped them paraphrase sentences, Grammarly often over-checked sentences. Sometimes, it re-phrased sentences or shortened sentences that did not match the author's intent. P5 revealed that sometimes Grammarly Premium gave misleading feedback in re-phrase sentences, especially if it was not in line with the writing goals. Therefore, sometimes, users did not completely agree with this suggestion. From the passive voice issues, Grammarly recommended writing sentences in the active form for the reason of clarity, as shown in the understanding ([Karyuatry, 2018](#); [Pratama, 2020](#)). According to [Fahmi and Cahyono \(2021\)](#), students believed that Grammarly's explanation did not confuse them because it was easy to understand. Therefore, the users could correct their writing and learn English grammar rules simultaneously. Similarly, [O'Neill & Russell \(2019a\)](#) also stated that Grammarly provided detailed feedback containing direct and indirect feedback. Indirect feedback using the underlined word and indirect feedback using explanation cards. From this feedback, the students could correct their writing independently.

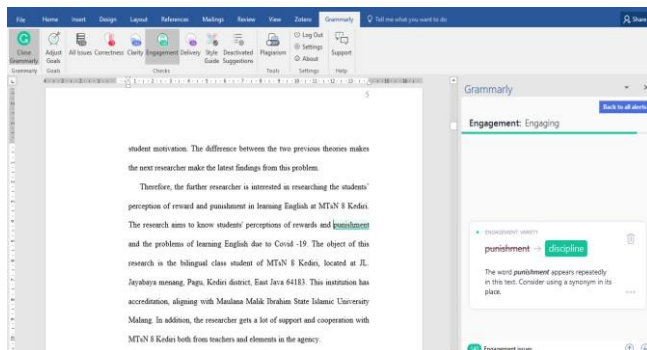


FIGURE 6

In the engagement feature, the often-inaccurate suggestion was in the variety section. In this section, Grammarly would provide suggestions in the form of synonyms or other word choices, but sometimes the suggestion is far from the context that the author wants to convey. For example, the word 'punishment' became 'discipline', as shown in Figure 6, even though the meaning is a teaching method. Therefore, the use of the word 'discipline' in this context was not quite suitable. The same issue was also found by P3. She typed 'question', but Grammarly suggested changing it to 'to queries'.

Grammarly suggested another word to make the sentences more varied. The word suggested by Grammarly has a similar meaning to the word used by the user before, but it has a different context. It was also proved with the statement from P4, who said that some suggestions were still not quite right and could change the original meaning.

Discussions

Having presented the quantitative and qualitative findings, students' perception on Grammarly premium showed that they have both positive and negative perceptions in general. One of the reasons motivating students to use Grammarly Premium was because they were not confident with their writing ability. They found a lot of errors in their writing because they did not properly understand grammar rules. As stated by [Puspitasari \(2013\)](#), university students at Yogyakarta State University were still confused about proper grammar and they chose Grammarly to help them in correcting their writing. It is also in line with [Lailika's \(2019\)](#) and [Fitria \(2021\)](#) finding about the users' perception of using Grammarly, that is to boost their confidence in writing. They revealed that the users could check their writing with Grammarly first before presenting it to the class or the teacher.

Another positive response toward Grammarly's feedback was related to saving time. [Nova \(2018\)](#) argued that Grammarly could correct writing errors in a short time. The students just input the text and Grammarly automatically detected the error. It allowed students to revise errors more quickly. This finding was also in line with [Lailika \(2019\)](#) saying that students felt they could manage their time well after using Grammarly. It was because Grammarly corrected their writing very quickly, so that they could immediately revise it and did other tasks. Moreover, [O'Neill & Russell \(2019a\)](#) stated that Grammarly was better than the assistant teacher in providing feedback. Grammarly gave it directly while the assistant teacher gave it after a few days.

Most importantly, the complete features of Grammarly premium helped students improve the quality of their writing. [Lailika \(2019\)](#) stated that students believed Grammarly Premium could detect language mistakes, typos, and grammatical errors. It also helped users recognize complicated statements and replace them with more relevant alternatives, as well as correct spelling and punctuation ([Cavaleri & Dianati, 2016](#)). [Qassemzadeh and Soleimani \(2016\)](#) found that Grammarly detected passive voice usage in the students' writing and the students received it rather than teachers' feedback. In line with it, [Aidil \(2019\)](#) claimed that Grammarly would guide students in determining the purpose of their writing, such as audience, formality, domain, tone, and intent, which appear in the offered setting.

Concerning the weaknesses of Grammarly premium, the current study revealed that most of students agreed that Grammarly needs a stable internet connection to be used comfortably. Grammarly could not give feedback immediately if the users had bad internet connection. [Fitria \(2021\)](#) also found unstable internet connections prevented students from getting feedback directly from Grammarly.

Without a stable internet connection, the users could not upload or get feedback from Grammarly because this is a cloud-based program connected to the main server via the internet. It could be the main problem in Indonesia because many rural areas cannot get a stable internet connection. In contrast, five students responded that they disagreed with this statement because they had never experienced it. It was because they stayed in big cities where the internet connection was not a problem.

The current study also proved that more than half of the participants did not agree with suggestions from Grammarly and were always encouraged to do manual proofreading. This finding aligned with Nova (2018) who claimed that Grammarly's suggestions did not always match the user's intent. [Lailika \(2019\)](#) also found that Grammarly's feedback was not always correct and valid. Sometimes, Grammarly was too over-the-top in giving suggestions, so it would interfere with what the user wanted to convey. Moreover, [Cavalieri and Dianati \(2016\)](#) claimed that sometimes Grammarly's feedback on the repeated word was often thought to be 'not needed' or 'not relevant' to the context.

Many inaccuracies from the feedback provided by Grammarly ([Dembsey, 2017](#)). Around 36.3% of participants from the current study agreed that Grammarly's feedback did not always help them in writing and 36.4% of them found some inaccurate feedback from Grammarly. Even though this finding is lower than Dembsey's finding of 41% margin of error on Grammarly's feedback, it was still quite a high number for the claimed 'writing assistant'. This data was reflected in the user's experience that they did not always agree with the feedback from Grammarly. Moreover, [Dodigovic \(2021\)](#), found that about 66% of the mistakes detected by Grammarly were accurate error identifications, while the rest were false. Furthermore, [Guo et al. \(2021\)](#) found that Grammarly missed a lot of errors, accounting for about 7% of the overall number of errors detected.

Of the five features provided by Grammarly Premium (correctness, clarity, engagement, delivery, and plagiarism checker), three of them were often inaccurate. They were correctness, clarity, and engagement. [Dembsey \(2017\)](#) found that Grammarly had difficulty identifying punctuation and article usage errors. Grammarly helped students correct spelling, but it had weaknesses in detecting non-English words. Moreover, [Pratama \(2020\)](#) stated that he had a similar experience when typing someone's name or another specific word. He said that Grammarly was over-checking for an acronym.

From the passive voice issues, Grammarly recommended users to write sentences in the active form for the reason of clarity, as shown in the picture 5 above. Sometimes, passive sentences reduce the clarity of meaning. On the other hand, passive sentences were useful to put emphasize at the start of the sentences. Many authors used passive voice to emphasize particular words in the thesis writing, but Grammarly did not agree and tended to suggest revising all passive voice sentences. It meant that Grammarly did not understand the writers' needs. It was balanced with ([O'Neill & Russell, 2019a](#)) who found that two of their participants claimed that Grammarly failed to fulfill their needs.

The last discussion was about how students respond to inaccuracies provided by Grammarly Premium. Based on the finding from this study, the researchers found that students kept using Grammarly because Grammarly helped them in self-proofreading. It was in line with [Ni Chang et al., \(2012\)](#) who claimed that electronic feedback allowed students to read and then review written feedback at their own. This was significant because feedback allowed students to improve and learn independently. Thus, all of the respondents stated that they still followed Grammarly's suggestion after do double-checking. They manually checked their writing by asking trusted sources and then removed or ignored Grammarly's feedback if they felt it was inaccurate. They argued that Grammarly's feedback was structurally correct, but it just lacked an understanding of users' writing intention because it is just a program. They believed that Grammarly could still be used to help them in proofreading, considering the mistakes given by Grammarly were not fatal errors. These results were different from the finding from [Ambarwati \(2021\)](#). She investigated the use of Grammarly by two students. According to the report, they stopped using Grammarly since the feedback was likely to be fallible, and the subscription fee was not worth the money. In contrast, [O'Neill & Russell \(2019b\)](#), [Pratama \(2020\)](#), and [Guo et al. \(2021\)](#) found that students continued the use of Grammarly because they experienced a significant decrease in error after selecting the revision from Grammarly.

CONCLUSION

Many participants chose to use Grammarly Premium because they felt it was important to have Grammarly's feedback due to their lack of confidence in writing. They believed that Grammarly Premium's features could enhance their writing ability, solve linguistic problems, and encourage them to do independent proofreading. They have positive and negative perceptions of Grammarly's Premium. Students considered that Grammarly Premium's strengths include the correctness feature to improve spelling, punctuation, article, convention, grammar, and consistency. Clarity feature is to increase readability, such as conciseness and passive voice. Engagement feature is to make the writing interesting such as variety. Other features help students to save their time in writing correction. On the other hand, students complained that Grammarly Premium need a stable internet connection to work properly and required additional proofreading because some feedbacks were considered inaccurate.

From the five features provided by Grammarly Premium as mentioned above, three of them namely correctness, engagement, and clarity, sometimes are not in accordance with the context of the writing. Grammarly Premium often provides misleading feedback on spelling (non-English words), article, punctuation (comma and quotation marks), conventions (British or American), conciseness, passive sentences, and variety (synonym). Students respond to these errors by always double-checking and making sure Grammarly's feedback fits their writing context, or they would ignore this inaccurate feedback. Students continued to use Grammarly because it helped them proofread their writing even though it had some drawbacks.

This study is only limited to revealing Grammarly's inaccurate feedback and students' responses to it, future research can conduct a similar study focusing on more in-depth investigation of Grammarly's inaccurate feedback, how far those feedback could be misleading, and an analytical review from the grammar and writing expert. Future research can also focus on a wider range of writing other than thesis or investigate Grammarly Bussiness edition, which is intended for corporations or larger groups.

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