

## Counsultation on the use of Chatgpt in Improving Digital Literacy in Rural Communities in Indonesia

Rizal Perlambang CNAWP<sup>1\*</sup>, Smita Catur Sudyantara<sup>2</sup>, Arifhan Ady Dj<sup>3</sup>, Eka Sriwahyuni<sup>4</sup>, Randi<sup>5</sup>

<sup>1</sup>Politeknik Negeri Jember, Jl. Mastrip, Krajan Timur, Sumbersari, Kec. Sumbersari, Kab. Jember, Jawa Timur,

<sup>2</sup>Universitas Merdeka Malang, Jl. Terusan Dieng. 62-64 Klojen, Kec. Sukun, Kota Malang, Jawa Timur,

<sup>3</sup>Universitas Sulawesi Barat, Jl. Prof. Dr. Baharuddin Lopa, Kec. Banggae Tim., Kab. Majene, Sulawesi Barat

<sup>4</sup>Universitas Pattimura, Jl. Ir. M. Putuhena, Poka, Kec. Tlk. Ambon, Kota Ambon, Maluku Indonesia

<sup>5</sup>UIN Fatmawati Sukarno Bengkulu, Pagar Dewa, Selebar, Bengkulu City, Bengkulu, Indonesia.

E-mail: [rizal\\_perlambang@polihe.ac.id](mailto:rizal_perlambang@polihe.ac.id)

\* Corresponding Author



<https://doi.org/10.31004/jerkin.v4i2.3552>

### ARTICLE INFO

### ABSTRACT

#### Article history

Received: 31 Oct 2025

Revised: 06 Nov 2025

Accepted: 12 Nov 2025

#### Kata Kunci:

Konsultasi, Chatgpt,  
Literasi Digital.

#### Keywords:

Consultation, Chat GPT,  
Digital Literact.



Penulis melakukan penjangkauan selama kurang lebih dua belas hari di desa Ambulu, Bubun Batu, dan Karang Agung, Bengkulu Selatan. Keempat materi yang saya jelaskan di awal, sebelum diskusi dua arah, saya harap dapat diserap sepenuhnya oleh peserta konsultasi. Pada akhirnya, saya berharap penggunaan GPT Chat di masyarakat pedesaan dapat meningkatkan kesejahteraan mereka. Ini termasuk para pekerja yang dapat meningkatkan keterampilan mereka dan dengan demikian meningkatkan pendapatan mereka, wirausahawan yang dapat meningkatkan pendapatan mereka, dan bahkan mereka yang menganggur yang dapat meningkatkan keterampilan mereka untuk mencari pekerjaan atau memulai bisnis. Penulis menyampaikan rasa terima kasih yang sebesar-besarnya kepada semua pihak yang berkontribusi pada keberhasilan pelaksanaan kegiatan konsultasi dengan masyarakat pedesaan di seluruh Indonesia, yang dijelaskan lebih lanjut di bagian metode. Artikel ini merangkum temuan-temuan dari konsultasi tersebut. Penulis dengan tulus berharap bahwa konsultasi ini akan bermanfaat dalam meningkatkan kesejahteraan masyarakat pedesaan.

*The author conducted outreach for approximately twelve days in the villages of Ambulu, Bubun Batu, and Karang Agung, South Bengkulu. The four materials I explained at the beginning, before the two-way discussion, I hope the consultation participants will fully absorb them. Ultimately, I hope the use of GPT Chat in rural communities will improve their well-being. This includes workers who can improve their skills and thus increase their income, entrepreneurs who can increase their revenue, and even those who are unemployed who can improve their skills to find work or start a business. The author expresses his deepest gratitude to all those who contributed to the successful implementation of the consultation activities with rural communities throughout Indonesia, which are more specifically explained in the methods section. This article summarizes the findings of these consultations. The author sincerely hopes that these consultations will be beneficial in improving the welfare of rural communities.*



This is an open access article under the CC-BY-SA license.

**How to Cite:** Rizal Perlambang CNAWP, et al (2025). Counsultation on the use of Chatgpt in Improving Digital Literacy in Rural Communities in Indonesia, 4(2). <https://doi.org/10.31004/jerkin.v4i2.3552>

### INTRODUCTION

Literacy is a term derived from the Latin "literatus," meaning "earned person" or someone who learns. The focus of literacy initially focused on the ability to read, think, and write. Richard Lanham in (Hasniar 2024) then stated that the scope of literacy has now expanded to include the ability to understand information presented through mass media or new media. In the 21st century, the literacy

skills that must be possessed include reading and writing literacy, numeracy literacy, financial literacy, scientific literacy, digital literacy, and cultural and civic literacy (Widyastuti 2016). Knowledge of reading and writing is embedded in the use of digital technology, which is associated with the term "digital." Digital literacy has a new trend that includes the need for background information on new literature that emphasizes collaboration, interaction, and creativity fostered by technology (Muslim 2021).

Digital literacy is a key skill for integrating various literary genres and other ideas, although not entirely (Hasan 2021). Gilster in (Sulianta 2020) explains that literacy in the digital era is the ability to understand and use information from digital sources and to create one or more literary works. Digital literacy theory focuses on how to utilize technology and information from digital platforms effectively and efficiently in everyday life. Digital literacy requires more than just the ability to operate a computer or other digital device, rather than it also requires knowledge of the cognitive, motor, social, emotional capacities that users must have to use the internet effectively (Kunia 2017). Based on the evidence presented here, it is to conclude that digital literacy is the ability and willingness to use digital media, communication tools, or networks to find, evaluate, use, and benefit from information in a way that balances communication and interpersonal interaction in everyday life.

The skills in digital literacy are as follows (Raharjo 2021): a. Visual photo skills, reading graphic displays, b. Reproduction skills, c. Hypertextuality skills, d. Socio-emotional skills, e. Skills in evaluating the quality and validity of information. It is important to understand the factors in digital literature so that the dissemination of information can occur reliably and successfully. Here are some factors that influence digital literacy (Setyaningsih et al. 2019): a. Functional skills, b. Communication and interaction, c. Critical thinking. In Douglas A.J. Belshaw's research entitled "What is digital literacy"? mentions 8 elements in the development of digital literacy, namely: a. Cultural, understanding the context of digital world users, b. Cognitive, the ability to evaluate content, c. Constructive, innovation of something expert and actual, d. Communicative, understanding networks and communication in the digital world, e. Self-confidence, f. Creative, the ability to find new ideas, g. Critical in assessing content, h. Socially responsible.

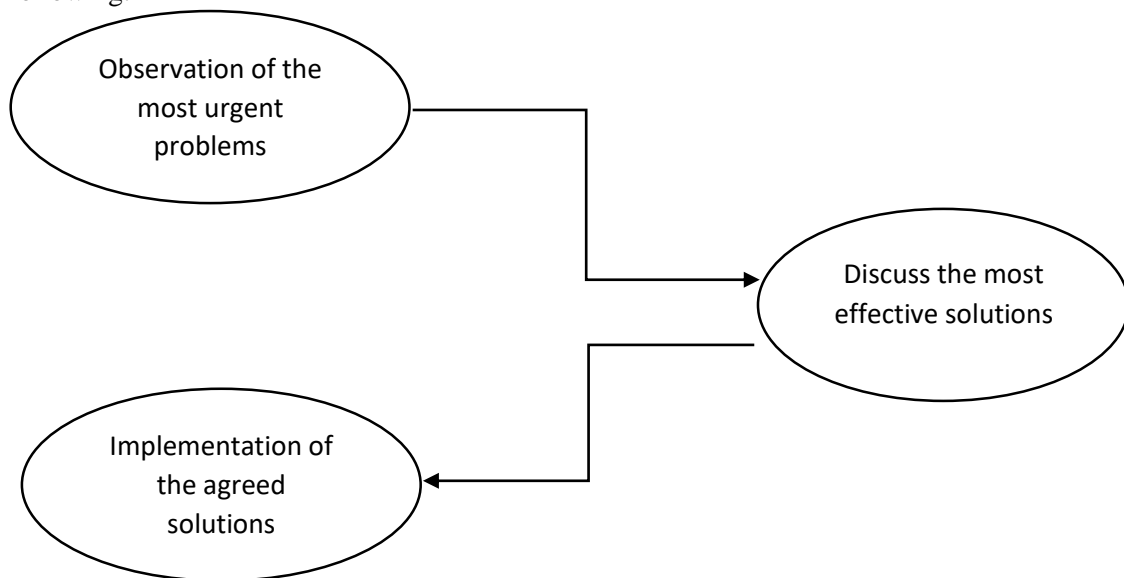
Based on the explanation above, the author has the assumption that improving Digital Literacy is an obligation for rural communities to improve their standard of living. By increasing Digital Literacy, it will also be able to improve Digital Skills and Digital Safety. Digital Skills are defined as the ability to understand, evaluate, use, create, and manage content using digital devices such as computers and smartphones. Currently, technology has become a central part of everyday life, this is due to the increasing popularity of the internet and the development of digital communication. Digital talent is the ability to understand, use, and apply technology effectively to access and transfer information. UNESCO defines digital talent as having the ability to use digital tools, communication applications, and network systems to access and distribute information. From the definition above, it can be concluded that digital skills are skills in using digital media, whether from computer or smartphone users. Skills in using media require an understanding of selecting and sorting data (MAULIDIA 2022).

Digital safety is the understanding that one must protect oneself and one's digital property while in a digital environment. Consequently, it can be used for digital data management and many online forums. In addition, hacking, fraud, theft, data breaches, and other cybercrimes continue to increase as digital devices become more common and capable of being used to trick or deceive someone. After that, all digital accounts and digitally transmitted content must have their digital account information updated. This digital security competency can be categorized into 3 categories, including basic, intermediate, and advanced. The following is an explanation of security competencies (MAULIDIA 2022): a. Basic: 1) Understanding banking terms 2) Knowing how to set a password 3) Knowing that not all online information can be trusted 4) Understanding how to make online transactions 5) Recognizing fraud using social engineering techniques 6) Knowing how to access and use OTP codes 7) Not sharing passwords with others 8) Avoiding the use of easily guessed passwords 9) Conducting online transactions on a personal smartphone/laptop b. Intermediate: 1) Installing biometric account security methods (fingerprints and facial recognition) if provided. 2) Installing multi-factor authentication code accounts (security methods with more than one, for example: password and fingerprint) if provided 3) Not sharing OTP codes with others knowingly 4) Not sharing telephone numbers, email addresses, full names and identity card numbers on social media publicly 5) Knowing how to access information in applications regarding devices that are accessing their accounts, if provided 6) Using different passwords for each

digital account 7) Changing passwords/PINs regularly 8) And others. c. Advanced 1) Knowing uncommon commands in using mobile phones (for example: call-forwarding) 2) Regularly updating knowledge about fraud modes with social engineering techniques 3) Regularly updating knowledge about how to protect yourself from fraud with social engineering techniques. One way to increase Digital Literacy which can ultimately improve Digital Skills and Digital Safety in rural communities is for the author to conduct outreach regarding the use of GPT chat for ten days with a more complete explanation below.

## METHOD

The author conducted outreach for approximately twelve days in the villages of Ambulu, Bubun Batu, and Karang Agung, South Bengkulu. The methods used to identify and resolve problems include the following:



**Figure 1.** Problem Finding and Solution Method

## RESULTS AND DISCUSSION

### *Literacy Digital*

Literacy is a term derived from the Latin "literatus," meaning "learned person" or someone who learns. The focus of literacy initially focused on the ability to read, think, and write. Richard Lanham in (Hasniar 2024) then stated that the scope of literacy has now expanded to include the ability to understand information presented through mass media or new media. In the 21st century, the literacy skills that must be possessed include reading and writing literacy, numeracy literacy, financial literacy, scientific literacy, digital literacy, and cultural and civic literacy (Widyastuti 2016). Knowledge of reading and writing is embedded in the use of digital technology, which is associated with the term "digital." Digital literacy has a new trend that includes the need for background information on new literature that emphasizes collaboration, interaction, and creativity fostered by technology (Muslim 2021).

Digital literacy is a key skill for integrating various literary genres and other ideas, although not entirely (Hasan 2021). Gilster in (Sulianta 2020) explains that literacy in the digital era is the ability to understand and use information from digital sources and to create one or more literary works. Digital literacy theory focuses on how to utilize technology and information from digital platforms effectively and efficiently in everyday life. Digital literacy requires more than just the ability to operate a computer or other digital device, rather than it also requires knowledge of the cognitive, motor, social, emotional capacities that users must have to use the internet effectively (Kunia 2017). Based on the evidence presented here, it is to conclude that digital literacy is the ability and willingness to use digital media, communication tools, or networks to find, evaluate, use, and benefit from information in a way that balances communication and interpersonal interaction in everyday life.

he skills in digital literacy are as follows (Raharjo 2021): a. Visual photo skills, reading graphic displays, b. Reproduction skills, c. Hypertextuality skills, d. Socio-emotional skills, e. Skills in evaluating the quality and validity of information. It is important to understand the factors in digital literature so that the dissemination of information can occur reliably and successfully. Here are some factors that influence digital literacy (Setyaningsih et al. 2019): a. Functional skills, b. Communication and interaction, c. Critical thinking. In Douglas A.J. Belshaw's research entitled "What is digital literacy"? mentions 8 elements in the development of digital literacy, namely: a. Cultural, understanding the context of digital world users, b. Cognitive, the ability to evaluate content, c. Constructive, innovation of something expert and actual, d. Communicative, understanding networks and communication in the digital world, e. Self-confidence, f. Creative, the ability to find new ideas, g. Critical in assessing content, h. Socially responsible.

Based on the explanation above, the author has the assumption that improving Digital Literacy is an obligation for rural communities to improve their standard of living. By increasing Digital Literacy, it will also be able to improve Digital Skills and Digital Safety. Digital Skills are defined as the ability to understand, evaluate, use, create, and manage content using digital devices such as computers and smartphones. Currently, technology has become a central part of everyday life, this is due to the increasing popularity of the internet and the development of digital communication. Digital talent is the ability to understand, use, and apply technology effectively to access and transfer information. UNESCO defines digital talent as having the ability to use digital tools, communication applications, and network systems to access and distribute information. From the definition above, it can be concluded that digital skills are skills in using digital media, whether from computer or smartphone users. Skills in using media require an understanding of selecting and sorting data (MAULIDIA 2022).

Digital safety is the understanding that one must protect oneself and one's digital property while in a digital environment. Consequently, it can be used for digital data management and many online forums. In addition, hacking, fraud, theft, data breaches, and other cybercrimes continue to increase as digital devices become more common and capable of being used to trick or deceive someone. After that, all digital accounts and digitally transmitted content must have their digital account information updated. This digital security competency can be categorized into 3 categories, including basic, intermediate, and advanced. The following is an explanation of security competencies (MAULIDIA 2022): a. Basic: 1) Understanding banking terms 2) Knowing how to set a password 3) Knowing that not all online information can be trusted 4) Understanding how to make online transactions 5) Recognizing fraud using social engineering techniques 6) Knowing how to access and use OTP codes 7) Not sharing passwords with others 8) Avoiding the use of easily guessed passwords 9) Conducting online transactions on a personal smartphone/laptop b. Intermediate: 1) Installing biometric account security methods (fingerprints and facial recognition) if provided. 2) Installing multi-factor authentication code accounts (security methods with more than one, for example: password and fingerprint) if provided 3) Not sharing OTP codes with others knowingly 4) Not sharing telephone numbers, email addresses, full names and identity card numbers on social media publicly 5) Knowing how to access information in applications regarding devices that are accessing their accounts, if provided 6) Using different passwords for each digital account 7) Changing passwords/PINs regularly 8) And others. c. Advanced 1) Knowing uncommon commands in using mobile phones (for example: call-forwarding) 2) Regularly updating knowledge about fraud modes with social engineering techniques 3) Regularly updating knowledge about how to protect yourself from fraud with social engineering techniques. One way to increase Digital Literacy which can ultimately improve Digital Skills and Digital Safety in rural communities is for the author to conduct outreach regarding the use of GPT chat for ten days with a more complete explanation below.

### ***Consultation On The Use Of Chatgpt In Improving Digital Literacy In Rural Communities In Indonesia***

Consultation is a communication process or meeting between two or more parties with the aim of discussing, sharing information, and reaching a decision or solution related to a particular problem or topic. In consultation, the parties involved can talk, listen, and interact with each other to achieve a better understanding or find the right solution. Consultation can be used in various contexts, including business, education, health, government, and personal life. The goal is to increase participation, transparency, and obtain diverse input and views for better decision-making. Consultation plays a very important role in various aspects of life, both in personal, business, and government contexts. Here are

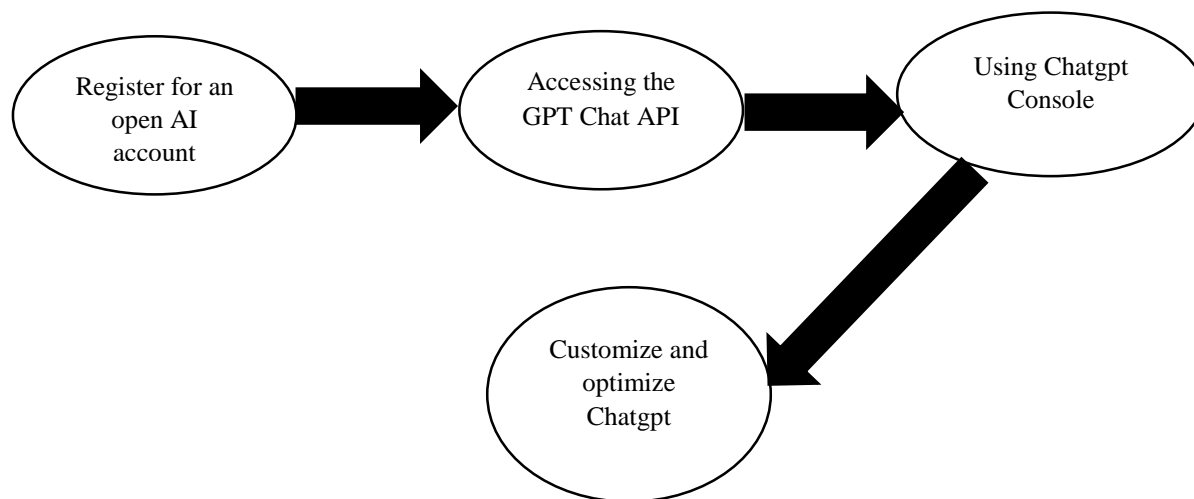
some reasons why consultation is so important (Sastrawacana 2023): 1. Wise Decision-Making: Consultation allows the parties involved to get input from various perspectives, thus helping in making wiser and more informed decisions. 2. Conflict Resolution: Consultation can be used to resolve conflicts and differences of opinion. By talking openly, opposing parties can find a mutually acceptable solution. 3. Idea Development and Innovation: Through consultation, new ideas can emerge. Various thoughts and experiences combined can trigger innovation and development. 4. Providing Advice and Guidance: In a personal context, consultation is often used to seek advice and guidance from someone more experienced or an expert in a particular field. 5. Transparency and Participation: In a government and business context, consultation can increase transparency and public participation, providing opportunities for the public or stakeholders to participate in the decision-making process.

The consultation in this article relates to the use of ChatGPT. ChatGPT is a generative chatbot based on the Generative Pre-trained Transformer (GPT) language model that can understand and generate natural text in various conversational contexts. Initially, the development of this model began with OpenAI's research on transformer architecture, creating a gradual evolution from GPT, GPT-2, GPT-3, to the latest version that is increasingly sophisticated in understanding language nuances. The model development process involves two main stages: pre-training with large amounts of language data to build general knowledge, then fine-tuning using selected data and reinforcement learning from human feedback (RLHF) to make the resulting responses feel more relevant and ethical. ChatGPT adoption is widespread among students, professionals, and developers who benefit from its capabilities for brainstorming, writing code, and document automation. Its business model is typically freemium, where users can try it for free with limited features, or subscribe for premium access. Behind its popularity, ChatGPT has also sparked heated discussions about ethics, privacy, and the risk of misuse, while accelerating public interest in generative AI technology. As ChatGPT is increasingly integrated into everyday workflows, understanding how it works becomes increasingly important before moving on to the technical details in the next chapter (Disocoding 2023).

At the heart of a system like ChatGPT is a transformer architecture, which can be simply thought of as an advanced "word prediction engine." Each sentence you enter is broken down into smaller pieces called tokens, then converted into numbers through an embedding process for machine understanding. The model is first pre-trained on millions of text datasets from around the world, learning language patterns, meaning, and context. It's then fine-tuned specifically for conversational tasks to make the responses more relevant and safe for human interaction. When you ask a question, the model predicts the next token, much like guessing the next word in a conversation. To maintain security and compliance, content moderation, automatic filters, and reward models assess the quality and etiquette of responses. This process is similar to an editor arranging words to ensure clarity and politeness. For optimal results, prompt engineering is key. The more specific the instructions, the more accurate the responses (Disocoding 2023).

ChatGPT is an artificial intelligence-based natural language model capable of automatically generating text based on provided text input. This capability makes it a very useful solution for various types of businesses. Here are some examples of the use and benefits of ChatGPT in various types of businesses (AAN.R 2024): 1. E-commerce: ChatGPT can be used to help improve the online shopping experience in e-commerce. In this case, the benefits of ChatGPT can be used as a virtual assistant that helps customers find the products they want, provides information about stock, prices, and discounts, and assists with the payment and delivery process. 2. Banking and finance: ChatGPT can be used in the banking and finance industry as a virtual assistant to help customers with banking transactions and provide information about available services and products. ChatGPT can be used to monitor customer banking activities, assist customers with insurance claims, and provide investment recommendations. 3. Customer service: ChatGPT can be used as a platform to provide responsive 24/7 customer service. The benefits of ChatGPT in the world of customer service can help customers solve their problems, provide information about products and services, and provide technical support. 4. Creative industries: ChatGPT can be used in the creative industry as a tool to create better and more efficient content. In this case, ChatGPT is very useful to assist in the writing process, such as creating summaries or notes from documents, and assisting in writing blog articles and product descriptions. 5. Education: ChatGPT can also be used in the education industry as a tool to provide more interactive and engaging learning materials for students. The benefits of ChatGPT include being able to provide feedback and offer

suggestions on how best to master the learning material. 6. Hospitality and tourism industry: ChatGPT can be used in the hospitality and tourism industry as a virtual assistant that helps customers book rooms, provide information about tourist attractions, and provide recommendations on food and beverages. 7. Manufacturing industry: ChatGPT can be used in the manufacturing industry as a tool to automate production processes. In this case, ChatGPT can be used to monitor machine conditions and provide information on the availability of raw materials and spare parts. The consultation materials include the following:



The four materials I explained at the beginning, before the two-way discussion, I hope the consultation participants will fully absorb them. Ultimately, I hope the use of GPT Chat in rural communities will improve their well-being. This includes workers who can improve their skills and thus increase their income, entrepreneurs who can increase their revenue, and even those who are unemployed who can improve their skills to find work or start a business.

## CONCLUSION

Consultation is a communication process or meeting between two or more parties with the aim of discussing, sharing information, and reaching a decision or solution related to a particular problem or topic. In consultation, the parties involved can talk, listen, and interact with each other to achieve a better understanding or find the right solution. Consultation can be used in various contexts, including business, education, health, government, and personal life. The goal is to increase participation, transparency, and obtain diverse input and views for better decision-making. Consultation plays a very important role in various aspects of life, both in personal, business, and government contexts. Here are some reasons why consultation is so important (Sastrawacana 2023): 1. Wise Decision-Making: Consultation allows the parties involved to get input from various perspectives, thus helping in making wiser and more informed decisions. 2. Conflict Resolution: Consultation can be used to resolve conflicts and differences of opinion. By talking openly, opposing parties can find a mutually acceptable solution. 3. Idea Development and Innovation: Through consultation, new ideas can emerge. Various thoughts and experiences combined can trigger innovation and development. 4. Providing Advice and Guidance: In a personal context, consultation is often used to seek advice and guidance from someone more experienced or an expert in a particular field. 5. Transparency and Participation: In a government and business context, consultation can increase transparency and public participation, providing opportunities for the public or stakeholders to participate in the decision-making process.

ChatGPT is a generative chatbot based on the Generative Pre-trained Transformer (GPT) language model that can understand and generate natural text in various conversational contexts. Initially, the development of this model began with OpenAI's research on transformer architecture, creating a gradual evolution from GPT, GPT-2, GPT-3, to the latest version that is increasingly sophisticated in understanding language nuances. The model development process involves two main stages: pre-training with large amounts of language data to build general knowledge, then fine-tuning using selected data and reinforcement learning from human feedback (RLHF) to make the resulting responses feel more relevant and ethical. ChatGPT adoption is widespread among students,

professionals, and developers who benefit from its capabilities for brainstorming, writing code, and document automation. Its business model is typically freemium, where users can try it for free with limited features, or subscribe for premium access. Behind its popularity, ChatGPT has also sparked heated discussions about ethics, privacy, and the risk of misuse, while accelerating public interest in generative AI technology. As ChatGPT is increasingly integrated into everyday workflows, understanding how it works becomes increasingly important before moving on to the technical details in the next chapter (Disocoding 2023).

The four materials I explained at the beginning, before the two-way discussion, I hope the consultation participants will fully absorb them. Ultimately, I hope the use of GPT Chat in rural communities will improve their well-being. This includes workers who can improve their skills and thus increase their income, entrepreneurs who can increase their revenue, and even those who are unemployed who can improve their skills to find work or start a business.

### THANKS WORD

The author expresses his deepest gratitude to all those who contributed to the successful implementation of the consultation activities with rural communities throughout Indonesia, which are more specifically explained in the methods section. This article summarizes the findings of these consultations. The author sincerely hopes that these consultations will be beneficial in improving the welfare of rural communities.

### REFERENCE

- Aan.R. 2024. "Mengenal Chatgpt Dan Manfaatnya Untuk Bisnis". Webhostmu.Comm. 2024 <<https://webhostmu.com/manfaat-chatgpt-untuk-bisnis/>>.
- Ahmad Susanto. 2011. *Perkembangan Anak Usia Dini*. Jakarta: Prenada Media Grup.
- Disocoding. 2023. "Chat Gpt". Discoding.Id. 2023 <<https://www.dicoding.com/blog/apa-itu-chatgpt/>>.
- Hasan, M. 2021. "Literasi Kewirausahaan Dan Literasi Bisnis Digital Pada Generasi Milenial Pelaku Usaha: Perspektif Kirzerian Entrepreneur". *Universitas Negeri Makassar: Journal Of Business Management* 6: 29.
- Hasniar. 2024. "Pengaruh Literasi Digital Dan E-Commerce Terhadap Transformasi Digital Umkm Di Kota Palopo". *Journal Of Multidisciplinary Science*. Fakultas Ekonomi Dan Bisnis Islam Institut Agama Islam Negeri Palopo. <<https://journals.stratapersada.com/index.php/multidiscience/article/view/259>>.
- Kunia, Novi. 2017. *Literasi Digital Keluarga Teori Dan Praktek Pendampingan Orang Tua Terhadap Anak Dalam Berinternet*. Yogyakarta: Center For Digital Society (Cids).
- Maulidia, Cut Addis. 2022. "Analisis Pemahaman Literasi Digital Pada Mahasiswa Uin Ar-Raniry Terhadap Digital Skill Dan Digital Safety". Universitas Islam Ar-Raniry Banda Aceh.
- Muslim, Ibnu Fiqhan. 2021. "Digital Literacy Level In Online Learning At Spring Garden Middle Scholl". *Jurnal Pendidikan* 2: 15.
- Raharjo, Novianto Puji. 2021. "Analisis Tingkat Literasi Digital Generasi Milenial Kota Surabaya Dalam Menanggulangi Penyebaran Hoaks". *Jurnal Komunika* 10: 16.
- Sastrawacana. 2023. "Konsultasi: Pengertian, Manfaat, Jenis, Dan Cara Melakukannya". Sastrawacana.Id. 2023 <<https://sastrawacana.id/pengertian-konsultasi/>>.
- Setyaningsih, Rila, Abdullah Abdullah, Edy Prihantoro And Hustinawaty Hustinawaty. 2019. "Model Penguatan Literasi Digital Melalui Pemanfaatan E-Learning". *Jurnal Aspikom* 3: 1200. <<https://doi.org/10.24329/aspikom.v3i6.333>>.
- Sulianta, Feri. 2020. *Literasi Digital, Riset Dan Perkembangannya Dalam Perspektif Social Studies*. Bandung: Published.
- Widyastuti, D. A. R. 2016. "Literasi Digital Pada Perempuan Pelaku Usaha Produktif Di Daerah Istimewa Yogyakarta". *Jurnal Aspikom* 3: 1–15.