

CHAPTER IV

FINDINGS AND DISCUSSION

The findings and discussion part is the heart of this study, where the findings of the analysis are derived by observing and evaluating the aspects of “Genshin Impact” as an English learning tool.

A. Findings

1. Genshin Impact Features for Learning Listening

a. Character Voice Lines

1) Definition of Character Voice Lines

Character Voice Lines are brief dialogues spoken by characters in various gaming scenarios. This feature adds emotional depth to the character while also functioning as a narrative element that enhances the gameplay experience.

2) Character Voice Lines Activated

Literally players can listen to a character's dialog by opening the character menu. The dialog includes their backstory, their opinion of the world, or their personality. The character menu displays all the conversations spoken by the character we are using. The character menu also includes many examples where the character we are using can deliver dialogue. Character dialogue occurs when

using elemental skills, elemental burst, sprinting, having a low blood bar, opening treasure chests, falling in battle, getting light or heavy attacks, joining a party, and in idle situations (characters do not move). The fact that each character has different dialogue makes this feature interesting. To make it easy to understand, the researcher made a table containing situations and examples of dialogue from Bennet's character as follows:

Table 4.1 Dialogues Examples

No	Character	Situation	Dialogue
1	Bennet	Using Elemental Skill	Let's light it up!
2	Bennet	Using Elemental Burst	Teamwork is dreamwork!
3	Bennet	Sprint	Adventure time!
4	Bennet	Low Blood Bar	Shoot, I can't afford any more bandages
5	Bennet	Opening Treasure Chest	Now that's what I call treasure
6	Bennet	Falling in Battle	This is just my luck
7	Bennet	Getting Attacks	That's gonna hurt in the morning
8	Bennet	Joining a Party	You want me on your team?
9	Bennet	Idle	Let's go find some treasure

In addition to the situations mentioned above, some new dialogues may occur when the player interacts with other characters or responds to environmental conditions in the game. These interactions often occur dynamically based on player actions, such

as selecting certain dialogue options, completing quests, or exploring new areas. For example, if the player speaks to an NPC (Non-Playable Character) after completing a certain task, that NPC may provide a new response relevant to that achievement. Similarly, if the player enters an area with special environmental elements, such as mysterious ruins or hidden places, dialogues related to those locations may be unlocked. This provides a more lively and engaging gaming experience, as if the game world is reacting to the player's actions. For example, if the wind is blowing in the game, Bennett will advise, " careful! in this kind of wind, it's easy to get hit in the head by flying rocks."

3) Character Voice Line Types

a) Short Dialogues

Each voice line in "Genshin Impact" is often brief, containing one or two phrases that show the character's personality. Bennett, for example, frequently says phrases like "Don't worry!" since he is positive and lively. "I got this!" demonstrates his unwavering attitude despite the hardships. Xiao, a solemn and restrained Adeptus, frequently provides brief but forceful advice, such as "Go. I'll be here," reflecting his temperament as a diligent protector. Tartaglia (Childe), on the other hand, displays his philosophy of life through words such as "A strong body

shows strength of will," demonstrating his combination of physical and mental fortitude. Voice lines like this provide a quick but detailed insight at each character's personality.

b) Using Formal and Informal Language

Each character in "Genshin Impact" has a consistent speaking style, reflecting their unique personalities. Bennett, with his informal tone, often speaks with an innocence that reflects his youthful spirit. His remarks such as "Don't worry! I got this!" show his optimism despite his frequent bad luck. Xiao, on the other hand, uses a formal and firm style of speech, befitting his serious and responsible nature. Sentences like "Go. I'll be here" reflect his cautious attitude towards the world around him. In contrast, Tartaglia (Childe) has a flexible style of speech-sometimes formal, sometimes casual-depending on the situation. In sentences like "A strong body shows strength of will, " she displays a philosophical and confident side. This consistency of speech style not only strengthens the characterization, but also helps the cast to better understand each character's personality.

c) Intonation and Emotion

The intonations on the voice lines of the characters in "Genshin Impact" are also designed to reflect their moods and personalities, adding depth to the emotions the player feels.

Bennett, for example, speaks with a cheerful and energetic intonation, despite his frequent misfortunes. This enthusiasm is clearly audible in his utterances, such as "Don't worry! I got this!" which illustrates her unwavering optimism. In contrast, Xiao has a serious intonation, even tending to melancholy, which reflects the emotional burden and heavy duties he bears as an adeptus. This is felt in his utterances such as " Go. I'll be here" which are firm yet meaningful. On the other hand, Tartaglia (Childe), uses a charismatic and sometimes manipulative intonation, accentuating his role as Harbinger. In lines like "A strong body shows strength of will, ", he displays his signature combination of power and charm. This intonation gives added depth to each character, making them more alive and relatable to the in-game world and story.

Figure 4.1 Character Voice Line



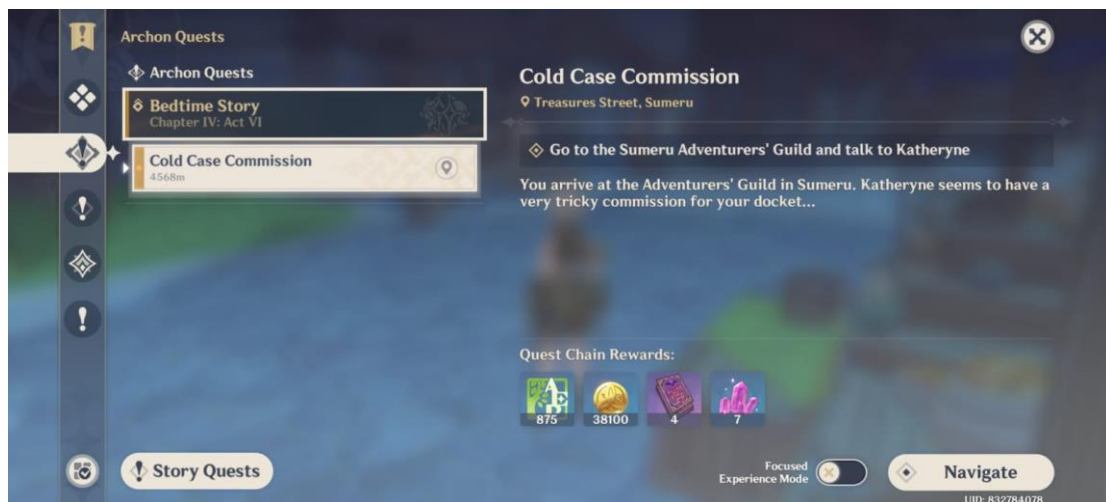
b. Dialouges in Quests

1) Archon Quest

Archon Quest is the main story in “Genshin Impact” that follows the Traveler's journey in Teyvat in search of his brothers. The dialog in this quest is fully voiced and appears in various situations throughout the storyline. One of the key moments of dialog occurs during cinematic cutscenes, which often feature major events, such as an encounter with an Archon or the reveal of a major conflict. For example, in Mondstadt, when the Traveler first meets Venti in front of the statue of Anemo Archon, he says, “I am Venti, the bard who knows every story of Mondstadt.” In addition, dialog also frequently appears in conversations with key NPCs, such as when Zhongli in Liyue explains the tradition of the Farewell Rite in a calm and thoughtful voice. Dialogue is also heard when players

complete major missions, especially during investigations, boss fights, or exploration of new areas related to the story. For example, when fighting Childe in Liyue, dialogue such as “You left me no choice!” is heard, which reinforces the atmosphere of conflict.

Figure 4.2 Archon Quest



2) Story Quest

Story quests are missions that focus on the personal story of a particular character, with dialog designed to portray his or her emotions, background, and relationship to the world of Teyvat. The first dialog usually appears at the beginning of the quest, when the player starts the mission, where the main character introduces themselves or the problem to be solved. For example, in Xiao's Chapter Alatus, he says, “Don't try to carry this burden alone,” when discussing the burden of his Karmic Debt. During story

scenes, dialog appears to reveal more about the characters, such as when they share feelings or past experiences. For example, in Tartaglia's Chapter Monoceros Caeli, he speaks affectionately to his sister Teucer while hiding his identity as a Harbinger. Dialogue is also heard during battles or special tasks, where the character's emotions are more intense. For example, in Xiao's Story Quest, his dialog turns more emotional when facing demons related to his past, adding a layer of depth to his character.

Figure 4.3 Story Quest

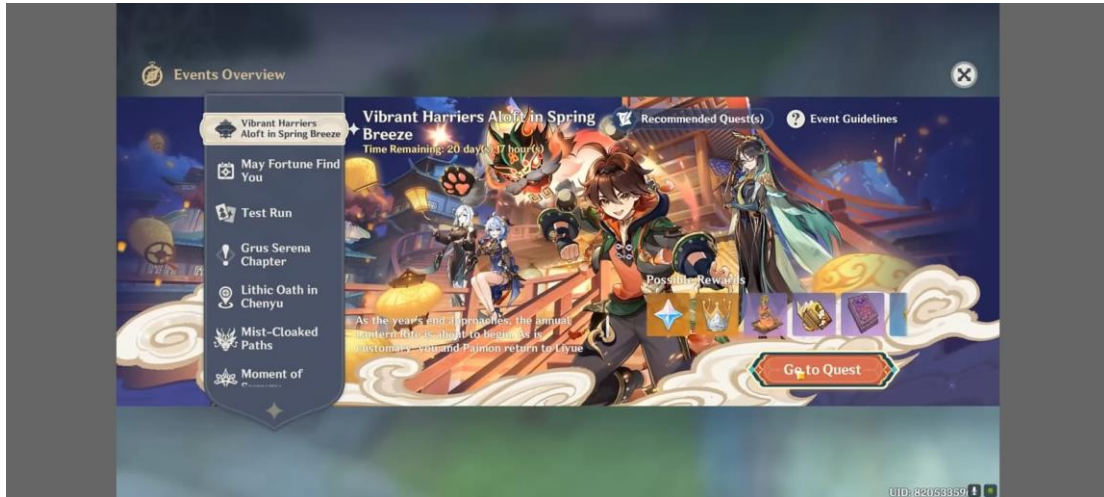


3) Event Quest

Event Quests are time-limited missions held during special occasions, such as festivals or celebrations. The dialog in these events often features a relaxed atmosphere or unique moments not found in Archon or Story Quests. The first dialog usually appears

in the introduction of the event, providing background information or the purpose of the event. For example, in the Lantern Ritual Festival in Liyue, Keqing says, “The Lantern Ritual is not just a celebration, it is a tradition that connects our people,” to explain the meaning of the festival. During interaction in event activities, dialog appears when players complete certain missions, such as helping NPCs or completing unique challenges. In Golden Apple Archipelago, Mona and Fischl tell each other about their imaginations with dialogue full of humor and expression, creating light and fun moments. Finally, the closing scenes of events often include dialogue that summarizes the story or makes a lasting impression. For example, at the end of the Windblume Festival, Venti casually says, “May the winds of freedom carry your wishes far and wide,” a message that captures the spirit of the festival.

Figure 4.4 Event Quest



c. Ambient and NPC Dialogues

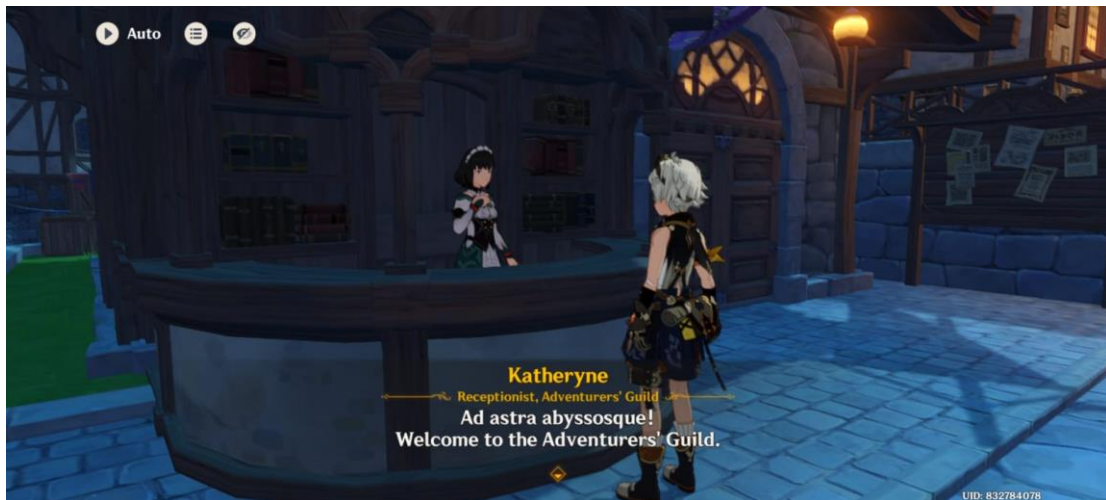
NPC dialog refers to conversations that players can have with non-player characters (NPCs) in the game. These dialogs often provide information about the story, lore, quests or daily life in Teyvat. NPC dialogs are interactive, with the player having to approach the NPC and select a conversation option to start the dialog. These dialogs have some key characteristics, such as interactive, with the player having to initiate the conversation to hear their dialog, and contextual, with the dialog often changing depending on the situation, such as time in the game, story progress, or ongoing events. In addition, NPC dialog often conveys important knowledge and information, such as mission clues, secret locations, or local traditions. For example, Katheryne, the clerk of the Adventurers' Guild, has a standard dialog “Ad astra abyssosque! Welcome to the Adventurers' Guild!” However, during certain events

such as the Windblume Festival, Katheryne can provide specialized information related to the festival. Local NPCs in Mondstadt or Liyue also often share stories about daily life, such as a shopkeeper talking about stock items or a farmer complaining about bad weather. NPC dialog usually occurs when the player approaches an NPC and chooses to speak, or when the player starts or completes a mission given by the NPC.

Ambient dialog is conversation that happens automatically around the player without requiring direct interaction. This dialog usually comes from NPCs or background characters and serves to create a lively atmosphere in the world of Teyvat. This dialog is non-interactive, with sounds triggered by the player's proximity or certain situations without requiring any specific action from the player. Ambient dialog also contributes to the depth of the world by providing commentary on the weather, daily activities, or interactions between NPCs, making the environment feel more dynamic. This dialog is often repeated, especially if the player returns to the same area. For example, in the Liyue Port market, a fishmonger shouts, "Fresh seafood! Come buy seafood here!", or there are random conversations between two NPCs about the quality of spices. In Mondstadt Tavern, a customer says, "Did you hear what happened in Dragonspine? It was very dangerous!", adding a lively feel to the tavern. Ambient dialog usually appears when

the player approaches certain areas such as markets, taverns, or main roads, and can be affected by certain conditions such as stormy weather or nighttime that affect NPC comments.

Figure 4.5 NPC Dialogue



d. Paimon's Commentary

Paimon's commentary is a unique element in "Genshin Impact" that allows Paimon, the Traveler's companion, to provide comments during the game. This conversation delivers facts, emotions, or lighthearted comedy that enhances the player's experience while also reinforcing the player's relationship to Teyvat. Paimon talks contextually, adjusting her comments to the circumstance at hand, such as while completing a task, meeting a new character, or exploring a certain region. Paimon's enthusiastic, expressive, and even exaggerated speaking style matches

her lively nature, and her commentary frequently serves as essential hints to assist the player continue through a mission or solve a challenge.

Paimon's commentary appears in a number of contexts. She reacts to NPC speech or crucial occurrences throughout the main quest, such as when she first meets Venti in Mondstadt and comments, "He doesn't look like a bard at all to me!" While exploring the environment, Paimon frequently remarks when the player comes across a new or intriguing area, such as at the top of Stormterror's Lair, where she says, "Wow, look at this vista! It's incredible!". During limited-time events, Paimon reacts to the theme, such as during the Lantern Rite Festival when she admires the lanterns in the sky and comments, "Look at all the lanterns in the sky! "It's gorgeous!"

Furthermore, if the player is inactive for a set period of time, Paimon can speak dialogue such as "Hey, are you still there? "Don't leave me alone!" provides a sense of comedy and makes the gaming environment feel more alive. Paimon's commentary improves the story by adding background, direction, and enjoyment through her distinct and diverse speaking style. This feature enhances the "Genshin Impact" game experience, making it more participatory, enjoyable, and immersive.

Figure 4.6 Paimon's Commentary



e. Music with Lyric

Genshin Impact has an interesting feature in the form of music with lyrics that not only function as an entertainment element, but also as a medium that can support language learning, especially listening skills. One prominent example of this feature is the music video titled Passing Memories which is part of the Genshin Impact content that was then continued to the YouTube platform.

The music video presents a combination of stunning visuals, deep melodies, and clearly presented lyrics. The lyrics in Passing Memories use English that is arranged poetically and emotionally, providing a listening experience that is not only enjoyable but also educational. Players or viewers can understand the meaning of the song through the combination of sound and visuals, which helps hone the ability to understand the context of language in audio form.

In addition, the presence of lyrics displayed along with the music allows users to improve their vocabulary and pronunciation. In the context of language learning, this feature is very effective because it introduces authentic sentence structures, idioms, and language expressions in a relaxed and fun atmosphere. The videos also reinforce the cultural and narrative aspects of the world of Teyvat, enriching players' understanding of the story carried by Genshin Impact.

Figure 4.7 Music with Lyric



2. Advantages and Drawbacks of “Genshin Impact” Feature

The researcher prepared the table below that explains the advantages and drawbacks to make the findings easier to grasp:

Table 4.1 Advantages and Drawbacks of “Genshin Impact” Feature

No	Feature	Advantages	Drawbackss
1	Character Voice Lines	<ul style="list-style-type: none"> • Dialogs are short and diverse. • Contains various kinds of accents and intonations. • This is consistent with the character's personality traits. • Dialogue speed varies according to character • Can be repeated via the character menu 	<ul style="list-style-type: none"> • Dialogue is often truncated or incomplete. • Fictitious accents or exaggerated speech styles • No automatic subtitles • Lacks visual support
2	Dialouges in Quests	<ul style="list-style-type: none"> • Involves emotion and expression. • The voice is synchronized with the text. • Contains dialog that is deep and rich in cultural context. • Offers relaxed and varied dialog. • All dialogs have subtitles that can be activated • The speed of the dialog is adapted to the scene, allowing players to understand the narrative clearly. • Supported by cutscenes, character facial expressions, and animations that illustrate the narrative. 	<ul style="list-style-type: none"> • Long narratives can be distracting. • Sometimes uses fantasy terms or phrases that are not relevant to everyday language. • Some terms or phrases are difficult to understand without story knowledge. • Dialogue is often time-limited because events are temporary. • May use humor or slang that is difficult to understand. • The dialogue can only be repeated if the cutscene is available in the Travel Log menu or the player is replaying the mission with a new account.

3	Ambient and NPC Dialogues	<ul style="list-style-type: none"> • Creating a real-life simulation • Can be repeated if the player returns to the location and triggers a similar situation. However, some dialogues may not appear again after a certain moment has passed. 	<ul style="list-style-type: none"> • No accompanying text or subtitle.
4	Paimon's Comentary	<ul style="list-style-type: none"> • Using colloquial speech. • Subtitles are available for all important dialog relevant to gameplay 	<ul style="list-style-type: none"> • Hyperbolic style of speech. • Dialogue is usually fast and cheerful, reflecting his energetic personality. • It usually has no visual support, except in cinematic scenes. • Unrepeatable, the dialogue is spontaneous and tied to a particular moment.
5	Music with Lyric	<ul style="list-style-type: none"> • Lyrics are often full of metaphors. • Some music videos feature visuals that support the mood of the song, such as scenery or a storyline. • Can be repeated at any time via external media or promotional videos. 	<ul style="list-style-type: none"> • There is little music in English compared to the language of fiction. • There are no live lyrics on screen except in certain promotional videos.

B. Discussion

1. Genshin Impact Features for Learning Listening

Based on the data above, it is possible to infer that the “Genshin Impact” game contains five major aspects that might be utilized to teach English listening. The first feature is Character Voice Line, which features language and emotions from in-game characters, allowing players to improve their pronunciation, intonation, and accent changes. Second, in Quest, dialogues throughout missions provide insight into official and casual interactions, as well as narrative instructions. Furthermore, Ambient and NPC Dialogue expose players to ordinary dialogues that take place in the game world, such as those between NPC characters or announcements in certain places. Fourth, Paimon's Commentary, a comment and instruction from a companion character, can help to grasp casual and useful linguistic phrases. Finally, Music with Lyric, which is music with lyrics included in the game, allows players to acquire new vocabulary while also enjoying plot aspects through songs. These five elements offer an engaging and dynamic way to improve English listening abilities.

2. Advantages and Drawbacks

Researcher used five journals and other scientific papers to discuss the advantages and drawbackss of features in the game “Genshin Impact” that can support learning listening in English.

The first work, Hosogoshi (2016), discusses the use of subtitles or captions in helping listening comprehension. Hosogoshi stated that

subtitles can improve comprehension, but can reduce listener engagement in practicing active listening skills.

Second, Kang (2015) highlights the importance of audio clarity in language learning, showing that audio clarity in games affects the extent to which players can understand conversations. The downside is that if the audio is unclear or noisy, comprehension can be impaired.

Ariani & Ujianti (2021), on the other hand, discusses the visual accompaniment that often accompanies audio dialogue in games. They argue that visual elements help players interpret meaning more effectively, but can also reduce focus on pure listening practice.

Roldán-Mora & Cárdenas-Claros (2024) argues the importance of audio/video playback, where repetition of audio and video allows players to process the material better. However, too much repetition can make players dependent on repetition, which can limit the development of independent listening skills.

Finally, Vo & Cao, (2022) discusses the influence of accent or intonation on language comprehension. Different accents in a game can enrich the learning experience, but can also be challenging for players who are not used to the accent. Overall, although each feature has advantages, there are also drawbacks that need to be considered in its use for learning listening.

The following is a comparison of learning listening elements to journals and research articles that examine listening media criteria:

a. Character Voice Lines

1) Advantages

a) Audio Clarity

The conversation in this movie is fairly natural in pace and suits each character's speaking manner, making for a genuine listen.

b) Audio/Video Playback

Dialogue in Character Voice Lines may be replayed from the character menu, allowing players to re-listen to discussions and better comprehend them.

c) Accent and Intonation

Character conversation frequently includes distinct accents and intonations that represent each character's personality, allowing gamers to notice emphasis on vital information. Using diverse accents and intonations may expose you to different types of English, which improves understanding and listening abilities.

2) Drawbacks

a) Subtitle or Captions

The absence of subtitles or auto-captions in this function might make it difficult for players to follow the dialogue, especially if the accent or tone of voice is difficult to comprehend.

b) Visual Accompaniment

Character Voice Lines do not include any extra visual components, such as related images or animations, to assist understand the context of the discourse.

b. Dialouges in Quests

1) Advantages

a) Subtitle or Caption

All speech is supplemented by subtitles that may be turned on, allowing players to comprehend the talks even if they struggle with the spoken language or accents utilized.

b) Audio Clarity

The tempo of the language is changed to match the context of the tale, allowing players to follow the plot without becoming overwhelmed. Variations in communication dependent on the context improve information absorption.

c) Visual Accompaniment

Cutscenes, character facial expressions, and animations are frequently used to enhance dialogue and clarify the plot. These graphics give extra context, allowing players to relate verbal knowledge to visual context and improve their understanding.

d) Accent and Intonation

Accents and intonations frequently reflect the character's cultural or ethnic origin, as well as the emotions conveyed in discourse. These factors assist the player in understanding the message being given, particularly during emotionally charged or plot-relevant situations.

2) Drawbacks

a) Audio/Video Playback

There are no customizable controls for rewinding conversation or reducing the audio speed. Players may only repeat certain dialogue using the Travel Notes menu, which limits their learning options.

c. Ambient and NPC Dialogues

1) Advantages

a) Audio Clarity

Dialogue in Ambient Dialogue and NPC Dialogues is often well-paced and gives enough background to be understandable without overloading the player.

b) Audio/Video Playback

Some talks may be replayed by returning to specific areas or creating similar scenarios, allowing the player to hear dialogue that they missed.

c) Accent or Intonation

Accent variations depending on NPC characters' backgrounds give realism and richness to discourse, increasing player interest.

2) Drawbacks

a) Subtitle or Caption

The dialogue in this feature is neither captioned or translated, thus players must depend exclusively on audio to interpret the interaction. This can be tough, especially if the discourse is hard to understand owing to accents or pace of speaking.

b) Visual Accompaniment

The speech lacks movements, facial expressions, and other visual cues, making it difficult to grasp, particularly for

players that require graphics as extra background to interpret the discussion.

d. Paimon's Commentary

1) Advantages

a) Subtitle or Caption

All major lines in the game are accompanied by subtitles, allowing players to comprehend Paimon's discourse even if they do not completely grasp the spoken language or accent.

b) Audio Clarity

Paimon's conversation pace is consistent and simple to follow, neither too quick nor too slow, thus it meets the player's requirement to grasp information in the context of the game. The discourse is very understandable, so players are not plagued with an excessively quick speech tempo.

c) Visual Accompaniment

Supporting visuals in the form of Paimon animations that often appear on the screen with facial expressions and movements, provide additional context for players to understand the dialogue.

d) Accent and Intonation

Paimon's accent and intonation help emphasize important information. Paimon speaks in a light and expressive tone, making it easy for players to follow and understand.

2) Drawbacks

a) Audio/Video Playback

There are no adjustable playback settings, such as slowing down or replaying conversation directly. However, dialogue may be repeated via in-game interactions, however this does not entirely meet AVP theory.

e. Music With Lyric

1) Advantages

a) Subtitle or Caption

Some music videos with lyrics include on-screen text that explains the meaning of the song.

b) Visual Accompaniment

Music with lyrics in promotional videos frequently includes images such as backdrops, characters, or tales that fit the song's atmosphere and topic, assisting the player in understanding the mood or plot.

c) Audio/Video Playback

Songs may be replayed using external media or promotional films, allowing the player to access the music again.

2) Drawbacks

a) Audio Clarity

The speed of a song is frequently changed to the songwriter's tastes, therefore some songs may be overly fast and difficult to follow, especially if the player is unfamiliar with the language or type of music employed.

b) Accent and Intonation

Metaphors and metaphorical language in songs might be difficult to interpret without sufficient context, especially if the musician is unfamiliar with a specific style of poetry or dialect.