

REFERENCES

- Arikunto, S. (2006). *Prosedur Penelitian: Suatu Pendekatan Praktek*. PT. Rineka Cipta: Jakarta.
- Ayedoun, Emmanuel. Hayashi, Yuki & Seta, Kazuhisa. (2015). *A conversational agent to encourage willingness to communicate in the context of english as a foreign language*. Osaka Prefecture University JAPAN. Elsevier Ltd.
- Hosni, Samira (**inisial**) Al. (2014). *Speaking Difficulties Encountered by Young EFL Learners*, Ministry of Education, oman.
- Selvan, puveneswary. DKK. (1993). *Effect of Debilatative and Fasilitative Anxiaty on Speaking in Second Language* . New York , Oxford University press, Inc.
- Shao, Qing& Gao, Xuesong (Andy). (2016). *Reticence and willingness to communicate (WTC) of East Asian language learners*. Faculty of Education, The University of Hong Kong. Elsevier.
- Zarrinabadi, Nourollah. (2013). *Communicating in a second language: Investigating the effect of teacher on learners' willingness to communicate*. Department of English Language and Literature, University of Isfahan, Isfahan, Iran. Elsevier Ltd.
- Zhong, Quyan. (2013). *Understanding Chinese learners' willingness to communicate in a New Zealand ESL classroom: A multiple case study drawing on the theory of planned behavior*. Turkey, Department of English Language Teaching, Hacettepe University.