

ABSTRACT

Mastering English should be taken seriously to survive in this modern era. Unfortunately, students' abilities in English in our country did not show a significant part of it, and it happened because of their willingness to communicate (WTC). This research aimed to know the level of students' WTC at UIN Raden Fatah Palembang and the factors that affected their low WTC. A mixed method was applied in this research. The samples were third-semester English Education Study Program students in 2021. The data were collected by using questionnaires and semi-structured interviews. The data were analyzed through SPSS (version 29) and thematic analysis. From qualitative data, it was found that some factors affecting low WTC were divided into psychological and situational factors. Psychological factors consisted of as followed: (1) self-confidence, (2) perceived communicative competence, (3) learning anxiety, (4) students' motivation, (5) students' personality, and situation factors consisted of as followed: (1) effect of task, (2) effect of topic, (3) lecturer's role and, (4) classroom atmosphere. From quantitative data, it was found that the mean score was 76.43, which was categorised as high WTC.

Keywords: *factors, speaking, Willingness to Communicate (WTC)*