

Determinants of Students' Satisfaction towards Online Learning during the Pandemic of COVID-19: A Study Related to Faculty of Commerce and Management Studies, University of Kelaniya, Sri Lanka

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This study investigates that the determinants of students' satisfaction in online learning. This study was carried out as a cross sectional field study among a sample of 181 undergraduates in Faculty of Commerce and management Studies, University of Kelaniya. Simple random sampling technique was used to select the sample and primary data were collected using a standard questionnaire. Descriptive statistics, inferential statistics, regression and correlation analysis were analyzed using Statistical Package for Social Sciences (SPSS). The study found that learners' characteristics, instructor, technological characteristics and course design are positively influencing students' satisfaction

Further, study findings are very important in the theoretically and practically for the relevant parties in education system. This study helps for educationists and academics to identify factors which will enhance students' satisfaction in online classes during the COVID pandemic. Cross validation of the findings of this study to be done in different context of education system and different cultural background comparatively among bigger sample in subsequent studies recommended which will add more insights to the substance of the present study.

Keywords: *Course Design, Learners' Characteristics, Online learning, Student Satisfaction*

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