



COMMERCE RESEARCH SYMPOSIUM 2021

Inspiring the Creative and Scholarly
Achievements of
Commerce Students

DEPARTMENT OF COMMERCE
UNIVERSITY OF SRI JAYEWARDENAPURA



**Commerce Research Symposium
2021**

Inspiring the Creative and Scholarly Achievements of Commerce Students

**Department of Commerce
Faculty of Management Studies and Commerce
University of Sri Jayewardenepura**

**Commerce Research Symposium 2021
(CRS 2021)**

Abstracts presented on the 05th April 2022

Department of Commerce Faculty of Management Studies and Commerce
University of Sri Jayewardenepura
Nugegoda, Sri Lanka.
Web: <http://mgt.sjp.ac.lk/com/>
Email: depcommerce@sjp.ac.lk

Abstracts of Commerce Research Symposium – 2021

05th April 2022

The abstracts are extracted from the undergraduates' research projects which have been completed as a partial requirement of Independent Study (COM 4643). The views expressed in this publication are of the authors and do not necessarily reflect the views of the Department of Commerce, Faculty of Management Studies and Commerce, University of Sri Jayewardenepura.

Abstracts of Commerce Research Symposium – 2021

Department of Commerce

Faculty of Management Studies and Commerce
University of Sri Jayewardenepura
Nugegoda, Sri Lanka.

ISSN 2714-1675

69 Pages

Copyright @ Department of Commerce

Edited by:

Dr. (Ms.) K.M. Vilani Sachitra

Mr. Ravindu Kulawardena

Department of Commerce, Faculty of Management Studies and Commerce,
University of Sri Jayewardenepura.

Published by:

Department of Commerce, Faculty of Management Studies and Commerce,
University of Sri Jayewardenepura

Language Editing:

Mrs. P.V.N. Perera, Business Communication Unit, Faculty of Management
Studies and Commerce, University of Sri Jayewardenepura

**Student Satisfaction on Online Learning Environment:
A Study of Western Province Universities in Sri Lanka**
Yomali Poornima¹, Shehani Shanika²

¹*Department of Commerce, University of Sri Jayewardenepura, Gangodawila, Sri Lanka,*
yomaliadb@gmail.com

²*Legal Studies Unit, University of Sri Jayewardenepura, Gangodawila, Sri Lanka,*
shehaniwije@sjp.ac.lk

Abstract

Purpose: Even though education is a one of the precious assets of a country, the COVID-19 outbreak has caused to close higher education institutes for a long period of time. This new normality mandated to conduct teaching and learning activities through online methods without interrupting education. In this context, a satisfaction difference can be observed between physical and online learning among many Sri Lankan university students who used to physical lectures. Therefore, this study intends to investigate the impact of Self- efficacy, learner-content interaction, learner – instructor interaction and learner-learner interaction on student satisfaction within online learning environment.

Method: This was a quantitative study conducted using 380 management undergraduates from University of Sri Jayewardenepura, University of Colombo, and University of Kelaniya. Electronically constructed questionnaire was used to collect information consisted with three parts and total of 37 items by using 5 items Likert scale. Finally, the collected data was analyzed using multiple regression analysis and tested 4 hypotheses developed.

Findings: This study found that online learning self-efficacy, learner-content interaction, and learner-learner interaction have significant influence on student satisfaction in online learning environment. As opposed to this, learner – instructor interaction had no significant influence on student satisfaction.

Implications: The results indicat that mainly universities will be able to build effective and innovative lecture delivery process, develop new methods and standards for online learning resulting in a quality higher education system in Sri Lanka.

Future Research: The study has considered only the impact of self-efficacy and interactors on student satisfaction in online learning. There can be other variables too. The study is limited to the Western Province Universities. Thus, these findings can be varied in other Universities. Then future researches can be conducted by using other variables and different contexts.

Keywords: Self- efficacy, Learner-content interaction (LCI), Learner – instructor interaction (LII), Learner-learner interaction (LLI), Student satisfaction.

* Corresponding author: yomaliadb@gmail.com



Department of Commerce

Faculty of Management Studies & Commerce
University of Sri Jayewardenepura
Gangodawila
Nugegoda
Sri Lanka

Tel : +94 11 2 802513

e-mail : depcommerce@sjp.ac.lk

Web: www.sjp.ac.lk/fmsc/com