



JOHN B. LACSON FOUNDATION MARITIME UNIVERSITY
(Molo), Inc.
(formerly Iloilo Maritime Academy)
M.H Del Pilar St. Molo, Iloilo City
COLLEGE OF BUSINESS



ONLINE LEARNING: HOSPITALITY STUDENTS' SATISFACTION LEVEL

A Research Paper Presented to the
Faculty Members of the College of Business
John B. Lacson Foundation Maritime University-Molo, Inc.
Iloilo City

In Partial Fulfillment
of the Requirements in Research
(Research in Hospitality)

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December 2020



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Priolo, N. J. V., Martinez, I. M. A, Mationg, L. M., Medalle M. T. A. F., Otro, A. L. D., Padrogane C. G., Palacios, R. E., Palma, J. A. L, Perez, D. J. R., Segovia, G. B. "Online Learning: Hospitality Students' Satisfaction Level" Unpublished Research Paper. John B. Lacson Foundation Maritime University-Molo, Inc., December 2020.

Abstract

Online learning has been widely adopted in higher education, because it can help both teachers and students to achieve educational goals through better accessibility, flexibility, and interaction (Chia-Wen, 2020). It is important to investigate what factors are associated with student satisfaction level for online learning in order to maximize student learning (Lee, 2014). This research explored the level of satisfaction through the experiences and perspectives of JBLFMU-Molo students towards online learning. The research method used in this study is the descriptive method and using Google Form Survey questionnaires composed of 20 items. The data were gathered from JBLFMU-Molo students specifically 100 from BS in Cruise Ship Management (BSCSM) and 100 from BS in Tourism Management (BSTM). The findings of the study revealed that when taken as a whole, the students' satisfaction is moderate. When grouped to gender and degree program, the satisfaction level is also moderate. There is no significant difference between the female and male hospitality students' satisfaction level on online learning. As to degree program, there is also is no significant difference. Therefore, gender and degree program are not determinants of level of students' satisfaction.