

ABSTRACT

This study surveyed the satisfaction of learners toward the fields of distance education and English learning from JPM Multimedia Co., Ltd. The purpose of this study was to examine the degree of learners' satisfaction and examine the relationship between selected learners' characteristics and the level of their satisfaction in the distance English learning course. Also, the study examined characteristics as identified in the literature and made conclusions to support or refute previous research. A descriptive research design was used to examine the relationship between the learners' age, gender, marital status, and educational background with their satisfaction. Research questions were developed to examine this relationship. The population for this study was N= 1,598 learners who enrolled in the course from 2006 and 2007. The data were stored securely and complete anonymity was guaranteed. The researcher utilized a quota sampling technique of approximately 10% of the total population n=150 to evaluate learners' satisfaction. The researcher mailed a questionnaire to the selected sample of learners who enrolled in the distance course. The responses were analyzed and findings indicated that the learners were most satisfied with the personal tutor, whereas the textbooks and supplementary teaching materials received least satisfaction. In addition, data from the respondents showed that there were more females than males and the majority of distance learners surveyed were single and younger adults. It was also found that older learners and learners with a Master's degree were as a predictor of the degree of satisfaction with the course. Significant findings were revealed when the satisfaction was measured between older learners and younger learners. It was found that the older learners and learners with a Master's degree were significantly more satisfied with the course content than the younger ones and those who hold a Bachelor's degree.