

## THE ANALYSIS OF STUDENTS' SATISFACTION WITH BUSINESS ENGLISH COURSES IN DISTANCE AND FACE-TO-FACE LEARNING ENVIRONMENT

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**Research purpose.** The purpose of this paper is to analyze the current educational framework for foreign language learning, with a focus on Business English viewed from students' perspectives. In Serbia, as in the whole world, some changes and transformations in the field of education have occurred, along with those in both social and economic fields due to the spread of COVID 19. These developments have significantly affected educational institutions. Since face-to-face learning was replaced with distance learning from the beginning of the pandemics, teachers and students involuntarily moved to the online environment. This research aims to study the effects of distance and face-to-face learning on students' satisfaction.

**Keywords:** Business English, distance learning, education, English for Specific Purposes, face-to-face learning, language learning

**Research Methodology.** Quantitative data were collected, while qualitative research has not been conducted yet. A questionnaire, distributed to adult learners, was used for the purposes of collecting the data.

**Results / Findings.** The various results nevertheless underline a lower satisfaction of distance learners, particularly in relation to a lack of support, while they generally seem more motivated by the interest in their studies. The purpose of this study is to shed light on the satisfaction of adult students, who attended Business English courses in the above-mentioned environments.

**Originality / Practical implications.** This study is relevant to both teachers and students whose major interest is English for Specific Purposes since it highlights the factors which support the learning process and students' satisfaction.