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## **The Influence of the Social Media to the Emotional Intelligence: A Literature Review**

### **Abstract**

This literature review aims to assemble, synthesize, and evaluate the development in the discourse of social media impact to the emotional intelligence. With more than 2.8 billion users in 2017, social media has raised to be one of the most trending applications in this technology era. Social media encompasses many social media instruments, such as social networking sites (SNS), social bookmarking, wikis or weblogs, which reflect two dimensions of self-presentation/self-disclosure and social presence and media richness. Nevertheless, while previous literatures have offered ubiquitous knowledge on why people engage in social media, the examination about social media effect on the user's emotional intelligence has not received the attention it deserves. Emotional intelligence is defined as a cognitive skill and refers to the capacity or self-perceived ability to identify, assess, and manage the emotions of one's self, of others, and of groups. The construct gained its popularity when Daniel Goleman published his renowned book on "Emotional Intelligence: Why It Can Matter More Than IQ" in year 1996. Throughout his book, he posited that to attain higher achievement, an individual must be adept in understanding and recognizing the self and other people's emotion. Thus, emotional intelligence is more imperative than the intellectual quotient. In the Web 2.0 context, however, virtual conversation confines the user by the edges of the screen and naturally, the user is led to interpret his position as superior. The birth of technological solutions and social networking widens the interactions between individuals about their ideas and their thoughts. However, while social media is known for its benefit in providing ease, enjoyment, and development of self-esteem; previous studies have also linked the use of social media is to the presence of envy and anxiety feeling.

*Keywords* : *Emotional Intelligence, Social Media, Social Networking Sites, Information Technology*

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