



The Influence of The Social Networking Site to The Emotional Intelligence: A Literature Review

Submitted as partial requirement to complete the course of Digital Technology by Dr. Budi Rahardjo

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ABSTRACT

Social Network Site (SNS) is a global phenomenon which has significantly altered the way people manage the relationship with themselves and with other people. The virtual interaction allows selective online self-presentation and social comparison which may influence the state of emotional intelligence (EI) of an individual. It is important to understand how SNS influences EI because EI is imperative to ensure individual's personal and professional achievement. This article gathers 18 publications which study the effect of SNS on the individual EI, which consists of 4 domains, namely, self-awareness, social-awareness, self-management, and relationship management. Applying the semi-systematic approach, the literature review concludes the opposite findings of SNS effect on EI domains. The positive possible effect of SNS is associated with higher level of self-esteem when the users receive feedbacks on the virtual posts. In contrast, negative effect of SNS is also related with lower level of self-esteem, lower level of self-control, and lower level of bounding due to greater feeling of loneliness and social comparison.

Keywords: *Emotional Intelligence, Social Network Sites, Social Media, Self-Awareness, Social-Awareness, Self-Control, Interpersonal Communication, Empathy.*

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CHAPTER I. INTRODUCTION

The purpose of this literature review is to promote the discourse and existing empirical findings about the impact of online social network sites (SNS) to the user's emotional intelligence. SNS is known to affect human brain and human identity [1]. The use of online social networking site has altered the interpersonal and intrapersonal relations, altering the way people display and share their emotion, feeling, and intelligence with other people [2].

The immense use of online SNS has triggered increasing number of studies about how SNS affects the user's quality of life and social interaction [3, 4, 5]. Studies on SNS are polarized into conflicting results with some studies conclude positive effects and other researchers conclude negative effects of SNS on social interaction [6]. The intensification of online social networking facilitated with internet-based mobile phone, however, has caused issues on the learning of emotional skills [7], a skill which is believed to be the essential indicator for higher achievement both in personal and professional context [8, 9].

This literature review is dedicated to highlight the development of studies and researches concerning the effect of SNS to the emotional intelligence of an individual. The remaining chapters will be organized as follows. The introduction chapter consists of the description about SNS, motives of SNS, and emotional intelligence. The subsequent part will review the publications which pertains to the research and studies on the effect of social network site to the emotional intelligence. The last part will be the conclusion of the literature review.

1.1. The Definitions and Characters of Social Network Site

There is no widely, single, accepted definition of online social network site, and several similar terms are used interchangeably, such as social networking service, social networking

site, or social network site [10]. This article found that there are several proposed definitions and characters of online social network sites as presented in the Table 1.

Table 1. Definitions of Social Network Site

| Authors | Definitions/Characters |
|---------------------------|---|
| Schneider,et.al. [11] | OSNs form online communities among people with common interests, activities, backgrounds, and/or friendships. Most OSNs are Web-based and allow users to upload profiles (text, images, and video) and interact with others in numerous ways. |
| Boyd and Ellison [12] | Web-based services that allow individuals to (1) construct a public or semi-public profile within a bounded system, (2) articulate a list of other users with whom they share a connection, and (3) view and traverse their list of connections and those made by others within the system. |
| Cambridge Dictionary [13] | A website that is designed to help people communicate and share information, photographs, etc. with a group: |

As this article aims to understand how online interactions between people influence the emotional intelligence, this article will refer to the definition by Boyd and Ellison [12] who provided larger contextual framework about social network site. Their definition focuses on the proposition that the uniqueness of SNS lies on its abilities to allow users to articulate and display their social networks. Further, Boyd and Ellison [12] also argue that people will “network” not only for the purpose of establishing new relationship, but also of connecting with people who have been part of their extended social network.

1.2. The Development of SNS

Heidemann,et.al. [10] described that the development of social network site comprises of three main stages. The first stage is the rise of online social network in year 1997-2002, marked with with the establishment of first SNS, SixDegrees.com in 1997 which offered profile creation, listing Friends, and a year later, viewing the friends list [12]. Evidence collected by Heidemann,et.al. [10] suggested that the failure of SNS in this stage was because of immature web technology and advertising industry.

The second stage is the year of 2003-2009 which marked the increase effect of SNS into the social and business life. This period is the birth of Facebook in 2004, which gradually transformed itself from Harvard-only SNS into the a global-used SNS [10].

The third phase started in year 2010, which was the start of SNS as the global phenomenon that impacted both in social and business circumstances. This period was marked with the rise of Facebook as the largest social network site, which continued to own the largest share until today [14].

Amongst the current online application, Facebook is still recorded as the most popular applications. As presented in [[14], Fig.1] by April 2020 Facebook has reached approximately 2.5 billion monthly active users, 150% higher than Instagram's number of users, with 1 billion monthly active users.

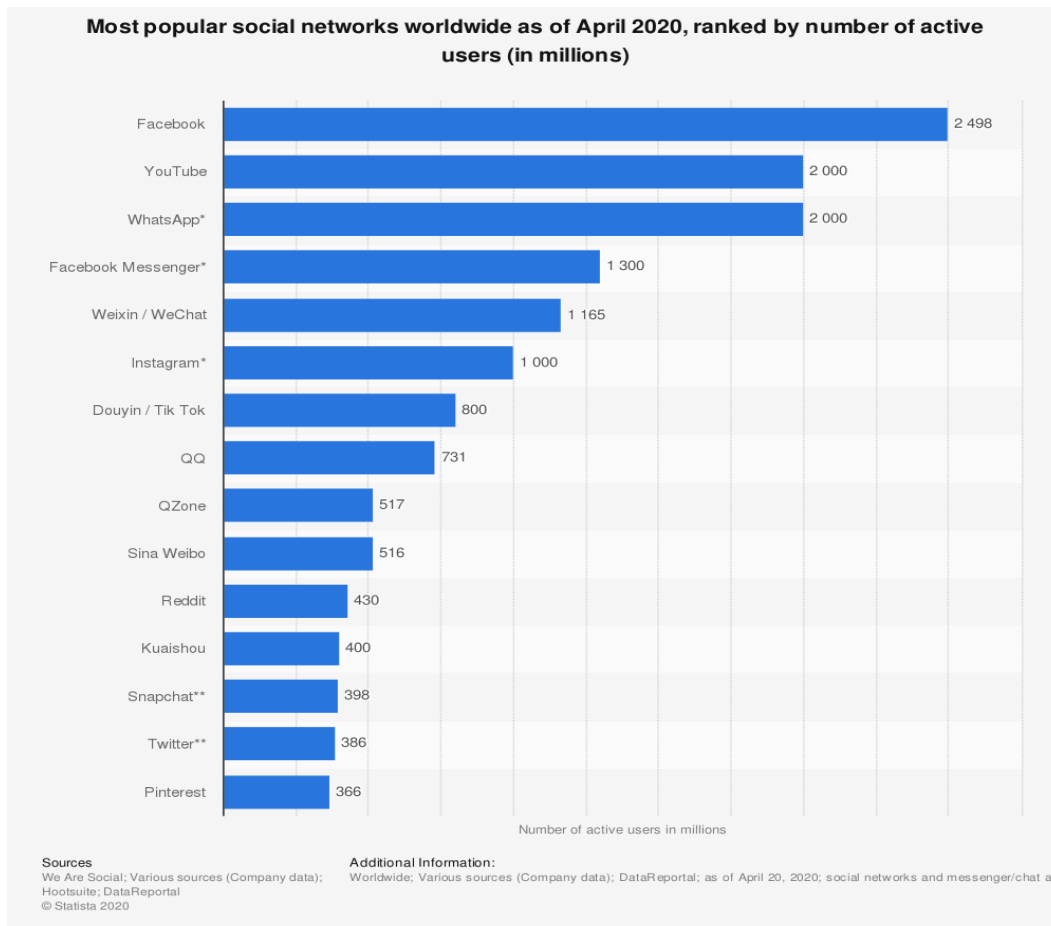


Figure 2. Most popular social networks worldwide as of April 2020, ranked by number of active users(in millions)
Source: Statista.com (2020)

1.3. The Multi-Definitions of Emotional Intelligence

Emotional intelligence (EI) has gained substantial interest of scientists and researchers since the construct was firstly introduced in year 1920 by E.L. Thorndike “social intelligence” and emphasized by Howard Garner in his theory of multiple intelligence in year 1983 [15]. In year 2006, Fernandez-Berrocal and Extremera [16] published an extensive literature review which synthesized the literatures on EI and suggested that there are three primary theoretical models of Emotional Intelligence.

The first is the EI ability based-model developed by Salovey and Mayer [17] in year 1997. Salovey and Mayer [[17], p.189] described EI is the subcategory of social intelligence

which encompasses the ability to monitor one's own and others' feelings and emotions, to discriminate among them and to apply this information to guide one's thinking, to solve problems, and to regulate behavior. This early model comprised of four abilities, namely, perception, assimilation, understanding, and regulations of emotions [16].

The second model of EI is Bar-On's emotional-social intelligence model, which was considered to be broader and more comprehensive [16]. Bar-On model [[18], p. 14] defined EI as a cross-section of interrelated emotional and social competencies, skills and facilitators that determine how effectively people understand and express themselves, understand and relate with other people, as well as to cope with daily demands.

Bar-On [[18], p. 15] described the model to consist of 5 basic domains, and 15 sub-domains, namely, *Intrapersonal*, *Interpersonal*, *Stress Management*, *Adaptability* and *General Mood*.

The third model of EI was defined by Daniel Goleman in year 1996. Daniel Goleman suggested that EI is not the opposite of *Intelligent Quotient*, but rather, a separate set of traits which is a much more powerful than IQ to predict the success of one's life [8]. Goleman [[8], p.44] defined EI as the abilities to motivate oneself and persist in the face of frustration, to control impulse and delay gratifications, to regulate one's mood and keep distress from swamping the ability to think; to empathize and to hope.

His initial EI framework consisted of five domains, *self-awareness*, *self-regulation*, *motivation*, *empathy*, and *social-skills* [8]. Boyatzis, et. al. [19] then redefined Goleman's framework of EI, and proposed new construct of EI which consisted of 4 primary dimensions of *self-awareness*, *social-awareness*, *self-management*, and *relationship management*; that comprised of 20 competencies as illustrated in the [[19], Fig.3].

| | Self (Personal Competence) | Other (Social Competence) |
|-------------|---|---|
| Recognition | <p>Self-Awareness</p> <ul style="list-style-type: none"> • Emotional self-awareness • Accurate self-assessment • Self-confidence | <p>Social Awareness</p> <ul style="list-style-type: none"> • Empathy • Service orientation • Organizational awareness |
| Regulation | <p>Self-Management</p> <ul style="list-style-type: none"> • Emotional self-control • Trustworthiness • Conscientiousness • Adaptability • Achievement drive • Initiative | <p>Relationship Management</p> <ul style="list-style-type: none"> • Developing others • Influence • Communication • Conflict management • Visionary leadership • Catalyzing change • Building bonds • Teamwork and collaboration |

Figure 3. Framework of Emotional Competencies

One criterion that distinguishes Goleman’s framework with other EI framework is that the EI model developed by Goleman is based on the assumption that *Emotional Intelligence is a learned capability* [16]. Further, Fernandez-Berrocal and Extremera [16] contended that the framework by Boyatzis,et.al. [19] is considered to be more comprehensive as it provided indicator of 20 emotional competencies regarding the work performance using just one instrument. Therefore, based on the characters of each EI framework, this literature review will use the definition of EI as proposed by Goleman [8] and its subsequent domains.

1.4. Motives of Using SNS

Schneider,et.al. [11] argued that the upsurge of Web 2.0 technology and user-generated content has created massive increase of SNS users. As presented in Figure 1, the number of SNS users in year 2010 was 0.97, and keeps on increasing with the average of annual increment of 0.22 billions of users [20]. In year 2019 the number of SNS users reached up until 2.95 billion users, and forecasted that the number will increase to 3.08 billion users in 2020.

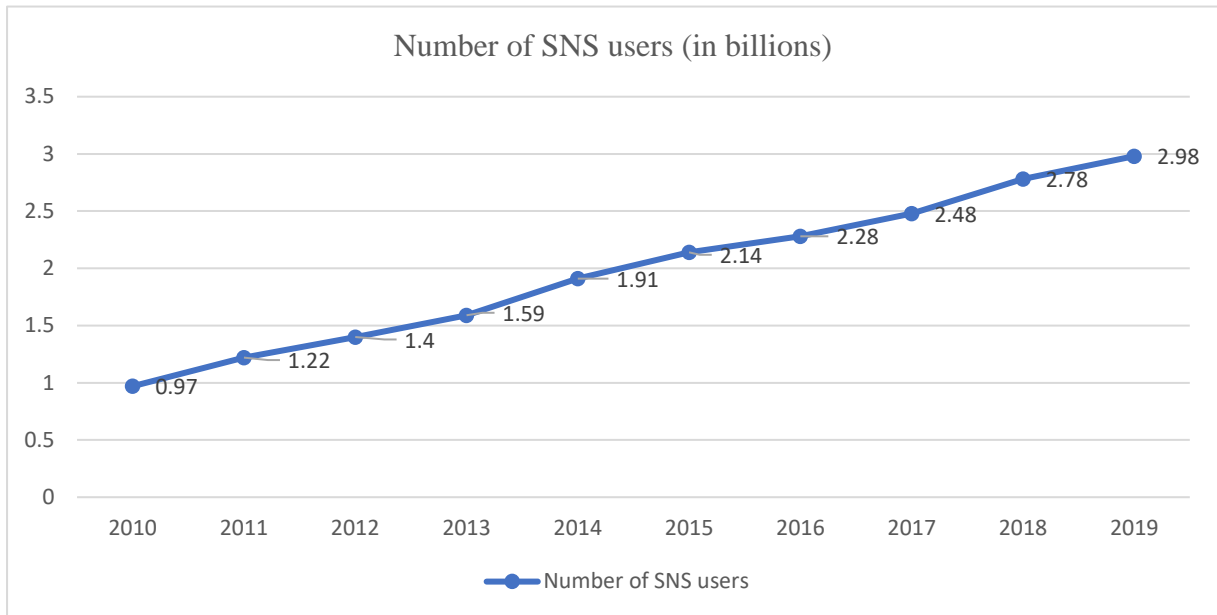


Figure 1. Number of SNS users
Source: Statista.com (2020)

This upsurge of SNS engagement is reinforced by variety of reasons. Suggested that individuals participated in the SNS to satisfy the needs for belongingness, the needs for self-esteem through self-presentation, and to comply with the peer demands [21].

Froget, et.al. [22] suggested that there are seven primary reasons why people are motivated to the engage SNS, namely, use to meet people, use for entertainment, use to maintain relationships, use for social events, use to share media product, use for product inquiry, use for discussion, and the use for information. These 7 needs are facilitated by SNS as SNS expands the offline network of relationships by creating a platform for active communication between friends and more passive observation through aggregated streams of social news [5].

Moreover, while Web is a largely organized around content, online social networks are organized around users, and that this platform can be used as a tool to maintain social relationship, for discovering users with similar interests and identifying information or knowledge which has been contributed or endorsed by others [23]. The possibility is made

possible by the primary feature of online SNS comprises of personalized user profiles, which commonly consists of identifying information, such as name and photo, interests such as subscribed page, and personal contacts, such as list of connected users or friends [10].

Similarly, Boyd and Ellison [12] argued that that the proliferation of SNSs demonstrates a change in the organization of online communities. They explained that while initial public online communities and public spheres were organized by topics or according to topical hierarchies, however, SNS's are structured as personal (or "egocentric") networks, with the individual at the center of their own community.

In terms of the self-image discovery, online self-presentation through SNS allows users to engage in a controlled setting in which the users can to display the "possible-self" who is undisclosed to other people, by withholding information, hiding undesirable physical features, and role-playing [24].

Lepadatu & Tatu [25] posited that SNS is closely-related with the ideas of self-image development. They reasoned that the self-image is arguably a social construction, which is developed as the unification of self-discovery, life events, and strongly influenced by other perspective imposed upon an individual.

Konrath [26] accordingly argued that internet and SNS serves as a hall of mirrors for its subscribers, amplifying the ego because of their increasing personalization, superficial interpersonal interactions, and short information life.

1.5. Purpose of the Study and Review Questions

This literature review is developed with the belief that social network site does affect the individual's emotion, and the way people manage their relationship. The article primary aims is to provide contribution to the discussions about how digital technology affects the

individual emotional intelligence. The guiding research questions which set the tone of the analysis of the literature review is as follows:

“What are the known effects of the social network site to the user’s emotional intelligence, particularly, the traits of self-awareness, social-awareness, self-management, and relationship-management?”

1.6. Literature Review as A Research Framework

To answer the aforementioned inquiry, this article will conduct an integrative literature review on the articles, journals, and books related to social network site and its effect to the user’s emotional intelligence.

According to Pare,et.al. [27], there are two types of literature review. The first type is the literature review which serves as part of an empirical publications, or commonly known as “theoretical framework”. The second type is literature review that composes the original and meaningful research work in and of itself, with the purpose of summarizing or synthesizing the literature in a field without collecting or analyzing any primary data [23, p.184]. This article will adopt the definition of literature review as the research itself.

Synder [28] contended that the literature review is a methodology of research which is effective to synthesize findings of research to demonstrate meta-level evidence and to identify areas where more research is needed. As presented in [[28], p.334-335, Table 2] literature review has three approaches, namely, *systematic*, *semi-systematic*, and *integrative*.

Table.2. Approaches of Literature Review

| Approaches | Description |
|---------------------------|--|
| Systematic | The aim of a systematic review is to identify all empirical evidence that fits the pre-specified inclusion criteria to answer a particular research question or hypothesis. |
| Semi-Systematic | Also known as narrative review, the semi-systematic review often looks at how research within a selected field has progressed over time or how a topic has developed across research traditions. It is useful to map a field of research, synthesize the state of knowledge, and create an agenda for further research or the ability to provide an historical overview or timeline of a specific topic. |
| Integrative review | The purpose of using an integrative review method is to overview the knowledge base, to critically review and potentially reconceptualize, and to expand on the theoretical foundation of the specific topic as it develops. Mostly relevant to review new, emerging topics. |

As this article aims to synthesize the information and development of research topic, therefore, this article will adopt semi-systematic or narrative review. Aligned with the writing by Snyder [28], semi-systematic review will apply broad research questions, employing sample strategy based on research article. Findings and information will be evaluated using thematic analysis.

1.7. Searching Criteria

The keyword and terms used for the search criteria is *Facebook, Twitter, Instagram, social network site, social media, emotional intelligence, self-awareness, social-awareness, interpersonal skill, interpersonal communication, empathy, self-management.*

The gathered information will include both empirical and conceptual articles which are published from year 2000 until 2020. The review will employ Google Database and Google Scholars, SAGE Publications, Research Gate, Wiley Online Publications, and Taylor & Francis to compile the literatures.

The article reviews literatures published within the domain of psychology, socio-psychology, information and communication technology, business, and management. Originally the review gathers 39 literatures, after screening using the search criteria, 19 articles were reviewed and synthesized.

CHAPTER II. DISCUSSIONS AND REVIEW

The literature review will synthesize and analyze 19 publications which discussed the effect of SNS to the individual's emotional intelligence. Out of 19 articles, 18 were empirical literature, and 1 was theoretical literatures. In summary, 6 articles studied about the influence of SNS to the self-awareness domain, 8 articles studied about the influence of SNS to the social-awareness, 1 article study about the influence of SNS to the self-management, 1 article study about the influence of SNS to both self-awareness and self-management, and 3 articles study about the influence of SNS to the relationship management. The descriptions of each article is presented in Table 3.

2.1. Influence of Social Network Site to the Self-Awareness

The reviewed empirical literatures on SNS effects to self-awareness revolve around the construct of *self-esteem*. Self-awareness and self-esteem are a closely related construct as self-awareness constitutes various self-domains and corollaries, in which self-esteem being one of them [29]. This definition is also related with the construct of Goleman's self-confidence which is a strong-sense of one's self-worth and capabilities [9]. High self-esteem is then demonstrated with the presence of strong self-confidence [30].

Self-esteem is defined as the positive or negative evaluation of the self, in which the maintenance of self-esteem can be considered as the basic human need [31]. As raising the self-esteem is imperative, an individual will endeavor for positive self-presentations in both online and offline social settings [24].

In total, this review analyzes 7 empirical literatures which investigated the effects of SNS on self-awareness, with all of the literatures focusing individual's self-esteem or self-confidence. This review leads to empirical finding that converges into the conflicting results,

providing both positive and negative review about the effect of SNS on individual's self-esteem, with the majority of review being negative (4 articles showed that the result is negative, and 3 other articles confirmed the positive effect of SNS on self-esteem).

Most studies found the negative effects of SNS influencing the individual self-confidence. For instance the study by Au & Chew [32] suggested that the being online caused an individual to feel being "watched" that led to the feeling of being discouraged from investing themselves emotionally. In addition, the decreased level of self-esteem due to the engagement with SNS was also appeared in the study by Jan,et.al [33] and Qiu,et.al. [34].

The effect of SNS to self-awareness is mostly attributed with the features of self-presentation and feedback (Likes) in the social media. Coulthard & Ogden [35] argued that self-surveillance through social media such as facilitated by Facebook and Instagram may be harmful for the individual's self-esteem.

This study is in contrast with other such as by Gonzales and Hancock [36] who found that selective self-presentation by the user's in social media may lead to increase self-confidence. Another explanation of the increase self-esteem in attributed to the "Feedback" feature that allows users to receive public feedback on profile which turns out to be positive regulator of narcissistic esteem, which is closely tied to is associated with positive self-views including intelligence, physical attractiveness, and power [24].

Other study such as by Krause,et.al [37] found that the effect of SNS on the self-awareness depends on the feature. Their study confirmed that the "Likes" feature may lead to the increase self-esteem, however, opposite result was found when the social media users utilize SNS as the tool for self-comparison.

The literature also attested that the interconnection between one dimension of emotional intelligence with other domain such as the study by Wilcox and Stephen [38]. Wilcox and Stephen [38] found that online self-presentation by individuals who focuses on close friends in Facebook have higher self-esteem because the individuals become more aware when presenting their image to the close friends or close ties.

However, their experimental study also confirmed that the increase in the self-esteem is temporary, and produces detrimental effect to the individual's self-control, leading people to temporarily display less self-control after browsing a social network compared to those who did not browse a social network [38].

Both positive and negative results of SNS are plausibly associated with the SNS as the medium of social comparison and jealousy [1]. According to the social comparison theory, self-esteem is heavily correlated with social comparison which occurs when an individual is aware of their competencies, the validity of their opinions, and about the relative social status by comparing the one's attitudes, beliefs, and behaviors with other's people [39].

2.2. Influence of Social Network Site to the Social Awareness

Similar to the previous findings on how SNS affects self-awareness, the literatures display mixed reviews of SNS's effects to the user's social awareness, with both positive and negative effects. Within the social awareness domain, the sub-domain "empathy" was found in all studies and became the variable to be discussed. In addition, most studies seem to focus on applications which allow self-presentation, chat, feedback session, and comment such as Facebook and Instagram.

Positive effect of SNS on the individual's social awareness was found in the experimental studies by [40], [41], [42]. The positive effect of SNS is associated with the

features of SNS to connect with either new people or current acquaintances and to enable users surfing the thought of other people's which may lead to higher level of understanding towards other people's perspective [40], [41], [42].

In contrast to these studies, researches by AbdelKadeer & Elnakeeb [43] and Chan [44] found that the use of SNS weaken the ability for users to empathize and understand other's people feeling. SNS also appeared to cause both positive and negative effects to the social awareness quality of individuals as evident in the studies by [45] and [46].

Conceptual literature e.g. Konrath [26] discussed reasons why SNS posed negative effect to the human emotional intelligence, particularly the ability to empathize with other people. Konrath [26] argued that the upsurge of SNS could have some harmful effects on people's social selves and has created "the empathy paradox" – that as human beings become more interdependent globally, they turn out to be less interdependent within their individual lives.

In his paper, Konrath [26] contended there are four several features which enable social media to reduce the empathy level of an individual. The first is the sense of anonymity which makes people feel powerful, and that anonymity can reduce the sense of what is proper and responsible conduct, encouraging unnormal behavior. Due to the interpersonal and physical distance of online interaction, it could boost less than empathetic behaviors of the users and makes it easier to discount other people's feeling [26].

Further, Konrath [26] the second reason is social media overexposed individuals to global tragedies in a very frequent fashion which creates numbing effects to the individuals. Third reason is that social media allows personalization creates an entire universe of the self, that may lead to self-centeredness. The fourth reason is that social media consumes much time and reduces the time duration spent for the physical individual interaction.

2.3. Influence of Social Network Site to the Self-Management

Self-management is the ability to regulate distressing affects like anxiety and anger and to inhibit emotional impulsivity [9]. Boyatzis,et.al. [19] elaborated that self-management comprises of the ability of emotional self-control, transparency, adaptability, achievement, initiative, and optimism.

The self-management comprises of the individual's ability to monitor the individual's emotions and impulses in check, to remain calm under stressful situations and maintain composure irrespective of the current state of emotions , and is highly related with the self-monitoring ability, adaptation or adjusting behaviour according to environmental factors [47].

This review found 2 articles which studied the SNS influence to self-management domain. Wilcox & Stephen [38] concluded that SNS reduces the self-control, and this phenomenon is plausibly associated with the higher self-esteem.

The second article that analyses the effect of SNS on self-management was related to the feeling of social overload by Maier,et.al. [48]. Maier,et.al. [48] defined virtual social overload as the feelings of high social demands such as to take care of Facebook friends, to entertain the Facebook friends, to address problems of Facebook friends, to be responsible to talk to Facebook friends. The increase number of friends and the perceived demand to comment to higher number of posts may lead to the social overload which stimulates the feeling of emotional exhaustion [48].

2.4. Influence of Social Network Site to Relationship Management

Goleman [9] elaborated that relationship management or social skill pertains to the adeptness at inducing desirable responses in others, which is strongly influenced by social awareness (mostly empathy) and self-management, which are determined by self-awareness level.

Zeitel-Bank & Tat [1] argued that the use of SNS influences not only the self-management, but also the quality of individual's social relationships. The study argued that social media grows unhealthy environment in which users will likely feel less sociable and not feeling normal. In addition, they also argued that the activities in SNS influences individual's ability to think independently, and that individuals within social networks appear to be more exposed to peer pressure.

Similar finding was discovered through the experimental study by Krasnova,et.al. [49] who hypothesized that SNS provides easy and transparent platform for social comparison. Their study proved this assumption that social media activates individual's invidious emotions, with users, particularly, passive followers, mostly feel jealous towards other's happiness shown in the social media, including the stories of their leisure activities and ways of socialization. Further, Krasnova,et.al. [49] also suggested that this spread and ubiquitous existence of jealousy feeling is shown to weaken the life satisfaction of social media's users.

The opposing conclusion was reported by Pornsakulvanich [6] whose experimental study argued that higher number of friends in Facebook was associated with stronger social support, the level to which an individual feels close with their significant others, family, friends, and colleagues. Pornsakulvanich argued that this result is plausibly related with the individual's low self-monitoring trait that does not encourage the individuals to present themselves to satisfy others. As a result, individuals will feel more contented, connected, and close in their social relationships [6].

Experimental study by Burke,et.al. [5] both positive and negative findings of SNS. Burke,et.al [5] conducted study on directed interaction between pairs such as wall posts, comments, and "likes and consumption of friends' content, including status updates, photos, and friends' conversations with other friends. The directed interaction is correlated with greater

feelings of bonding capital and lower level of loneliness. Burke, et al [5] offered possible explanation that the exchanged messages between friends are products of friendship and ways to sustain the friendship.

On the other hand, increase consumption of friend's content is associated with lower level of bonding and social capital and increased loneliness. After having directed communication, users who view their friend's stories confirmed lower level of bridging social capital [5].

Table 3. Analysis and Findings on Literatures About the Effect of SNS to the Emotional Intelligence

| Authors | Type of SNS | Dimension of EI | Research Methodology | Findings | Conclusion |
|------------------|------------------------|--|---|--|------------|
| Au & Chew (2018) | Facebook and Instagram | Self-Awareness (Self-Confidence/Self-Esteem) | Qualitative method employing 24 in-depth interviews with youth users in Hong Kong | <p>Study revealed that the participants engaged in Facebook and Instagram with the state of emotional detachment, which may serve as the anticipatory reaction to the emotional exhaustion caused by imagined content and into which they inevitably returned. In addition, participants also encountered the perceived needs for detachment and a pervasive sense of "watchedness".</p> <p>Within a digital blasé, others' copresence, shaping imaginary communities and rivals, imposed the users of Facebook and Instagram with a sense of "watchedness," which prevented both emotional response and conveyance, that they themselves are being watched.</p> <p>As a result, the more users watch others online, the more users feel that they themselves are being watched. As a result, they feel discouraged from investing themselves emotionally and so work to reduce their engagement and participation online.</p> | Negative |
| Jan,et.al.(2017) | Facebook | Self-Awareness (Self-Confidence/Self-Esteem) | Correlation analysis with 150 survey respondents. | Increase in social media usage causes the self-esteem of individuals to decrease. One hour spent on Facebook daily results in a 5.574 decrease in the self-esteem score of an individual | Negative |

| Authors | Type of SNS | Dimension of EI | Research Methodology | Findings | Conclusion |
|--------------------------|-------------|--|--|--|------------|
| Qiu,et.al.(2010) | Facebook | Self-Awareness (Self-Confidence/Self-Esteem) | Experimental Study with 50 college students | <p>Individuals high in narcissism raised their public self-awareness while those low in narcissism reduced their public self-awareness.</p> <p>Study also found that individuals who are low in narcissism perceived their friends' lives to be better than their own and consequently experienced negative social well-being and emotion. However, this effect did not occur for individuals high in narcissism.</p> | Negative |
| Coulthard & Ogden (2018) | Instagram | Self-Awareness (Self-Confidence/Self-Esteem) | Quantitative experimental design of between and within-subjects experimental design including 59 young respondents | <p>The study results showed that respondents who posted no selfies showed a greater improvement in appearance satisfaction than those who posted selfies (regardless of feedback).</p> <p>The results showed no impact of either posting selfies or receiving feedback on measures of self-esteem or positive or negative mood.</p> <p>Posting selfies with feedback resulted in a greater improvement in face satisfaction, however, this effect was found to be temporary.</p> | Negative |

| Authors | Type of SNS | Dimension of EI | Research Methodology | Findings | Conclusion |
|-----------------------------|--------------------|--|---|---|-----------------------|
| Gonzales and Hancock (2011) | Facebook | Self-Awareness (Self-Confidence/Self-Esteem) | A total of 63 students (16 males, 47 females) | <p>The study suggests that selective self-presentation, afforded by digitally mediated environments can have a positive influence on self-esteem.</p> <p>The results demonstrate that exposure to information presented on one's Facebook profile enhances self-esteem, especially when a person edits information about the self, or selectively self-presentation.</p> | Positive |
| Krause,et.al.(2019) | Facebook | Self-Awareness (Self-Confidence/Self-Esteem) | Systematic Literature Review | <p>Results of the reviewed studies suggest that when a social networking site is used to compare oneself with others, it mostly results in decreases in users' self-esteem.</p> <p>On the other hand, receiving positive social feedback from others or using these platforms to reflect on one's own self is mainly associated with benefits for users' self-esteem.</p> | Positive and negative |
| Wilcox and Stephen (2012) | Facebook | Self-Awareness (Self-Confidence/Self-Esteem) | Five experimental designs | <p>Self-presentation facilitated by Facebook does increase the self-esteem for individuals focusing on strong-ties (close-friends) while surfing the Facebook.</p> <p>However, this temporary increase of self-esteem lowers the individual's self-control.</p> | Positive |

| Authors | Type of SNS | Dimension of EI | Research Methodology | Findings | Conclusion |
|--|--------------------|----------------------------|---|---|-------------------|
| AbdelKader Wafaa & Elnakeeb Mayar (2017) | No specification | Social Awareness | 112 students in the youth and adolescence period | <p>Emotional intelligence is related to the type of device used Emotional intelligence had no relation with the total time spent using media.</p> <p>EI declines when using Computer, Tablets, I-phones or Smart phones, or that people with higher EI refrain from using Computer, Tablets, I-phones or Smart phones.</p> <p>It is also possible that the students, who tend to use these devices, have difficulty relating to others and have difficulty to regulate emotion of others. Therefore, the respondents refer to these devices to avoid human interactions.</p> <p>Another possible interpretation is that the use of these devices exhausts the youth and adolescent mentally and emotionally leaving him unable to attend to other people's emotions</p> | Negative |
| Chan (2014) | Facebook | Social Awareness (Empathy) | Quantitative Study using Structural Equation Analysis | <p>The use of Facebook is found to diminish the individual's empathic social skills, either extroverted or neurotic individuals.</p> <p>Despite the benefit of Facebook to complement the face-to-face interaction, extended usage may replace real world interactions to the detriment of users' ability to exhibit empathy toward others.</p> <p>Facebook may provide new opportunities for communication and learning. However, it</p> | Negative |

| Authors | Type of SNS | Dimension of EI | Research Methodology | Findings | Conclusion |
|---------------------------------|---------------------------------|---|---|---|-----------------------|
| | | | | potentially weakens the empathic responses to others, which is important to ensure effective communication. | |
| Panditharadhyula & Kumar (2018) | Facebook , Instagram, and Quora | Social Awareness (Empathy) and Self-Awareness | Quantitative study using T-test, f- test and univariate analysis with the sample of 131 students (63 male and 68 female) pursuing their intermediate in corporate colleges. | <p>SNS such as Facebook and Instagram have more influence on intrapersonal awareness, with the following results:</p> <p>Respondents who do not use Instagram had higher scores on intrapersonal awareness than respondents who used Instagram.</p> <p>Respondents who do not use Facebook have higher intrapersonal awareness and interpersonal management of emotional intelligence than respondents who use Facebook.</p> <p>Respondents who use Quora have higher intrapersonal abilities and emotional intelligence over individuals who do not use Quora.</p> | Negative and Positive |

| Authors | Type of SNS | Dimension of EI | Research Methodology | Findings | Conclusion |
|----------------------|--|----------------------------|---|--|-----------------------|
| Hornung,et.al.(2018) | Facebook | Social Awareness (Empathy) | Quantitative survey, using partial least squares methods. Respondents composed of 60 female and 44 male participants (one participant did not indicate any gender). | <p>Younger audience that heavily uses social networks will be more likely to respond to a thought-out and empathic campaign that leverages emotions and therefore caters for their EI.</p> <p>However, if the older audience that heavily uses Facebook is the target of a social media campaign, their response might be higher with a simpler and less emotional-laden campaign design.</p> | Negative and Positive |
| Shen, Chen (2018) | QQ, WeChat, Microblog, overseas platforms such as Facebook, and others | Social Awareness (Empathy) | Quantitative and Qualitative Survey. Survey of 118 students of Nanhai Secondary School, Rongshan Secondary School, and Foshan Third Secondary School in China. Seven direct interview sessions. | <p>The results of the survey displayed a high correlation between empathy and media types used, but a poor correlation between empathy and time spent on this media.</p> <p>The students demonstrate overall empathy with others, although the empathy levels depend on what content they usually follow rather than how much time they spend online.</p> <p>The study suggested that social media users may display more empathetic behavior.</p> | Positive |
| Guan (2019) | No specification | Social Awareness (Empathy) | Quantitative survey | The results confirm that individual social media use in terms of frequency or time spent per day appears to be related to higher levels of empathy, particularly affective empathy. | Positive |

| Authors | Type of SNS | Dimension of EI | Research Methodology | Findings | Conclusion |
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| Alloway,et.al.(2014) | Facebook | Social Awareness (Empathy) | Experimental study with 410 volunteers, ranging between 18 and 50 years | <p>The experiment study found that some Facebook activities, such as chatting, was linked to higher levels of individuals to understand other people's point of view, particularly for male respondents.</p> <p>This pattern suggests that Facebook, in facilitating great social connection, may encourage some aspects of empathy. The reason is mostly associated with although the photo feature was linked to narcissism, the general pattern suggests that Facebook is primarily a tool for staying connected, and less than for self-promotion.</p> | Positive |
| Maier,et.al. (2012) | Facebook | Self-Management | Empirical survey with 523 Facebook users | The increase use of SNS leads to social overload which causes emotional exhaustion. | Negative |
| Burke,et.al.(2010) | Facebook | Relationship Management | Quantitative study with OLS analysis with 1,193 English-speaking adults. | The present study concludes that greater SNS use is associated with increased social capital and reduced loneliness, for direct consumption. However, clicking on lots of stories about the friend's contents leads to reduced bridging social capital. | Positive and negative |
| Krasnova,et.al.(2013) | Facebook | Relationship Management | Two quantitative survey with 357 respondents in study 1 and 227 respondents in study 2. | SNS triggers invidious emotions, and the prevalent presence of envy feeling is detrimental to users' life satisfaction. | Negative |
| Zeitel-Bank & Tat (2014) | Not specified | Relationship Management | Conceptual Literature | The paper argued that social media grows unhealthy environment in which users will | Negative |

| Authors | Type of SNS | Dimension of EI | Research Methodology | Findings | Conclusion |
|------------------------|--------------------|-------------------------|---|---|-------------------|
| | | | | likely feel less sociable and not feeling normal. | |
| Pornsakulvanich (2018) | Facebook | Relationship Management | Quantitative study with 257 college students. Analysis applied multiple regression technique. | The higher number of friends in Facebook was associated with stronger social support, the level to which an individual feels close with their significant others, family, friends, and colleagues | Negative |

CHAPTER III.CONCLUSION

The massive use of SNS has led to the increase researches on the relationship between SNS and individual's emotional intelligence. The review on 18 literatures about the effect of SNS on the Emotional Intelligence reveal contrasting results of positive and negative influences, with majority of the effects being negative influence. In terms of self-awareness, some studies conclude positive findings as SNS leads to higher self-esteem as individuals feel better about themselves when receiving feedback or comment from the other SNS's users. In addition, positive result may be attributed to the selective self-presentation. SNS is thus known as a medium for people to display what kind of "self" is to be portrayed.

As for the social-awareness, all literatures focused on the "empathy" domain, and similar to the finding on self-awareness, researches on SNS's effect to empathy level are divided into opposing results, increasing the empathy or lowering the empathy level.

The third investigated domain is the Self-Management. The reviews found only two articles which study the SNS effects on self-management, with two of them concluded negative effects of SNS on individual's ability for self-control. There is possibility that SNS reduces the level of individual's self-control and triggers social overload which stimulates emotional exhaustion.

Eventually, reviews on three different experimental studies yield both positive and negative findings. The use of SNS may lead to the higher level of social support. On the other hand, two studies suggested that social comparison which is a prevalent phenomenon in virtual social network triggers jealousy which may be detrimental not only to the individual self-confidence but also to the quality of social relationship with other people.

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