



EFFECT OF ONLINE LEARNING, EMOTIONAL INTELLIGENCE, INTELLECTUAL INTELLIGENCE AND SOCIAL INTELLIGENCE ON STUDENT PERFORMANCE IN BATAM CITY IN TIME OF COVID-19

by

Rona Tanjung¹, Sri Mulyati², Eka Kurnia Saputra³, Ferry Muliadi Manalu⁴, Magneta Hisyam⁵

^{1,2,4}Faculty of Economics and Business, Riau Islands University, Batam, Indonesia

³Management Study Program, STIE Pembangunan, Tanjungpinang, Indonesia

⁵Sekolah Tinggi Ekonomi Bisnis Islam

Email: ¹ronatanjung07@gmail.com

Article Info

Article history:

Received Juni 06, 2022

Revised Juni 25, 2022

Accepted Juli 27, 2022

Keywords:

Online Learning
Emotional intelligence
Intelektual intelligence
Sosial intelligence
student performance.

ABSTRACT

This study aims to analyze the effect of Online Learning, emotional intelligence, intellectual intelligence, sosial intelligence partially and simultaneously on student performance. The type of data used in this study is quantative data with data techniques using a questionnaire. The population in this study is management students of Riau Kepulauan University. The sampling using the Slovin formula and getting a sample of 60 students. The results of this study indicate that: 1. Online learning affects student performance, 2. Emotional intelligence affects student performance, 3. Intellectual intelligence does not affect student performance, 4. Social intelligence affects student performance. as evidenced by the value of fcount $30.447 > f_{table} 2.05$ and a significance value of $0.000 < 0.05$.

This is an open access article under the [CC BY-SA](#) license.



Corresponding Author:

Rona Tanjung,

Faculty of Economics and Business, Riau Islands University, Batam, Indonesia

Email: ronatanjung07@gmail.com

1. INTRODUCTION

In December 2019, an outbreak of severe acute respiratory syndrome coronavirus 2 infections occurred in Wuhan, Hubei Province, China, and spread across China and beyond. On February 12, 2020, the World Health Organization officially named the disease caused by the novel coronavirus as coronavirus disease 2019 (COVID-19). Because most patients infected with COVID-19 had pneumonia and characteristic CT imaging patterns, radiologic examinations have become vital in early diagnosis and the assessment of disease course. To date, CT findings have been recommended as major evidence for clinical diagnosis of COVID-19 in Hubei, China. This review focuses on the etiology, epidemiology, and clinical symptoms of COVID-19 while highlighting the role of chest CT in prevention and disease control. In spite of being characterised in the 1960s, human coronavirus still needs extensive studying for its better understanding. Since, the start of the new millennium corona viruses had caused pandemic. SARS-CoV and MERS-CoV were the first coronavirus outbreak which has resulted in socioeconomic and psychological losses in the past. The novel corona virus outbreak (COVID-19) needs lesson from our past experience in tackling the devastating situation. The population needs awareness about this novel virus during the current pandemic situation. In this article the author reviews the history of coronaviruses, its lifecycle and genomic structure, current pandemic situation, diagnosis of COVID-19, preventive measures, current medication and pipeline drugs and diagnostic kits. Due to this pandemic, the implementation of an online or online working and learning system that occurs as a result of the implementation of this system has an impact on a person's emotional processing ability due to limited interactions that can hamper student performance. This is also in line with what was stated.

“Emotional intelligence is very much needed to succeed at work and produce outstanding performance because a person's emotional intelligence can determine how well the person uses his emotional processing skills. online learning systems can also affect students' intellectual skills, this is also in line with the theory put forward that intellectual abilities make individuals have competencies including knowledge, skills, abilities and characteristics. It is obtained from the service profession through pre-service education, in-service training and work experience as well as interpersonal relations standards can be achieved with high work results. The applied online learning also affects social intelligence or people's ability to interact because of the limited direct interaction as stated by Goleman (2015) Social intelligence includes the ability to read people (eg judging other people), the ability to make friends, and skills to build relationships and work same as other people. and also affects student performance because of restrictions on activities and changes in the work and learning system which are usually carried out face-to-face to online meetings resulting in an impact on performance, as has been stated by Rivai and Basri (2015) Performance is the result or level of success of a person as a whole during a predetermined period and then compared with various possibilities, such as work standards, performance targets or targets and predetermined criteria that have been mutually agreed upon. In other words, the online learning system affects the level of understanding of students both emotionally, intellectually and socially as well as the performance of students. According to learning strategies which include teaching, discussion, reading, assignments, presentations and evaluations in general, their implementation depends on one or more of three basic methods of communication, namely: 1. Communication between lecturers and students 2. Communication between students and learning resources 3. Communication between If these three aspects can be carried out with a harmonious composition, an optimal learning process will occur. However, it cannot be separated from campus environmental factors, organizations such as effective communication patterns between lecturers and students, harmonious working relationships, and adequate communication facilities. Online learning can be effective in digitally advanced countries which are why in Pakistan it is ineffective. However, in Pakistan, a significant deal of learning and teaching, as well as administrative activities of academic institutions are handled manually according to Salam, Jianqiu, Pathan, & Lei in Lack of access to fast, affordable and reliable internet connections hinders the process of online learning especially for those who are living in rural as well as marginalized communities of Pakistan. Students who access the internet through smartphones are unable to take advantage of online learning because a significant amount of online content is not accessible via smartphones.

Emotional intelligence is a prerequisite for key skills such as communication and empathy, sensitivity, creativity, self-awareness, self-control, and assertiveness Studies such as suggest that emotional intelligence is one of the most important skills that lead nurses to be more respectful of their patients and provide them with more information about treatments and their consequences. Study has shown that emotional intelligence allows for open communication between the nurse, patient, and family, allowing them to share feelings and emotions. With greater emotional intelligence, the nurse is more willing to listen to patients, help them, and care for them.

Intellectual intelligence is the ability of students to read, understand and interpret any information, especially those related to the lessons they receive. Intellectual Intelligence is one measure of ability that plays a role in processing logic, language and mathematics. Based on this, the higher a person's intellectual intelligence, the more ethical they tend to be in completing a job Social intelligence is the ability to understand and manage human relationships. Social intelligence means people who are able to make people around them feel comfortable and relaxed with their existence the concept of social intelligence put forward by [3] which explains social intelligence as the ability to understand and manage other people, both male and female. As a student, social intelligence is very necessary in interacting with peers, teachers and also the community and has the courage to express opinions, and as a provision for a more complex future life.

According to Intellectual intelligence and emotional intelligence have a positive and significant effect on performance? According to prastatik (2020) the results showed that the partial test of intellectual intelligence and social intelligence did not significantly influence the performance of employees at PT. ASTRA International DAIHATSU Manado. But emotional intelligence has a significant influence on the performance of employees at PT. ASTRA International DAIHATSU Manado. In the simultaneous test shows that intellectual intelligence, emotional intelligence and social intelligence significantly influence the performance of employees at PT. ASTRA International DAIHATSU Manado.

2. RESEARCH METHOD

In this study, the researcher used a quantitative research type, namely research that was used to examine certain populations/samples. The key purpose of this research study was to find the general attitudes of Batam higher education students towards compulsory digital and distance learning university courses amid Coronavirus (COVID-



19). The sample of the study included 60 higher education students. All the students participated in the survey were currently attending online courses or included those who finished their last semester virtually.

The research instrument used in this study was in the form of a questionnaire or a questionnaire via google form in the form of a statement with a total of 38 statements distributed to 60 respondents using a Likert scale.

Data were analyzed using descriptive analysis Method, and Multiple Regression Analysis. This previously performed a classic assumption test, including linearity, normality, and multicollinearity

3. RESULTS AND ANALYSIS

The results of the validity test show that all statements have a value of $r_{count} > r_{table}$ with a sample of 60 and an r_{table} of 0.244. So it can be concluded that all statements on all variables are declared valid.

In this study, it can be seen that the Cronbach Alpha value is above 0.6, which means that the questions on the questionnaire are declared reliable.

Normality Test: The figure shows that the histogram curve is above normal. And it can be said that the research model is normal because the curve is bell-shaped.

Multicollinearity test

From the table above, it can be said that the tolerance value is greater than 0.1 and the VIF of all independent variables in this study is less than 10. This means that there is no multicollinearity in the results of the research data.

Multiple Linear Regression Analysis

Based on the table above, it can be concluded that the multiple linear regression equation $Y = 8.401 + 0.548 + 0.419 + (-0.503) + 0.680 + e$

t test (Partial)

Partial test (t test) is to determine the significant effect of independent variables (online learning, emotional intelligence, intellectual intelligence, social intelligence) partially or individually explain the dependent variable results of partial hypothesis testing with t-test, where the number of respondents (n) = 60 respondents, significance level (α) = 10%, then the conclusions obtained are as follows: First, for online learning, the Sig value = 0.005, because the Sig value (0.005) < 0.1 then the hypothesis is accepted that there is a positive and significant effect between X1 on Y. Second, for emotional intelligence, the value of Sig = 0.007 is obtained, because the value of Sig (0.007) < 0.1, then the hypothesis is accepted that there is a positive and significant effect between X2 against Y. Third, for intellectual intelligence obtained with a value of Sig = 0.025, because the value of Sig (0.025) > 0.1, $t_{count} -2.298 < t_{table} 1.671$, the hypothesis is rejected there is a negative and insignificant effect between X3 on Y. Fourth, for intelligence social values obtained with Sig = 0.000, karena nilai Sig (0,000) < 0,1, then the hypothesis is accepted that there is a positive and significant effect between X4 on Y.

F Test (Simultaneous)

Based on the table, it can be seen that the f_{count} value is $30,447 > f_{table} 2.05$ and the significance value is $0.000 < 0.1$, meaning that this hypothesis is accepted and all independent variables (X1, X2, X3, X4) have an effect on the dependent variable (Y). So online learning, emotional intelligence, intellectual intelligence and social intelligence have a significant effect on student performance.

Coefficient of Determination

Based on the table above, it can be seen that the R square value is 0.689 or 68.9%, which means that the independent variable has a significant effect on the dependent variable of 68.9% and the remaining 32.1% is influenced by variables outside this study.

4. CONCLUSION

This study aims to determine the effect of online learning, emotional intelligence, intellectual intelligence, social intelligence on student performance in Batam City. Based on the results of the research that the author has done, the data collected can be concluded as follows:

1. Online learning has a positive and significant effect on the performance of the seventh semester of Riau Islands University students.
2. Emotional intelligence has a positive and significant effect on the performance of the seventh semester of Riau Islands University students.
3. Intellectual intelligence does not have a positive and significant effect on the performance of the seventh semester of Riau Islands University students.
4. Social intelligence has a positive and significant effect on the performance of the seventh semester of Riau Islands University students.

-
5. Online learning, emotional intelligence, intellectual intelligence, social intelligence has a positive and significant impact on the performance of the seventh semester of Riau Islands University students.

REFERENCES

- [1] R. Shrestha and L. Shrestha, "Coronavirus disease 2019 (Covid-19): A pediatric perspective," *J. Nepal Med. Assoc.*, vol. 58, no. 227, pp. 525–532, 2020, doi: 10.31729/jnma.4977.
- [2] J. MA, "Coronavirus (COVID-19): History, Current Knowledge and Pipeline Medications," *Int. J. Pharm. Pharmacol.*, vol. 4, no. 1, pp. 1–9, 2020, doi: 10.31531/2581-3080.1000140.
- [3] J. Giesecke, "EMOTIONAL INTELLIGENCE," no. December, 2007.
- [4] S. Rapika and A. P. Sari, "Pengaruh Kepribadian Dan Kemampuan Intelektual Terhadap Kompetensi Guru Di Smkn 3 Kota Bengkulu," *Manag. Insight J. Ilm. Manaj.*, vol. 12, no. 2, pp. 64–76, 2019, doi: 10.33369/insight.12.2.64-76.
- [5] L. B. H. Rekno Sulandjari, "PERAN PEMBELAJARAN ONLINE DALAM PEMBIMBINGAN TUGAS AKHIR PADA KINERJA MAHASISWA DALAM PENYELESAIAN STUDI TEPAT WAKTU DI UNIVERSITAS PANDANARAN TAHUN AJARAN 2019/2020," vol. 2507, no. February, pp. 1–9, 2020.
- [6] D. S. Bestiantono, P. Z. R. Agustina, and T.-H. Cheng, "How Students' Perspectives about Online Learning Amid the COVID-19 Pandemic?," *Stud. Learn. Teach.*, vol. 1, no. 3, pp. 133–139, 2020, doi: 10.46627/silet.v1i3.46.
- [7] A. Soto-Rubio, M. D. C. Giménez-Espert, and V. Prado-Gascó, "Effect of emotional intelligence and psychosocial risks on burnout, job satisfaction, and nurses' health during the covid-19 pandemic," *Int. J. Environ. Res. Public Health*, vol. 17, no. 21, pp. 1–14, 2020, doi: 10.3390/ijerph17217998.
- [8] H. Khairat, Y. Anisma, and R. Rofika, "Pengaruh Kecerdasan Emosional, Kecerdasan Intelektual, Kecerdasan Spritual Dan Komitmen Organisasi Terhadap Kinerja Auditor," *J. Online Mhs. Fak. Ekon. Univ. Riau*, vol. 4, no. 1, pp. 323–337, 2016.
- [9] T. K. Dewi and M. G. Wirakusuma, "Pengaruh Kecerdasan Intelektual, Kecerdasan Emosional Dan Kecerdasan Spritual Pada Perilaku Etis Dengan Pengalaman Sebagai Variabel Pemoderasi," *E-Jurnal Ekon. dan Bisnis Univ. Udayana*, vol. 9, pp. 2089–2116, 2018.
- [10] K. T. Ariantini, N. T. Herawati, and N. L. G. E. Sulindawati, "Pengaruh kecerdasan emosional, kecerdasan spiritual, dan kecerdasan sosial terhadap pemahaman akuntansi pada mahasiswa jurusan akuntansi," *E-Journal Akunt. Univ. Pendidik. Ganesha Singaraja*, vol. 7, no. 1, pp. 1–11, 2017.
- [11] P. K. Sosial, M. Kerja, and D. A. N. B. Organisasi, "Pengaruh kecerdasan sosial, motivasi kerja, dan budaya organisasi terhadap kinerja pekerja sosial pendamping pkh dinas sosial kabupaten tasikmalaya," vol. 4, no. November, pp. 128–133, 2018.
- [12] I. A. Mutaqien, "PENGARUH KECERDASAN EMOSIONAL, KECERDASAN SPIRITUAL, KECERDASAN INTELEKTUAL TERHADAP KINERJA KARYAWAN MELALUI STRES KERJA SEBAGAI VARIABEL INTERVENING DI RUMAH SAKIT UMUM SAKINA IDAMAN SLEMAN, YOGYAKARTA," nivesitas Islam Indonesia, 2019.
- [13] P. S. O. Siahaan, "Pengaruh Kecerdasan Intelektual (Iq) Dab Kecerdasan Emosi Terhadap Kinerja Karyawan," *J. Penelit. Akunt.*, vol. 1, no. 1, pp. 1–14, 2019.