

Developing Firms' Collective Emotional Intelligence with Subjective Well-Being and Happiness Perception as Triggers.

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ABSTRACT

Currently, organizations carry out processes for the development of strategies that helps increasing their competitiveness. To achieve this, organizations implement a systematization of the activities that must be developed to acquire knowledge and that with it they are able to develop processes that reflect collective intelligence that affects socioeconomic growth and intervene in the decision-making process. Taking into consideration that in the current environment of companies, there is a combination between human and technological elements, in which the former depends on an immeasurable number of variables that condition their behaviour, level of satisfaction and performance, for the purposes of this study, two variables are taken to verify the level of incidence they have on the development of collective intelligence from complex processes in the social sphere.

Keywords: Collective Intelligence, Happiness, Well-Being, Collective Intelligence, Technology-Based Firms