

# MURPHY - WITHIN US

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Anything that can go wrong will go wrong at the worst possible time and will cause the most damages. That is Murphy's Law.

In any organization, one cannot be independent of Murphy's influence. Who is Murphy? What power has he and why is he around all the time?

Imagine this scenario. A VIP is coming to attend a meeting in our facility. The team begins to deliberate on the expected visit to ensure a smooth running of the event. Much preparation and rehearsals take place to achieve organizational excellence. Everything is planned to ensure the VIP enjoys and is comfortable with the environment.

Finally, the BIG day arrives. The VIP is seen frantically testing the microphone that some reasons unknown, fails to respond accordingly. That's Murphy's Law in action. Equipment always fails at the most inopportune time; usually, right after you have checked the system to make sure it is functioning properly. Your heart “drops” from the embarrassment. What is worst is when you cannot locate the PA system expert. Everything goes wrong all at once. You know you would have to do something to rectify the situation at that moment. You manage to do so somehow. Here, the Murphy within us is an optimist. At that point in time, one has the tendency to quickly place the blame on Murphy's Law as Murphy is against your odds.

Imagine another scenario. The team diligently prepares for the coming of the VIP. Meetings after meetings, rehearsals after rehearsals, all to ensure smooth execution of the visit. The day comes where the VIP successfully delivers his keynote address without any hiccups. Naturally, the team feels relieved. When everything is going on perfectly fine, Murphy says, “something is wrong somewhere” – in his desperate attempt to get involved again but this time, acting in your favor.

Then, your boss walks up to the stage, holds the microphone, tapped it once, then twice. The microphone works fine and he proceeds with his speech. Everyone feels good and yet, it is an “embarrassment” to the organizer. Obviously, your boss does not share your confidence. Why? The answer is Murphy is lurking in his mind.

In the event where the microphone fails to function, everyone knows Murphy is watching. All of us agree that the microphone technically could not be disabled by itself. Something must have initiated an act or motion for Murphy to cause the malfunctions, be it any living being or other forms of nature.

The learning experience here is that Murphy is within us in all situations. We continue to strive for excellence not for fear of Murphy within us but we wish not to regret for not being prepared. Let's make Murphy within us work for us and work in our favor.

*(Article was published in March 2002 SUARA Motorola Kuala Lumpur)*