

ASIAN JOURNAL OF KNOWLEDGE MANAGEMENT

Vol.5 No.2: 2018

PP 18417/02/2014 (033797)

In This Issue

- **The Seven Do's and Don'ts of Happiness**
By Dr Tan Thai Soon



Asian Institute of Knowledge Management Sdn Bhd

ASIAN JOURNAL OF KNOWLEDGE MANAGEMENT

CONTRIBUTORS

All manuscripts and editorial correspondence pertaining to articles and related matters should be addressed to The Chief Editor, Asian Institute of Knowledge Management Sdn Bhd at the publisher address.

PUBLISHER

Asian Institute of Knowledge Management Sdn Bhd
5, Jalan 3/125D, Desa Petaling, 57100 Kuala Lumpur, Malaysia
Tel: +603-9057 2233 Fax: +603-90571323
Email: info@asianikm.com Website: www.asianikm.com

PRINTED BY

James Aries Printing Sdn Bhd
No. 40 & 42, Jalan TPK 2/5, Taman Perindustrian Kinrara
58200 Puchong, Selangor
Tel: +603-80752502

POLICY AND DISCLAIMER

The Asian Journal of Knowledge Management is published twice a year by Asian Institute of Knowledge Management Sdn Bhd. Its main objective is to provide a platform for the publication of articles based on research, concept, theory and commentaries related to the knowledge management. The views and opinions expressed are those of the individual authors and do not necessarily represent those of the institute.

ASIAN JOURNAL OF KNOWLEDGE MANAGEMENT

EDITORIAL BOARD

Chief Editor

Dr. Tan Thai Soon

Associate Editors

Mr. Kek Che Nyu

Editorial Board Members

Dr. John Fisher (Consultant)

Dr. Tan Thai Soon (Consultant)

Prof. Dr. Nooh Abu Bakar (Consultant)

Prof. Dr. Tay Jon Jon (Consultant)

Prof. Dr. Mahamad Tayib (DRB-HICOM University)

Prof. Sr. Dr. Ting Kien Hwa (Universiti Teknologi MARA)

Assis. Prof. Dr. Ong Seng Fook (Universiti Tuanku Abdul Rahman)

Assoc. Prof. Dr. Pua Eng Teck (Universiti Tun Abdul Razak)

Assis. Prof. Dr. Mohammad Falahat (Universiti Tuanku Abdul Rahman)

Assoc. Prof. Dr. Chin Sze Kim (Berjaya University)

Assoc. Prof. Dr. Fakhrol Anwar Zainol (Universiti Sultan Zainal Abidin)

Assoc. Prof. Dr. Wan Norhayate (Universiti Sultan Zainal Abidin)

Assoc. Prof. Dr. Stanley Yap (SEGi University)

Assoc. Prof. Dr. Joseph Walter Anthony (Stradford International College)

Assoc. Prof. Dr. Goh See Kwong (Taylor's University)

CONTENTS

Editorial

The Seven Do's and Don'ts of Happiness

Dr. Tan Thai Soon

Editor's Note

The article on this issue is entitled, “The seven do’s and don’ts of happiness”. The article looks into the use and applications of Knowledge Management Process (KM Process) in happiness management. The concept incorporating four perspectives of knowledge management processes, referred to the “Knowledge 4C”. The process includes *Knowledge Creation, Knowledge Conversion, Knowledge Communication and Knowledge Change*. The writer seeks to apply the four knowledge management processes in personal emotional health in happiness management. The processes include: understanding oneself and other people emotion; applying the healthy emotion; continuous communicate the healthy emotion; and undoing or controlling the unhealthy emotion.

Dr Tan Thai Soon

Editor, *Asian Journal of Knowledge Management*

The Seven Do's and Don'ts of Happiness

Dr Tan Thai Soon
tanthaisoon@gmail.com

Abstract

This article looks into the use and applications of Knowledge Management Process (KM Process) in happiness management. The concept was first introduced by (Tan, 2013) by incorporating four perspectives of knowledge management processes, referred to the “Knowledge 4C”. The new process includes *Knowledge Creation, Knowledge Conversion, Knowledge Communication and Knowledge Change*. The author seeks to apply the four knowledge management processes in personal emotional health in happiness management. The four processes include: happiness creation, happiness conversion, happiness communication, and happiness change, as shown in figure 1 below.

Keywords: Knowledge Creation, Knowledge Conversion, Knowledge Communication, and Knowledge Change. Happiness Creation, Happiness Application, Happiness Communication, and Happiness Change.

1. Introduction

1.1 The concept of happiness

What is happiness? According to Wikipedia, happiness is used in the context of mental or emotional states, including positive or pleasant emotions ranging from contentment to intense joy. To put it in simple words, it is the way in which we manage our life, emotionally and spiritually. The growth in the importance of happiness management and happiness research in the modern world is evident, it has been conducted in multiple scientific disciplines, including social psychology, clinical and medical research, happiness economics, and spiritual writing.

1.2. The need of happiness management

The need and applications of happiness management process become ever more important, due to the current economic, social and cultural development environment. Our current development environment is based on intense individualistic competition, materialistic lifestyle, social discrimination and racism. As a result, we are living in an emotional unhealthy state of mind.

This article seeks to apply the happiness management process in families, schools, organizations and communities. The process is by doing and applying the right healthy emotion; and undoing and controlling unhealthy emotion respectively.

2. The four modes of knowledge management process in happiness management

2.1.1 Knowledge creation in happiness management

Knowledge creation in happiness management is a process of understanding, creating or acquiring the knowledge of the healthy emotion, toward the right people, at the right place at the right time and continuously. This process set out the definition of seven healthy emotion of happiness will be discussed in section 3 below.

2.1.2. Knowledge conversion in happiness management

Knowledge conversion in happiness management is a process of doing or applying the healthy emotion to the right people, at the right place at the right time and continuously. The application of seven healthy emotion of happiness will be discussed in section 3.

2.1.3. Knowledge communication

Knowledge communication in happiness management is a process of continuous communicating your healthy emotion of happiness to the right people, at the right place at the right time.

2.1.4. Knowledge change

Knowledge change in happiness management is a process of undoing and controlling the unhealthy emotion to the right people, at the right place and right time and continuously. The seven unhealthy emotion of happiness will be discussed in the section 3.

2.2. The relationship

The relationship examines into the process of interpersonal relationship and spirituality.

2.2.1. Two-dimensional relationships

A two-dimensional approach to relationship investigates the interrelationship between two people or groups such as parents and children; teachers and students; employers and employees; and the general public in the society and community. The first two-dimensional relationship looks into the emotionally healthy and unhealthy relationship.

2.2.2. Four-dimensional relationships

A four-dimensional approach to relationship which looks into additional two-dimensional relationship, it is a human and spiritual relationship.

The emotionally healthy relationship and spiritually matured are inseparable. As Peter Scazzero (2017) puts it, it is not possible to be spiritually mature while remaining emotionally unhealthy.

2.3. Other important factors

In the knowledge happiness management process, the following are the important factors:

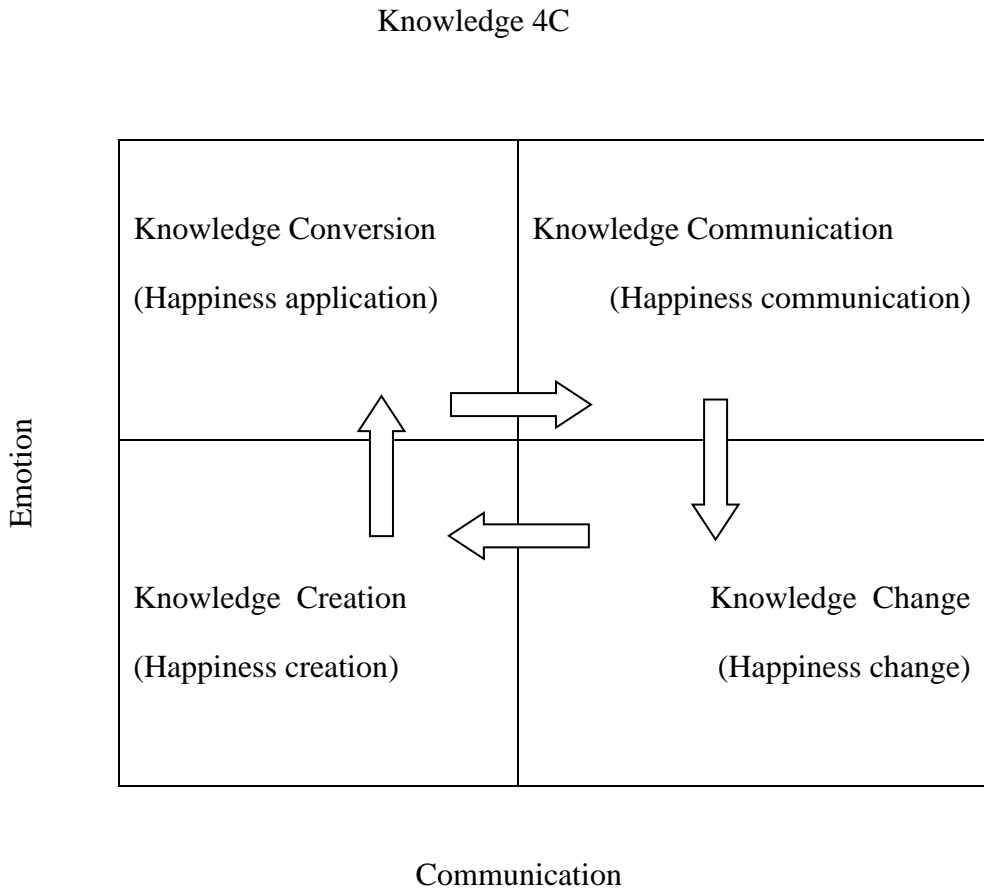
- Right people,
- At the right place or community; and
- At the right time and continuously.

3.1. Knowledge happiness management

Knowledge happiness management *is a continuous process of managing happiness by understanding, applying, and communicating the healthy emotion; and changing, undoing and controlling the unhealthy emotion toward the right people in the right place at the right time and continuously in doing so.* The four perspectives in knowledge happiness management include knowledge creation (happiness creation); knowledge conversion (happiness application); knowledge communication (happiness communication); and knowledge change (happiness change).

A new concept within the knowledge happiness management process is set out in figures 1 and 2 below.

Figure 1 - Four modes of knowledge happiness management process



© TST Consulting Group

3.2. Happiness creation

The knowledge creation process in happiness management examines the process of happiness creation. It is a process of creating and understanding, in the internal state of mind, the emotional healthy relationship toward the right people, at the right place at the right time and continuously in doing so. The following paragraph set out seven essential healthy emotion of happiness one must do.

3.2.1 Understanding the seven do's of happiness

In understanding the emotional healthy relationship, I set out the seven do's of happiness as follows:

First, love is the most important healthy emotional relationship. According to Wikipedia, love encompasses a variety of strong and position emotional and mental states. It plays an important part of interpersonal relationship. It can be in the form of family love, friendly love, romantic love, and many other forms. In addition, love has additional spiritual meaning.

Second, praise is a form of positive reinforcement that produces a position emotion effects by generating a positive affective state likes happiness. It is thought that mutual praise may serve to strengthen interpersonal relationship and emotional healthy states and happiness.

Third, forgive is the intentional and voluntary process by which a victim undergoes a change in feelings and attitude regarding an offense, lets go of negative emotions that resulted a positive happiness.

Fourth, contentment is a mental or emotional state of satisfaction may be drawn from being at ease in one's situation, body and mind. It could be a state of having accepted one's situation and is a milder and more tentative form of happiness.

Fifth, grateful describe an appreciative attitude for what one has received. It indicates a warm or deep emotional appreciation of personal kindness as shown to one, such as toward your parents, grateful for favors to one's friends and neighbors for help in time of trouble.

Sixth, helpfulness is a positive emotional response toward other needs. It is generally agreed that, in the long run, helping behavior benefits receiver as well as the giver, particularly the internal emotional states of mind like happiness.

Seven, harmony is when you feel peacefulness and happy in the internal emotional states of mind.

3.3. Happiness application

The knowledge conversion process in happiness management involves the application of emotional healthy relationship toward the right people, at the right place at the right time and continuously in doing so. The following paragraph set out the practical applications of seven do's of happiness.

i) Love

Love, perhaps the most important emotional states of mind.

Love is about being patient and kind, doesn't envy, doesn't judge, doesn't gossip, and is not provoked.

The applications of love happen in the family, such as brother and sister love, if they love each other they will be harmony and unity in the family and thus happiness in the family.

According to Harvard university research, one of the keys to happiness is the closest relationship; and deeply connected with their friends, family and community.

ii) Praise

Spending time to praise is the secret of victory and happiness.

A child who grew up in praise, knows how to respect those who praise him such as elders, teachers and classmates.

The children who are praised will have joy and happiness in their hearts. Similarly, a person respected by others, will have the same joy and happiness in the heart.

iii) Forgiveness

Forgiveness is a release in the mind. As the saying, one must forget and forgive.

Forgiveness to those who offended us is a release to free the mind and eventually bring joy to the heart and happiness to oneself. Similarly, it not only released oneself, but the other party also released into joy and happiness.

iv) Contentment

Contentment is a state of happiness and satisfaction. It is not something that can be created and found, such as money, wealth and material lifestyles. As indulgence, greed and pride will prevent you from happiness and satisfaction.

Contentment should not be interpreted as a sign of encouraging laziness.

Rather, it is the attitude of balancing your work, life and living as follows:

- Good attitude towards your work and be grateful and thankful to your employer;
- Attitude toward balancing the spending and saving your money;
- Balancing wealth accumulation and habit of giving back to society; and
- Balancing abundance and moderate living lifestyle.

v) Grateful

Learn to count the blessings every day, we'll discover a true happiness. Be grateful and you will be happy (Karl Moore)

A child who knows how to be grateful, always show joy and happiness in his or her heart. For example, the child thanked the parents for their parenting; and thanked the teacher for his education. Parents and teachers will also feel joy and happiness because of the gratefulness of the children.

Similarly, a grateful employee will always find joy in the work and be happy. A happy employee will always be more productive and thus the work performance. Improvement in the organizational performance will bring better result to the firm and thus happiness to the employer.

vi) Helpfulness

As mentioned earlier, in the long run, helping behavior benefits receiver as well as the giver, particularly the internal emotional states of mind like happiness. As it was written "it is more blessed to give than to receive."

It is important that parents, teachers and leaders must show by example, to help children, students and members of communities to develop a lifelong habit:

- To help the weak and have a positive response toward other needs;
- To do good and be rich in good works;
- Be ready to distribute and sharing wealth; and
- Willing to communicate.

vii) Harmony

Harmony is when people are all getting along together. Harmony is when people are nice to one another. Harmony is the flow of life.

According to Collins dictionary, if people are living in harmony with each other, they are living together peacefully rather than fighting or arguing.

In a family, as the saying, unity is power. A united family brings peace and harmony in the family and thus to the society.

In school, studies have shown, teamwork, social integration, and gender integration will improve trust, empathy and cooperation between the members of the group. More importantly, teamwork and intergroup contact has been found useful to improve children positive attitudes toward members of many kinds of groups and thus harmony in the school.

3.4. Happiness communication

The knowledge communication process in happiness management is concerned with people emotional health strategy. It is a process of continuous communicating, in the internal state of mind and external action, the emotional healthy relationship toward the right people, at the right place at the right time and continuously in doing so.

A successful communication can reduce misunderstanding and thus increase happiness. The following are some of the factors that contribute to the successful communication:

- Think twice before communicates your decision and taking action. To find out all the facts, master first-hand information, repeated thoughts and then put into action;
- Think twice before communicating or speaking. As the Chinese saying, misfortunes start from the mouth. So, be swift to hear, slow to speak, and slow to anger;
- The communication should be continuous. For example, you met your first love girlfriend and married her as your wife. Your love towards her should be continuous.

In short, the way we communicate, we speak and taking action will have an emotional impact on our self and on other people

3.5. Happiness change

The knowledge change process in happiness management looks into the process of *changing, undoing or controlling the unhealthy emotion toward the right people in the right place at the right time and continuously in doing so.*

The following paragraph set out the practical aspect of undoing the emotional unhealthy relationship.

i) Don't Be Jealous

In the family, brothers and sisters because of jealousy in job allocation and rewards from the parents, become disunited and not co-operate with each other in the family business. Similarly, the executors because of jealousy in distribution of wealth, sue each other in court. Also, one of the oldest stories, the son of Adam and Eve, Cain because of jealousy killed his own brother, Abel.

Therefore, parents must have good wisdom in handling children's needs and rewards. At the same time, a proper wealth and estate planning is important. In Malaysia, one of the popular wealth distribution planning is by setting up a family office through a foundation in Labuan.

In the school, too much competition and emphasis on individual result and grading always create jealousy amongst school students. Too much emphasis on individual performance and result will discourage co-operation, caring and sharing culture in the school. Therefore, the group participations and presentations will encourage co-operation and sharing culture.

ii) Don't Gossip

As the saying, praise and curse come out of one mouth. It is not uncommon, family members gossip about each other, school students gossip about their

friends, and community members like to gossip at coffee shops. Gossip could be a result of bad culture of certain community, bad storytelling intentionally or unintentionally; bad habits, or even jealousy.

iii) Don't Judge

As it is written, judge not, that you be not judged. For with the judgement you pronounce you will be judged, and with the measure you use it will be measured to you.

In the family, parental attitude towards the child is important. Parent should be very careful in criticizing and judge the child's results and failures. Instead, the parents should:

- accept the child's failed grades and result, because criticism can't change the failed grades and result;
- Encourage the child's attitude, because attitude and patience can change the result and outcome in the future; and
- Help children to develop their strong points

iv) Don't Be Greedy

Greedy is a state of minds, having a strong or excessive desire to acquire money or possess things, especially wishing to possess more than what one needs, deserves or capability.

Greedy and excessive desires for something may lead to the following:

- Fall into temptations and many harmful lusts and schemes;
- Excessive desire for somethings, such as money or luxury goods, will lead to more greed and some have been led astray from the faith. This includes stealing, cheating, fraud or corrupt in order to possess for more money and things;

- Over spends on credit terms; and
- Excessive borrowings and leverage on loans may cause personal financial crisis during economy down turn.

v) Don't Be Selfish

Don't be selfish. Be humble, thinking of others as better than yourselves. Don't look out only for your own interests, but take an interest in others. Your attitude toward others will create good relationships with one another. As Harvard university research, one of the keys to happiness is the closest relationship; and deeply connected with their friends, family and community.

On the other hand, a selfish person who only cares about themselves, normally being dislike by their friends and do not have good relationships with others, and thus less happy.

vi) Don't Be Ungrateful

Ungrateful is referring to someone for not showing thanks or for being unkind to someone who has helped them or done them a favour.

According to a study, people are becoming less grateful, because they are being told their entitlement and benefits. The more they think they should get more, the less grateful they are. They will get angry and unhappy if they do not get more. The more you feel entitled, the less happy will be.

The study also shown, the children who get whatever they want, usually are less happy children. A spoiled child is normally less happy. Similarly, the more that you feel that life or society owes you, the less happy you will be. As a result, we are increasing the number of angry and unhappy people. Therefore, any social policy that can result in ungratefulness attitude amongst the people, will increase more angry and unhappy people.

vii) Don't Be Angry

It is not easy not to be angry in all circumstances; even the God get angry sometimes. The following are some of the suggestions for people who easily get angry:

- Don't be angry too fast, but angry slowly. As it is written, let us be swift to hear, slow to speak, and slow to angry. Therefore, when angry count one to seven before you speak.
- If you are angry, don't stay angry until sunset or bring your anger into your dream. For example, when husband and wife quarrel during day time, before going to sleep; say something like: I am sorry or it is my fault etc

Therefore, controlling unhealthy emotion, such as anger, is important, because a person cannot be angry and happy at the same time.

3.6. Knowledge happiness management process map

A detail summary of the above processes is set out in Figure 2 as a Knowledge Happiness Management Process Map below.

Figure 2 - KM process map

Emotion	Knowledge Conversion (Happiness application) <ul style="list-style-type: none"> • Applying healthy emotion 	Knowledge Communication (Happiness communication) <ul style="list-style-type: none"> • Continuous communicate healthy emotion
	Knowledge Creation (Happiness creation) <ul style="list-style-type: none"> • understanding healthy emotion 	Knowledge Change (Happiness change) <ul style="list-style-type: none"> • undoing and control unhealthy emotion

Communication

3.7. In summary

In summary, the main premises of knowledge happiness management are happiness creation, happiness application, happiness communication, and happiness change.

In applying the four modes of knowledge management processes in happiness management. The four processes include:

- Firstly, understanding oneself and other people emotion;
- Secondly, applying the right emotion toward other people;
- Thirdly, continuous communicate the right emotion; and
- Fourthly, changing, undoing or controlling the unhealthy emotion.

It is worth noted that, the emotional healthy relationship and spiritually mature are inseparable. It is not possible to be spiritually mature while remaining emotionally unhealthy (Peter Scazzero, 2017). Therefore, through managing healthy emotion and controlling unhealthy emotion, it helps to increase the ethic and moral value and thus the spiritual health of an individual.

Finally, it should be noted that this book is only restricted to managing emotional healthy relationship between oneself and other people in happiness management. According to other research, the happiness can be managed through our physical life, such as:

- What we eat, as what we eat has an impact on our mood;
- The physical activity, as experts say exercising helps improve mood;
- The investment in experience such as: in traveling, team building courses and dancing classes; and
- The way we live our life.

In short, happiness can be managed through internal emotional health, and through external physical activities.

DECLARATION FORM

Title of Paper

Organisation or Company's Name (if any):

Author's Name: _____

Designation: _____

Address:

Email: _____

Tel: _____ Fax: _____

I/We _____

confirms that that my/our submission to AJKM is my/our original work/
manuscript. I/We have read and understood the terms of reference of the **Asian
Journal of Knowledge Management**. I/We shall not hold the Asian Institute
of Knowledge Management Sdn Bhd liable for the consequences of my/our
failure to comply with the terms.

Author's signature: _____

Date: _____

Call for Paper

Asian Institute of Knowledge Management would like to invite researchers, scholars, academicians, professionals, industry experts and management consultants from all over the world to publish their work in our journal (ISSN: 2289-6287) on any topic relevant to aim & scope of the journal includes:

Knowledge Management Input

- Knowledge management enablers;
- Learning and eLearning;
- Trust and culture;
- Talent;
- Leadership skills and manager skills;
- Information technology support; and
- Business strategy

Knowledge Management Process

Knowledge creation:

- Knowledge creation process; and
- Strategic creation and strategic plan

Knowledge conversion:

- Critical & emotional thinking;
- Business analytical skills;
- Management analysis; and
- Human resource management skills

Knowledge communication and sustainability:

- Marketing communication mix;
- Entrepreneurship skills and communication mix;
- Customer relation & communication mix;
- Economic resource planning;

- Enterprise resource planning; and
- Corporate governance and corporate social responsibility

Knowledge change:

- Change management;
- Risk management;
- Re-inventing & re-engineering; and
- Re-skills and re-engaged

Knowledge Management Outcome

Organization performance:

- Financial measurement;
- Balance scorecard;
- Benchmarking;
- Competitive advantage; and
- Productivity

The use and applications of knowledge management

Knowledge-based economy and development:

- Efficient use of existing & new knowledge;
- Effective creation, dissemination and processing of information;
- Effective system of firms and research centers; and
- Creation, sharing and transferring of knowledge

Knowledge management in the energy Sector:

- New resource revolution;
- Renew energy development; and
- Energy Innovation

Knowledge management in the public sector:

- Public sector structural change;
- Fiscal Management and issues; and
- Knowledge public services.

Knowledge management in the service sector:

- Knowledge management in accounting practices;
- Knowledge management in management consulting;
- Knowledge management in financial services; and
- Knowledge management in private healthcare services

Knowledge management in human resource management:

- Knowledge talent management;
- Knowledge sharing; and
- Knowledge transfer

Knowledge management in general:

- Knowledge customer management;
- Knowledge financial management;
- Knowledge innovation management;
- Knowledge project management; and
- Knowledge wealth management.

Submission of manuscript

All submitted works will be reviewed rigorously and will be accepted after the positive response of reviewers. All the submissions should be original and free from plagiarism; it should not have been published elsewhere. Currently there are no submission, processing or publication fees in this journal.

Our objective is to notify authors of the decision on their manuscript(s) within four weeks of submission. Following approval, a paper will normally be published in the next issue.

AJKM also invite competent scholars and academicians to voluntarily join our review/editorial board. We would appreciate it if you could share this information with your colleagues and associates.

All manuscripts and editorial correspondence pertaining to articles and related matters should be addressed to:

The Chief Editor

Asian Institute of Knowledge Management Sdn Bhd

5, Jalan 3/125D, Desa Petaling, 57100 Kuala Lumpur, Malaysia

Tel: +603-9057 2233 Fax: +603-90571323

Email: info@asianikm.com Website: www.asianikm.com