

CURRICULUM VITAE: RAFIKUL ISLAM*

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Personal Information

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* July, 2024



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 ResearchGate : <https://www.researchgate.net/profile/Rafikul-Islam-4>
 Google Scholar : <https://scholar.google.com.my/citations?user=NBgPBpUAAAAJ&hl=en>

H-index

Scopus : 16
 Google Scholar : 24

Academic Qualifications

Ph.D. in Mathematics (Operations Research), Indian Institute of Technology – Kharagpur, 1996

M.Sc. in Applied Mathematics, University of Calcutta, 1988 (**First class and First rank, Gold Medalist**)

B.Sc. (Honours) in Mathematics, University of Calcutta, 1985 (First class)

Academic Qualifications (others)

National Eligibility Test (NET) for Lectureship in Universities, Government of India, 1995.

Graduate Aptitude Test in Engineering (GATE), conducted by Ministry of Education, India, 1990 (percentile obtained: 97.74).



Teaching Experience

Professor, Department of Business Administration, Faculty of Economics and Management Sciences, International Islamic University Malaysia, June, 2006 – present time.

Associate Professor, Department of Business Administration, Faculty of Economics and Management Sciences, International Islamic University Malaysia, July, 2001 – May, 2006.

Assistant Professor, Department of Business Administration, Faculty of Economics and Management Sciences, International Islamic University Malaysia, January, 1998 – June, 2001.

Lecturer, Department of Computer Science and Engineering, Birla Institute of Technology and Science (BITS), Pilani, Rajasthan, India, 1996-1997.

Lecturer, Department of Computer Science and Engineering, Anjuman Engineering College for Men, Karnataka, India, 1995-1996.

Adjunct Professor

Department of Management, Faculty of Economics and Business, Airlangga University, Indonesia (October, 2021 – September 2022)

Courses Taught:

Undergraduate

- Operations Management
- Total Quality Management
- Decision Science
- Operations Research
- Theory of Probability & Statistics
- Information Technology
- Development and Use of Computer Software
- Data Structure
- C Language

Postgraduate

- Research Methodology
- Quantitative Research Methods
- Total Quality Management
- Operations Management
- Business Statistics



- Management Information Systems
- Computer Based Simulation & Modeling

Course Outlines Developed

- Management Science
- Advanced Management Science
- Supply-chain Management
- Project Management
- Total Quality Management
- Human Resources Information Systems

Academic Administrative Experience

1. **Head, Department of Business Administration**, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2023 (1st July) – continuing.
2. **Head, Doctor of Business Administration programme**, Graduate School of Management, International Islamic University Malaysia, February, 2020 – June, 2023
3. **Head of Research, Faculty of Economics and Management Sciences**, International Islamic University Malaysia (March, 2017 – December, 2017)
4. **Deputy Dean (Corporate Strategy and Decision Making)**, Office of Corporate Strategy and Quality Assurance, International Islamic University Malaysia, 2013 (1st July) – 2014 (31st December)
5. **Deputy Dean (Academic Affairs)**, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2007 (1st June) – 2010 (31st May).
6. **Head, Department of Business Administration**, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2005 (1st July) - 2007 (up to 31st May).
7. **Head, Master of Management**, Management Centre, International Islamic University Malaysia, 2004-2005 (this position was held along with faculty research co-ordinatorship)
8. **Research Coordinator**, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2003-2005.



Academic Administrative Experience (Others)

1. Member, Appraisal Measurement Tool Review Committee, IIUM, 2020.
2. Research Coordinator, Department of Business Administration, IIUM, 2018 – 2023
3. Deputy Chairman, Organizing Committee, International Conference on Business Management, Department of Business Administration, IIUM, 2018
4. Member, Postgraduate Committee, Department of Business Administration, IIUM, 2018 - present.
5. Internal Assessor, Doctor Business Administration (DBA) program, Graduate School of Management, IIUM, 2018.
6. Member, Board of Studies, Faculty of Economics and Management Sciences, IIUM, 2017.
7. University Panel Evaluator for Fundamental Research Grant Scheme (FRGS), January, 2016 until December, 2017.
8. Member, Curriculum Review Committee for PhD in Business Administration, Department of Business Administration, IIUM, 2015.
9. Member, Technical Advisory Panel, Euronexis Capital Berhad, Kuala Lumpur, Malaysia
10. Member, Faculty of Economics and Management Science Promotion Committee, IIUM, July 2013 – 2014
11. **Chairman**, ‘Twelfth International Symposium of the Analytic Hierarchy Process’ to be held in Kuala Lumpur in 2013.
12. Member, Innovative and Creative Circle (ICC), Faculty of Economics and Management Sciences, June, 2011 – Present.
13. Member, Board of Advisors, Graduate School of Management, April, 2010, - present.
14. **Member, Senate of International Islamic University Malaysia**, November 01, 2008 – December 31, 2010.
15. **Chairman, Organizing Committee**, International Conference on Management of Resources in Muslim Countries: Challenges and Prospects, jointly organized by Faculty of Economics and Management Sciences and International Institute of Muslim Unity, 2009.
16. Coordinator, Faculty Commemorative Book, 2008, 25th Year Anniversary, International Islamic University Malaysia.



17. Member, Faculty Promotion Board, International Islamic University Malaysia, 2007-2008.
18. Member, Project Committee, Management Centre, International Islamic University Malaysia, 2005-2007.
19. Member, Program Committee, Management Centre, International Islamic University Malaysia, 2005-2008.
20. **Secretary, International Seminar on Macroeconomics from an Islamic Perspective**, jointly organized by the International Islamic University Malaysia and Islamic Research and Training Institute (IRTI), 2004, Jeddah, Saudi Arabia.
21. Member, Faculty ISO Committee, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2003.
22. Member, Faculty Computer Committee, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2003-2006

Areas of Specialization

- Operations and Quality Management
- Operations Research
- Management Science/Decision Science

Specific Areas of Research Interest

Multiple Criteria Decision Making

- Analytic Hierarchy Process
- Analytic Network Process
- Goal Programming

Group Decision Making

- Nominal Group Technique
- Brainstorming

Total Quality Management

- Quality in Higher Education
- Benchmarking
- Quality Function Deployment
- Reward and Recognition
- Performance Measurement



- Six Sigma

Operations Management

- Productivity
- Operations Strategy
- Supply-chain Management
- Lean Management

Publications

Books

1. Islam, R., & Husain, W. R.W (2023). *Essentials of Management Science: An Islamic Perspective*, Kuala Lumpur: IIUM Press.
2. Hashim, J., **Islam, R.**, Sidek, S.N., Rahman, R., Zakaria, N., Rahman, M., & Rosli, N. (2018). *National Survey of Research and Development in Malaysia, 2016*, Ministry of Science and Technology and Innovation, Putrajaya.
3. Alseddiqi, A.R.G., **Islam, R.**, & Manaf, N.H. (2017). *Implementation of TQM in Public Universities of Saudi Arabia: Challenges and Resolutions*, Kuala Lumpur, IIUM Press.
4. Mohamed, A.S., **Islam, R.**, & Zainudin, Z. (2017). *Measuring Performance of Universities in Fragile Countries*. Kuala Lumpur: IIUM Press.
5. Islam, R. (2017). *Total Quality Management for Islamic Financial Institutions*. Kuala Lumpur: International Council for Islamic Financial Educators.
6. Islam, R. (2016). *Malaysia Business Excellence Framework: A Strategy for Organizational Sustainability*. Kuala Lumpur: Malaysia Productivity Corporation.
7. Saaty, T.L., & **Islam, R.** (2015) *Hierarchon Vol. II: A Dictionary of Hierarchies*. Pittsburgh: RWS Publications.
8. Islam, R. (2005). *Essentials of Management Science*, Singapore: Thomson.
9. Islam, R. (2003). *The Analytic Hierarchy Process: An Effective Multi-criteria Decision Making Tool*. Kuala Lumpur: International Islamic University Malaysia Press

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Books Edited

1. Islam, R., Zailani, S.H., & Ahmed, S. (2024). *Islamic Operations Management: Theories and Applications*, Oxfordshire: Routledge.
2. Ibrahim, H. A., & Islam, R. (2012). *Management of Resources in Muslim Countries and Communities: Challenges and Prospects*. Kuala Lumpur: IIUM Press.
3. Ahmad, K., Islam, R., & Ismail, Y. (2011). *Issues in Islamic Management: Theories and Practices*. Kuala Lumpur: IIUM Press.
4. Islam, R. (2008). *Commemorative Book*, Faculty of Economics and Management Sciences, IIUM.

Articles

1. **Islam, R.**, Anis, A., & Azam, S. (2024). Revitalizing University Performance Evaluation: The Case of SETARA Model in Malaysia. *Journal of Applied Research in Higher Education*, forthcoming (Emerald Insight).
2. Abusloum, M.A.S., **Islam, R.**, & Kabir, S.M.H. (2024). Impacts of Climate for Change, Process of Change and Openness towards Change on Employees' Readiness in the Transformation of the Conventional Banking System to the Islamic Banking System in Libya. *Journal of Applied Research in Higher Education*, forthcoming (Emerald Insight).
3. Maslan, N.M., Anis, A., & **Islam, R.** (2024). Optimising Administrative Employees' Productivity in XYZ District of Sarawak: The Role of Physical Workspace Environments. *Information Management and Business Review*, forthcoming.
4. Mohamed, S.S., **Islam, R.**, Zainudin, D., & Azam, S. (2024). Developing A Model for Measuring Performance of Universities in Fragile Countries and Its Application in Somali Universities. *Journal of Applied Research in Higher Education*, forthcoming (Emerald Insight).
5. **Islam, R.**, Tarique, K.M., & Razali, S.S. (2025). Is *Takāful* Industry Fulfilling *Maqāsid al-Sharī'ah*? The Proposition of A New Evaluation Model Using Analytic Hierarchy Process. *Journal of Islamic Accounting and Business Research*, Forthcoming [Publisher: Emerald Insight] DOI: 10.1108/JIABR-11-2022-0321
6. Yunis, Y., **Islam, R.**, Razali, S.S., & Azam, S.E. (2024). Analyzing the Expectation vs Satisfaction Gaps and Prioritizing Dimensions of Service Quality for



Middle-Class Restaurant Sector. *International Journal of Services and Operations Management*, Forthcoming [Publisher: Inderscience]

7. Hanafi, I., **Islam, R.**, & Maulan, S. (2024). The antecedents of social commerce service quality dimensions: A systematic review. *Journal of Islamic Management Studies*, 7(1), 36-69.
8. Ahmed, S., **Islam, R.**, Ashrafi, D.M., Alqasmi, I., Choudhury. M.M., Rahman, M., & Dhar, B.K. (2024). Effects of lean and six sigma initiatives on continuous quality improvement on the accredited hospitals. *International Journal of Healthcare Management*, Forthcoming [Publisher: Taylors and Francis] **DOI:** <https://doi.org/10.1080/20479700.2023.2255424>
9. Albluwi, T., Omar, A., & **Islam, R.** (2024). Innovation capabilities challenges in government organizations: UAE Government as a case study. *International Journal of Business Innovation and Research* (forthcoming). [Publisher: **Inderscience**]
10. Acharya, S., Gonda, D., Das. S., Bose, D., & **Islam, R.** (2023). Augmentation of depth of penetration and productivity benefits of ATIG welds using the AHP. *International Journal of the Analytic Hierarchy Process*, 15(3), 1-20. DOI <https://doi.org/10.13033/ijahp.v15i3.1120>
11. **Islam, R.**, & Periaiah, N. (2023). Overcoming the Pitfalls in Employee Performance Evaluation: An Application of Ratings Mode of the Analytic Hierarchy Process. *Journal of Entrepreneurship, Management and Innovation*, 19(2), 125-156. Publisher: Cognitione' Foundation for the Dissemination of Knowledge and Science, Poland. **DOI:** <https://doi.org/10.7341/20231924>
12. Ahmed, S., **Islam, R.**, & Al-Asheq, A. (2023). Analysis of Employee Motivation in the Service and Manufacturing Organizations: The Case of a Developing Economy, *International Journal of Business and Systems Research*, 17(3), 309-325. [Publisher: **Inderscience**] **DOI:** [10.1504/IJBSR.2022.10039933](https://doi.org/10.1504/IJBSR.2022.10039933)
13. Hanafi, I., **Islam, R.**, & Maulan, S. (2023). Identification of Social Commerce Service Quality (SCSQ) Dimensions for Malaysian Modest Fashion Industry. *Global Business Management Review*, 15(2), 34-59. <https://doi.org/10.32890/gbmr2023.15.2.3>
14. **Islam, R.**, & Sivanantham, R.A. (2022). Selection of the best e-wallet in the Klang valley, Malaysia: An application of the analytic hierarchy process. *Global Business Management Review*, 14(2), 16-36. **DOI:** <https://doi.org/10.32890/gbmr2022.14.2.2>
15. Boulahlib, L., Abd Manaf, N.H., Ismail, I., & **Islam, R.** (2022). Exploring Factors Influencing Academic Staff Attitude towards Implementation of Total Quality Management (TQM) in Higher Education. 12(3), 98-125. **DOI:** <https://doi.org/10.5296/ijhrs.v12i3.20268>



16. Ramli, E.M.M., Zainuddin, D., & **Islam, R.** (2022). Explore the Research Trends of Green Supply Chain in the Manufacturing Industry: A Bibliometric Analysis. In *Operations and Supply-Chain Management*. 15(3), 345-358. DOI: <http://doi.org/10.31387/oscm0500351>
17. Sufi, T., Ahmad, S., & **Islam, R.** (2022). Systematic literature review (SLR) on the application of regression techniques in hospitality management. *Asia-Pacific Journal of Innovation in Hospitality and Tourism*, 11(1), 241-266.
18. Anis, A., **Islam, R.**, & Hafit, N.I.A. (2022). Prioritization of barriers for supply chain management implementation in the Malaysian automotive industry. *Production*, 32 (e20210073), 1-16. DOI: <https://doi.org/10.1590/0103-6513.20210073>
19. **Islam, R.** Rahman, M., & Wahra, A.M. (2022). Time management from an Islamic perspective: an exploratory study. *Journal of Islamic Management Studies*, 4(1), 49-69.
20. Hossin, I., **Islam, R.**, & Zainuddin, D. (2022). Analysis of students' satisfaction and service quality gap for private universities of Bangladesh. *Journal of Islamic Management Studies*, 4(2), 37-53.
21. Rahman, M., **Islam, R.**, & Mahmood, S. (2021) Spread of COVID-19 and Citizens' Behaviour: A Comparison of Importance-Compliance Analyses among Bangladeshis and Malaysians, *International Journal of Behavioural and Healthcare Research*, 7(4), 264-288. [Publisher: **Inderscience**] DOI: <https://doi.org/10.1504/IJBHR.2021.118787>
22. **Islam, R.**, Ahmed, S., Rahman, M., & Al-Asheq, A. (2021). Determinants of service quality and its effect on customer satisfaction and loyalty: an empirical study in private banking sector. *The TQM Journal*, 33(6), 1163-1182. [Publisher: **Emerald**]. DOI: <https://doi.org/10.1108/TQM-05-2020-0119>
23. Periaiah, N., **Islam, R.**, & Abdullah, M.F. (2021). Environmental Impact Assessment for Malaysian Bauxite Mining Industry, *International Journal of the Analytic Hierarchy Process*, 13(1), 2-26. [Publisher: Creative Decisions Foundation]
24. Ahmed, S., **Islam, R.**, & Al-Asheq, A. (2021). Prospective customers' behavioural intention towards Islamic microfinance services in Bangladesh. *Institutions and Economics*, 13(1), 101-123. <https://doi.org/10.22452/IJIE.vol13no2.4> [Publisher: **University of Malaya Press**]. DOI: <https://doi.org/10.22452/IJIE.vol13no2.4>
25. **Islam, R.**, Ali, M.Y., & Osmani, N.M. (2021). Time management for better job performance: An analysis from *Al-Wasatiyyah* perspective. *Asian Academy of Management Journal*, 26(1), 171-196. [Publisher: **Asian Academy of Management**]. DOI: <https://doi.org/10.21315/aamj2021.26.1.7>
26. Ahmed, S., Manaf, N.H., & **Islam, R.** (2021). Assessing top management commitment, workforce management and quality performance of Malaysian



hospitals. *International Journal of Healthcare Management*, 14(1), 236-244. <https://doi.org/10.1080/20479700.2019.1645380> [Publisher: **Taylor and Francis**]. DOI: <https://doi.org/10.1080/20479700.2019.1645380>

27. Tarique, K.M., **Islam, R.**, & Mohamed, M.O. (2021). Developing and validating the components of Maqasid-al-Shariah based performance measurement model for Islamic banks. *International Journal of Middle Eastern Finance and Management*, 14(2), 366-390. [Publisher: **Emerald**]. DOI: <https://doi.org/10.1108/IMEFM-12-2018-0432>
28. Ghazali, L.H.S., & **Islam, R.** (2021). Critical Determinants of Box Office Success for Malaysian Films Industry. *International Journal of Business and Systems Research*, 15(4), 491-509. [Publisher: **Inderscience**]. DOI: <https://doi.org/10.1504/IJBSR.2021.115990>
29. Dalol, A.A., **Islam, R.**, & Humayun, S.K.H. (2021). Social media usage and behaviour among generation Y & Z in Malaysia. *Middle East Journal of Management*, 8(5), 405-425. [Publisher: **Inderscience**]. DOI: <https://doi.org/10.1504/MEJM.2021.117506>
30. **Islam, R.**, Ali, M.Y., & Osmani, N.M. (2020). Time management and job performance: A qualitative analysis from Islamic perspective. *Journal of Islamic Management Studies*, 3(2), 1-17. [Publisher: World Academy of Islamic Management]
31. Nahar, R., Ismail, I., Omar, A., & **Islam, R.** (2020). Do job stress factors affecting quality of work life of Bangladeshi bank's employees? *International Journal of Psychological Rehabilitation*, 24(6), 14631-14648. [Publisher: Hampstead Psychological Associates]
32. Afrin, A.B., **Islam, R.**, & Ali, M.Y. (2020). Implementation of NAMS Cycle Model – A Continuous Improvement Model from Islamic Perspective. *Pertanika Journal of Social Science and Humanities*, 28(2), 921-937. [Publisher: UPM Press]
33. Hawarna, S., Gani, A.O., & **Islam, R.** (2020). Effects of Dubai quality award on organizational performance in the United Arab Emirates. *The TQM Journal*, 32(6), 1413-1441. [Publisher: **Emerald**]. <https://doi.org/10.1108/TQM-05-2019-0142>
34. Lakhani, A., **Islam, R.** (2020). Stakeholder priorities for inclusive accessible housing: A systematic review and multi-criteria decision analysis. *Journal of Multi-criteria Decision Analysis*, 27, 5-19. [Publisher: **John Wiley & Sons**]. <https://doi.org/10.1002/mcda.1689>
35. Krishnan, D., **Islam, R.**, & Sarif, S.M. (2020). A hierarchical model to enhance financial and strategic performance of an oil and gas company in Malaysia. *International Journal of Energy Sector Management*, 14(2), 482-503. [Publisher: **Emerald**]. DOI: <https://doi.org/10.1108/IJESM-01-2019-0001>



36. Tarique, K.M., **Islam, R.**, Mohamed, M.O., Razak, D.A., & Hamdan, H. (2020). Constructing a maqasid (objective) based performance measurement index for Islamic banks. *International Journal of the Analytic Hierarchy Process*, 12(2), 328-354. [Publisher: **International Society of AHP**]. DOI: <https://doi.org/10.13033/ijahp.v12i2.770>
37. Anis, A., **Islam, R.**, Hashim, H., & Abdul Rahim, A.R. (2019). Internal and external barriers to effective supply chain management implementation in Malaysian manufacturing companies: a priority list based on varying demographic perspectives. *International Journal of Supply Chain Management*, 8(6), 1069-1075. [Publisher: **Academic Publisher, UK**]
38. Krishnan, D., & **Islam, R.** (2019). Core competencies of a global oil and gas company: a qualitative analysis. *International Journal of Human Potentials Management*, 1(2), 14-32.
39. Anis, A., & **Islam, R.** (2019). Prioritised challenges and critical success factors for delivering quality education in Malaysian private higher education institutions. *Quality Assurance in Education*, 27(4), 465-492. [Publisher: **Emerald**]. DOI: <https://doi.org/10.1108/QAE-11-2018-0122>
40. Krishnan, D., & **Islam, R.** (2019). Enhancing financial and strategic performance through core competencies and competitive advantage: A thematic analysis, *Studies in Business and Economics*, 22(1), 23-40. [Publisher: Qatar University Press]. DOI: <https://doi.org/10.29117/sbe.2019.0112>
41. Afrin, A.B., **Islam, R.**, Fontaine, R.A.H., Ali, M.Y., & Rahman, M. (2019). A new model of continuous improvement in total quality management from Islamic perspective. *Asian Academy of Management Journal*, 24(1), 129-149. [Publisher: **Asian Academy of Management**]. DOI: <https://doi.org/10.21315/aamj2019.24.1.6>
42. Rahman, M., **Islam, R.**, Husain, W.R.W., & Ahmad, K. (2019). Developing a Hierarchical Model to Enhance Business Excellence in Hotel Industry of Bangladesh. *International Journal of Contemporary Hospitality Management* 31(4), 1836-1856. [Publisher: **Emerald**]. DOI: <https://doi.org/10.1108/IJCHM-02-2018-0110>
43. Ahmed, S., Manaf, N.H., & **Islam, R.** (2019). Effects of six sigma initiatives in Malaysian private hospitals. *International Journal of Lean Six Sigma*, 10 (1), 44-57. [Publisher: **Emerald**]. DOI: <https://doi.org/10.1108/IJLSS-08-2017-0099>
44. **Islam, R.**, Haidoub, I. M. and Tarique, K. M. (2019). Enhancing quality of education: A case study on an international Islamic school. *Asian Academy of Management Journal*, 24(sup 1), 141-156. [Publisher: **Asian Academy of Management**]



45. Dali, N., Abdullah, A., & **Islam, R.** (2018) Prioritization of the indicators and sub-indicators of *maqasid al-shariah* in measuring liveability of cities. *International Journal of the Analytic Hierarchy Process*, 10(3), 348-371. [Publisher: **International Society of AHP**]. DOI: <https://doi.org/10.13033/ijahp.v10i3.597>
46. Ahmed, S., Manaf, N.H., & **Islam, R.** (2018). Effect of lean six sigma on quality performance in Malaysian hospitals. *International Journal of Healthcare Quality Assurance*, 31(8), 973-987. [Publisher: **Emerald**]. DOI: <https://doi.org/10.1108/IJHCQA-07-2017-0138>
47. Haque, M., & **Islam, R.** (2018). Impact of supply-chain collaboration and knowledge sharing on organisational outcomes in pharmaceutical industry of Bangladesh. *Journal of Global Operations and Strategic Sourcing*, 11(3), 301-320. [Publisher: **Emerald**]. DOI: <https://doi.org/10.1108/JGOSS-02-2018-0007>
48. Ahmed, S., Manaf, N.H., & **Islam, R.** (2018). Measuring lean six sigma and quality performance for healthcare organisations. *International Journal of Quality and Service Sciences*, 10(3), 267-278. [Publisher: **Emerald**]. DOI: <https://doi.org/10.1108/IJQSS-09-2017-0076>
49. **Islam, R.** (2018). Comparison of Outcomes Obtained from Nominal Group Technique and Survey Method: An Empirical Investigation. *Journal for Global Business Advancement*, 11(2), 232-259. [Publisher: **Inderscience**]. DOI: <https://doi.org/10.1504/JGBA.2018.094566>
50. Anis, A., **Islam, R.**, & Abdullah, N. A. (2018). Challenges Faced by Malaysian Private HLIs in Providing Quality Education: A Thematic Analysis. *Quality Assurance in Education*, 26(3), 349-373. [Publisher: **Emerald**]. DOI: <https://doi.org/10.1108/QAE-10-2015-0039>
51. Afrin, A.B., & **Islam, R.** (2018). A Conceptual model of continuous improvement in total quality management from Islamic perspective. *Australian Academy of Business and Economics Review*, 4(1), 1-16 [Publisher: **Australian Academy of Business Leadership**]
52. **Islam, R.**, & Madkouri, F. (2018). Assessing and Ranking *HALMAS* Parks in Malaysia: An Application of Importance-Performance Analysis and AHP. *Journal of Islamic Marketing*, 9(2), 240-261. [Publisher: **Emerald**]. DOI: <https://doi.org/10.1108/JIMA-03-2016-0027>
53. Rahman, M., & **Islam, R.** (2018). Importance-Performance Analysis of Service Quality Dimensions for the Bangladeshi Hotel Industry. *International Journal of Business and Systems Research*, 12(4), 365-390. [Publisher: **Inderscience**]. DOI: <https://doi.org/10.1504/IJBSR.2018.095065>
54. **Islam, R.** (2017). Work on Israeli-Palestinian conflict. *International Journal of the Analytic Hierarchy Process*, 9(3), 326-340. [Publisher: **International Society of AHP**]. DOI: <https://doi.org/10.13033/ijahp.v9i3.523>

55. Ahmed, S., **Islam, R.**, & Mohiuddin, M. (2017). Service Quality, Shariah Compliance and Customer Satisfaction of Islamic Banking Services in Malaysia. *Turkish Journal of Islamic Economics*, 4(2), 71-82. [Publisher: **Islamic Economics School, Turkey**]
56. Ahmed, S., Manaf, N.H., & **Islam, R.** (2017). Measuring Quality Performance between Public and Private Hospitals in Malaysia. *International Journal of Quality and Service Sciences*, 9(2), 218-228 [Publisher: **Emerald**]. DOI: <https://doi.org/10.1108/IJQSS-02-2017-0015>
57. Nahar, R., **Islam, R.**, & Ullah, K.T. (2017). Identifying the factors for reducing turnover rate in aviation business: Bangladesh context, *Australian Academy of Business and Economics Review*, 3(1), 40-47. [Publisher: Australian Academy of Business Leadership]. DOI:
58. **Islam, R.**, & Yoon, M.S. (2016). Editorial (Special Issue) – Applications of AHP in Business and Systems, *International Journal for Business and Systems Research*, 10(2/3/4), 101-104. [Publisher: **Inderscience**]
59. Rahman, M., & **Islam, R.** (2016). Selection of Institution of Higher Learning for Study Abroad: A Malaysian Case Study. *Malaysian Management Review*, 51(1), 33-48. [Publisher: **Malaysian Institute of Management or MIM**]
60. Nahar, R., & **Islam, R.** (2016). Factors Influencing Operations Management Practices for Islamic Banks in Bangladesh. *Journal of Islamic Economics, Banking and Finance*, 12(2), 43-58. [Publisher: Islami Bank Training and Research Academy]
61. **Islam, R.**, Ahmed, S., & Tarique, KM. (2016). Prioritization of Service Quality Dimensions for Healthcare Sector. *International Journal of Medical Engineering and Informatics*. 8(2), 108-123. [Publisher: **Inderscience**]. DOI: <https://doi.org/10.1504/IJMEI.2016.075751>
62. **Islam, R.** (2016). Idea generation through employees suggestion system. *IIUM Journal of Case Studies in Management*, 7(1/2), 6-12.
63. **Islam, R.**, & Kamil, N.M. (2015). Editorial (Special Issue) – Applications of AHP and ANP in International Business and Entrepreneurship, *Journal for International Business and Entrepreneurship Development*, 8(2), 105-107. [Publisher: **Inderscience**]. DOI: <https://doi.org/10.1504/JIBED.2015.070446>
64. **Islam, R.**, & Larbani, M. (2015). Editorial (Special Issue) – Applications of AHP and ANP in Emerging Markets' Business Firms, *Journal for Global Business Advancement*, 8(2), 135-137. [Publisher: **Inderscience**]
65. Mohammed, M.O., Tarique, K.M., & **Islam, R.** (2015). Measuring the performance of Islamic banks using maqasid based model. *Intellectual Discourse*, 23(Special Issue), 401-424. [Publisher: **IIUM Press**]



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1. **Islam, R.**, & Azam, S.E. (2024). Operations management from Islamic perspective: An overview. In: Islam, Rafikul Islam, Suhaiza Zailani, and Selim Ahmed (eds), *Islamic Operations Management: Theories and Applications* (pp. 1-16), Oxfordshire, UK: Routledge.
2. **Islam, R.** (2021). Embracing Prioritization: why, how and where? In: *Reflections on Humanizing Education for Economics and Management Sciences* (pp. 47-59), Kuala Lumpur: Faculty of Economics and Management Sciences.
3. **Islam, R.** (2021). Managing Time: Some Practical Tips. In: *Reflections on Humanizing Education for Economics and Management Sciences* (pp. 29-38), Kuala Lumpur: Faculty of Economics and Management Sciences.
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7. **Islam, R.**, & Ahmad, K. (2013). Faculty of Economics and Management Sciences – past, present, and way forward. In Zaleha Kamaruddin and Rashid Moten (eds). *International Islamic University Malaysia – A Premier Global Islamic University*, (pp. 195-211). Kuala Lumpur: IIUM Press.
8. Anis, A., & **Islam, R.** (2011). Improving teaching efficiency: An application of QFD and AHP. In Tadeusz Trzaskalik and Tomasz Wachowicz (eds), *Multiple Criteria Decision Making '11* (pp.9-35) Katowicz: Karol Adamiecki University of Economics Press.



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11. Sallehi, N.S., & **Islam, R.** (2009). Spatial AHP for the national physical plan of Malaysia. In D. Geneletti & A. Abdullah (eds), *Spatial Decision Support for Urban and Environmental Planning* (pp. 105-118). Shah Alam: Arah Publications.
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13. **Islam, R.** (2001). Modification of the nominal group technique by using the analytic hierarchy process. In M. Koksalan, & S. Zionts (eds), *Multiple Criteria Decision Making in the New Millennium* (pp. 294-303). Berlin: Springer.

Working Papers

1. **Islam, R.**, & Salleh, Z. (2008). Operations strategies of a selected fair price shop awards 2004-2005 winners. KENMS Working Paper, No. 3, pp. 1-9.
2. Jamal, S., & **Islam, R.** (2004). Evaluations of suggestions by the analytic hierarchy process. KENMS Occasional Paper, No. 4, pp. 1-24.

Newspaper/Magazine/Newsletter Articles

1. Islam, R. (2023). Being a Compassionate Person. Al-Ameen Mission Newsletter, Kolkata, India, Issue: April-December, pp. 15-16.
2. Islam, R. (2022). Importance of Education. Al-Ameen Mission Newsletter, Kolkata, India, Issue: January-December, pp. 14-15.
3. Islam, R. (2022). Road to Success. Al-Ameen Mission Newsletter, Kolkata, India, Issue: January-December, pp. 26-27.
4. Islam, R. (2020). Strengthening Muslim Family Institutions. Al-Ameen Mission Newsletter, Kolkata, India, Issue: January-December, pp. 26-30.
5. Islam, R. (2017). Effective time management. Al-Ameen Mission Newsletter, Kolkata, India, Issue January-March, pp. 2-6.



6. Islam, R. (2015). IIUM: In the eyes of the formewr graduates. Al-Ameen Mission Newsletter, Kolkata, India, Issue 7-8, pp. 12-15.
7. Islam, R. (2014). IIUM: A beacon of higher education in the Muslim world. Al-Ameen Mission Newsletter, Kolkata, India, Issue 5-6, pp. 9-11.
8. Islam, R. (2006, July 8). Important Brainstorming Rules. *New Straits Times*, p. 2 (Appomintments Section).
9. Islam, R. (2006, April 1). Employee motivation guidelines. *New Straits Times*, 01, p.2 (Appomintments Section).
10. Islam, R. (2005, July 16). Developing effective appraisal system. *New Straits Times*, p. 2 (Appointments section).
11. Islam, R. (2005, September 24). Building an effective reward system. *New Straits Times*, p. N6.
12. Islam, R. (2004, September 14). Improving through process approach. *New Straits Times*, p. 1 (Appointments section).
13. Islam, R. (2004, June 26). Making suggestion system work. *New Straits Times*, p. 2 (appointments Section).
14. Islam, R. (2002, May 7). Effective group decision making, *New Straits Times*, p. L10.

Supervision

Ph.D./DBA (main supervisor)

Completed:

1. Ismail Hossin (2024). Implementation of TQM in Private Universities of Bangladesh: Challenges and Resolutions.
2. Siti Nurul Izzati Hanafi (2024). Prioritizing Social Commerce Service Quality Dimensions For Malaysian Modest Fashion Sellers
3. Mohammed Yusoof bin Muhammad Yunis (2023). Prioritization of Service Quality Dimensions using AHP for the Middle-Class Restaurant Industry in Klang Valley, Malaysia
4. Ibrahim Hydoub (2023). The Stakeholders' Perception of Effective Corporate Governance in Saudi Listed Companies: Identification and Prioritization of Factors.



5. Rajan A/L Sivanantham (2023). Cashless and Cardless : Changing the Mindset of Buyers and Retailers to Adopt Digital Payment Systems.
6. Samah M. Mohammed Abdullah Mubarak (2020). The Effects of Leadership Styles on Innovative Work Behaviour and Organisational Culture in the Transportation Sector of Yemen
7. Nagendran Periaiah (2020). Decision Support for Environmental Impact Assessment in Malaysian Mining Industry Using Analytic Network Process.
8. Deven Krishnan (2019). Enhancing financial and non-financial performance of Malaysian National Oil Company
9. Mahbubar Rahman (2018). Performance Excellence Measurement Framework: A Study of Hotel Industry in Bangladesh.
10. Afroza Bulbul Afrin (2018). A Proposed Model of Continuous Improvement in Total Quality Management from an Islamic Perspective.
11. Slamet Riyadi (2017) Identification of Reservoir Efficiency Levels and A Way to Optimize and Maximize the Efficiency: Using Data Envelopment Analysis, Qualitative and Other Quantitative Approach.
12. Shafie Sharif Mohamed (2017). Developing A Model for Measuring Performance of Universities in Fragile Countries and Its Application in Somali Universities.
13. Kazi Md Tarique (2017). A Maqasid-based Performance Evaluation Index for Islamic Banks.
14. Azilah bt Anis (2017). Enhancing the Quality of Education Provided by the Malaysian Private Higher Learning Institutions: Identifying and Ranking the Challenges and their Respective Critical Success Factors
15. Muhummad Khairul Islam (2015). Enhancing Service Quality of Islamic Banking System in Bangladesh: An Application of Quality Function Deployment (QFD)
16. Abdul Rahman Ghassan Alseddiqi (2014). Total Quality Management Implementation in Higher Education of Saudi Arabia Public Universities: Challenges and Resolutions.
17. Mohamad Shukri bin Abdul Hamid (2013). Modified Quality Function Deployment Process to Improve Quality of Teaching in Higher Education
18. Mahbulul Haque (2012). A Survey on the Impact of Supply Chain Management and Knowledge Management Practices on Business Performance among Drug Manufacturers in the Pharmaceutical Industry of Bangladesh.



In Progress:

19. Mohammad Masud Siddique, Development of a hierarchical Model to Improve Business Excellence for Bangladesh Pharmaceutical Industry.
20. Mohibba Choudhury, Critical Success Factors of the Challenges Faced by Conventional and Islamic Banks of Bangladesh: A Comparative Analysis

Ph.D./DBA (Co-supervisor)**Completed:**

1. Erna Masfiza binti Mohamed Ramli (2024). Antecedents of Green Procurement Practices Towards Sustainable Manufacturing Firms in Malaysia: The Moderating Role of Procurement Ethics
2. Najeeb Razul A. Sali (2022). Analysis of the Historical Relationship between the Development of Islamic Banking and the Philippines Economy.
3. Loutfi Boulahlib (2022). The Influence of Attitude and Subjective Norms of Malaysian Universities' Staff Towards the Philosophy of TQM
4. Braham Rahul (2022). Relationship between Financial Literacy, Entrepreneurial Orientation, Leadership Styles and Business Performance of SMEs in Malaysia.
5. Alharfi Albluwi Tariq Salameh Mohammed (2022). Innovation capabilities in Government Organisation in UAE: Measurements and Challenges.
6. Ismail J. Abusaada (2022). Decision Making for Business Owners in Gaza Strip Under Instability: A Historical Perspective (2006-2015).
7. Normiah bt. Md Dali (2019). Developing A Livable City Model Using the *Maqāṣid-Al-Sharīah* Based Indicators and Sub-Indicators.
8. Kanesh A/L Gopal Rajadurai (2017). The Influence of Service Quality on Parental Satisfaction: Evidence from Private Schools in Klang Valley.
9. Rezbin Nahar (2017). Job Stress factors Affecting Quality of Work Life (QWL) among Employees of Bangladeshi Banks.
10. Shatha Azat Hawarna (2017). Effects of Dubai Quality Award on Organizational Performance Mediated by HRD Practices: A Study of Organisations in the United Arab Emirates
11. Shaikha Adel Noori Jaber (2017). Economic Framework in a Smart City Based on Islamic Principles: The Case of Dubai.
12. Selim Ahmed (2016). Lean Six Sigma And Its Effect On Quality Performance In Malaysian Hospitals



13. Norasekin binti Ab Rashid (2016). Collaboration and Logistics Control in Halal Food Industry Supply Chain
14. Jamalludin Helmi bin Hashim (2012). The Perceived Usefulness of Activity Based Costing (ABC) Information in a Non-Profit Multi-Campus University System: A Case of Universiti Teknologi Mara (UiTM)
15. Beik, Irfan Syauqi (2010): Social Impact of Zakat on the Poor's Living Standard in the Province of Jakarta, Indonesia.

In Progress:

1. S.M. Shamsul Alam, The Efficiency Level of Commercial Banks During the Continued Economic Growth of Bangladesh.
2. Haitham Eldalil: Critical Success Factors and Sustainable Competitive Advantage of SMEs in Emerging Economies (the Case of Egypt)

DBA Consultancy Supervision:

1. Rajan A/L Sivanantham (2019). Selection of the Best e-lay Systems.
2. Shangkar Ganesh Chandiram (2018). Selection of Finance Manager in Centralized Finance Department, TSH Resources Bhd., Kuala Lumpur.
3. Mohammed Yusoof bin Muhammad Yunis (2017). Choosing New Carrier Alternatives Using Analytic Hierarchy Process (AHP) for Medical Specialist Practice in Obstetric & Gynecology.
4. Nagendran Periaiah (2016). Employee Performance Evaluation Using Analytic Hierarchy Process (AHP) for Chemvi Laboratory Sdn. Bhd.
5. Fatima el Madkouri (2015). The Use of Importance-Performance Analysis (IPA) in assessing HALMAS Parks and A Suggested Approach to Rank HALMAS Parks .
6. Ibrahim Hydob (2014). Understanding the Perception of Parents on Satisfaction in Baseerah International School.

Masters (MBA, MMgt, M.Sc)

1. Rubyat Sharioin (2021). Determinants of Customer Satisfaction on Mobile Telecommunication Services in Malaysia.
2. Dalol, Ahmed Azmi (2019). Social Media Usage and BHAUIOUR AMONG Gen Y and Z in Malaysia.
3. Ghazali, Luqman (2019). Critical Determinants of Box Office Success for Malaysian Films in the Local Film Industry – A Strategic Business Decision Analysis.



4. Ahmed, Selim (2010). Ranking of Motivational Factors by Employees and Employers: A Malaysian Case Study.
5. Wahra, Ali Mohamed (2009). Time Management from an Islamic Perspective: An exploratory study
6. Islam, Muhammad Khairul (2007). Strengthening Islamic Family Institution: An Application of Quality Function Deployment and Analytic Hierarchy Process.
7. Hossain, Md. Tareq (2007). Operations Management Practices in Islamic Banks of Bangladesh: A Survey.
8. Al-Zakwani, Dhikrayat (2006). Ranking of Employees' Preferred Reward/Recognition and Motivation Approaches: A Comparison between Malaysia and Sultanate of Oman.
9. Al-Wahaibi, S. (2004). Identifying and Prioritizing Technical Requirements in Developing Quality Health-Care Software Using Quality Function Deployment.
10. Saadi, M. (2003). Analysis of Students' Feedback for Continuous Improvement at Admission and Records Division at International Islamic University Malaysia.
11. Jamal, S. (2001). Implementation of Suggestion System to Overcome the Students Absenteeism Problem.
12. Khairuddin, Nor Azian, (2000). Improving Effectiveness in Classroom Teaching and Learning at Commerce Department in Ungku Omar Polytechnic, Ipoh, by Using Nominal Group Technique.

Research grants secured

1. **Principal Researcher:** Can Zakat, Waqf, Sadaqat, Baitul Maal Institutions be Used to Protect Public Health? Proposition of an Integrated Model Using Analytic Hierarchy Process, **Ministry of Higher Education of Malaysia, Fundamental Research Grant Scheme (FRGS)** project, (2 years, 2023-2025, RM 76,050)
2. Co-researcher: Developing Social Commerce ServiceQuality (SCSQ) Hierarchical Model for Malaysian Modest Fashion Retailers. **Ministry of Higher Education of Malaysia, Fundamental Research Grant Scheme (FRGS)** project, (2 years, 2022-2024, RM 80,250)
3. **Principal Researcher,** Developing a Mosque Excellence Model for Spiritual, Social, Educational, and Economical Upliftment of the Muslim Society, Department of Business Administration Research Grant, 2022-2023, RM 20,000.



4. **Principal Researcher**, Enhancing Effectiveness of National Government's Social Health Protection Programs through Integration of Zakat, Waqf, Sadaqat and Baitul-Maal Institutions, IAG Group (affiliated to WHO), 2022, US\$ 10,000.
5. **Principal researcher**: Operations Management: An Islamic Perspective, International Institute of Islamic Thought, Washington, DC (2018-2019) (2 years: RM 7,400.00).
6. **Principal Researcher**: Is Takaful Industry Fulfilling Maqasid al-Shariah? Proposition of a New Evaluation Model Using Analytic Hierarchy Process, sponsored by International Institute of Islamic Thought, Washington, D.C. (2021), one year grant, RM 7400.00
7. **Principal researcher**: Essentials of Management Science from Islamic Perspective, International Institute of Islamic Thought, Washington, DC (2018-2019) (2 years: RM 10,200.00).
8. Co-Researcher: Time Management for better Job Performance: An Analysis from Wasatiyyah Perspective (RIGS15-118-0118), 15th December, 2015 – 14th June, 2017).
9. **Principal researcher**: Performance Evaluation Index for Islamic Banks Based on Maqasid Al-Shariah, **Ministry of Education of Malaysia, Fundamental Research Grant Scheme (FRGS)** project, (2 years, 2015-2017, RM 62,300)
10. **Principal researcher**: Development of A New SETARA Rating Model: An Application of the Analytic Hierarchy Process, IIUM (2014-2016) (2 years: RM 20,000.00).
11. Co-researcher: An Integrated Model of Quality in Higher Education, funded by the Ministry of Higher Education (MOHE), **RAGS category**, 2013-2014, (2 year: RM 40,000.00)
12. **Principal researcher**: Enhancing Service Quality of the Islamic Banking System in Malaysia: An Application of QFD and AHP, IIUM (2011-2013) (18 months: RM 12,000.00).
13. **Principal researcher**: On Investigating the Difference between Outcomes Obtained from Nominal Group Technique and Survey Method, , funded by the Research Management Centre, IIUM (2012) (11 months: RM 5,000.00).
14. **Principal researcher**: Ranking of the Nine Challenges of Malaysian Vision 2020, funded by the Research Management Centre, IIUM (2011) (6 months: RM 5,000.00).
15. **Principal researcher**: Managing Quality in Higher Education through Nominal Group Technique, funded by the Research Management Centre, IIUM (2010-2011) (6 months: RM 5,000.00).
16. **Principal researcher**: Family Management from Islamic Perspective, funded by Research Management Centre, IIUM (2009-2010) (6 months: RM 5,000.00).



17. **Principal researcher:** Operations Management Practices in Islamic Banks of Bangladesh: A Survey funded by Faculty of Economics and Management Sciences, IIUM, 2007. (6 months: RM 800.00)
18. **Principal researcher:** Identifying and Ranking Employees Preferred Reward and Recognition Ways by Nominal Group Technique, Interview and Filled Survey, funded by Research Centre, IIUM (2004), (1 year, RM 10,000)
19. Co-researcher: Expanding Expertise Network for generating and sharing knowledge related to Spatial Planning And Decision Support (ENSPADS), **funded by European Union**, 2003, (2 years: Euro 200,000)
20. Co-researcher: Reduction of Computational Time in the Analytic Hierarchy Process: A Nominal Group Technique Approach, funded by Research Centre, IIUM (2002), (1 year: RM 10,000.00)
21. **Principal researcher:** Decision Science: Theory and Practice, funded by Research Centre, IIUM, (2002), (8 months, RM 1000.00)
22. **Principal researcher:** Derivation of an Alternative Weighting Scheme of Malcolm Baldrige National Quality Award, funded by Research Centre, IIUM, 2002. (1 year: RM 1000.00)
23. **Principal researcher:** Identifying, Ranking and Assessing the Critical Success Factors of **Malaysian Vision 2020**, funded by Research Centre, IIUM, 2001. (1.5 years: RM 46,000.00)
24. **Principal researcher:** Group Decision Making by Improved Nominal Group technique, funded by Research Centre, IIUM (2000) (one year: RM 1000.00)

Editor-in-chief

1. IIUM Journal of Case Studies in Management (2017 – 2021), IIUM Press, Kuala Lumpur. Website: <http://journals.iium.edu.my/ijcsm/>

Associate Editor

1. International Journal of Economics, Management and Accounting (2018 – 2019), IIUM Press, Kuala Lumpur (**ESCI**)
2. Malaysian Management Review (2013 - 2018), Malaysian Institute of Management, Kuala Lumpur
3. International Journal of Business and Systems Research (2013 - Present), Inderscience, UK (**Scopus**).



Member of Editorial Board

1. Journal of Islamic Management Studies (2023- present), World Academy of Islamic Management
2. Review of International Business and Strategy (2016 – present), **Emerald**, UK
3. Journal of International Business and Entrepreneurship Development (2006 – Present), **Inderscience**, UK.
4. International Journal of Quality and Service Sciences (2010 - Present), **Emerald**, UK.
5. International Journal of Analytic Hierarchy Process (2013 – Present), Creative Decisions Foundation, USA.
6. Reason- A technical Journal (2014 – present), Kalyani Government Engineering College, India.
7. International Journal of Commerce and Management (2008- 2013), **Emerald**, UK.
8. Journal for Global Business Advancement (2012 – present), **Inderscience**, UK.

Guest Editor of Journal Special Issues

1. International Journal of Business and Systems Research (Inderscience), **2016, Vol. 10** (Special issue: Applications of the Analytic Hierarchy Process in Business and Systems)
2. Journal for Global Business Advancement (Inderscience), **2015, Vol. 8, Issue 2.** (Special Issue: Applications of AHP and ANP in Businesses in Emerging Markets)
3. Journal for International Business and Entrepreneurship Development (Inderscience), **2015, Vol. 8 Issue 2.** (Special issue: Applications of AHP And ANP In International Business And Entrepreneurship)
4. Business And Entrepreneurship)
5. Malaysian Management Review (published by Malaysian Institute of Management), **2013, Vol. 48, Issue 2** (Special issue: Management Applications of AHP in South-East Asia)

Keynote Speeches Delivered

1. Islam, R. (2022). Publishing in High Impact Journals, International Open University, 2nd IOU Conference on Research and Integrated Sciences, Online International Conference, 26th August.



2. Islam, R. (2022). A Way Forward of Transforming Different Sectors to 4.0, 3Days Multidisciplinary International Conference, 24-26 November, Al-Barkaat Institute of Education, Aligarh, India.
3. Islam, R. (2018) Pleasing Examiners. Universiti Teknologi MARA, Shah Alam, Malaysia, 24th September.
4. Islam, R. (2017). Applications of Analytic Hierarchy Process in Management. 4th International Conference on Advanced Research in Business and Social Science, 25-26 October, **Bangkok, Thailand**.
5. Islam, R. (2017). Prioritization of Service Quality Dimensions for Healthcare Sector. A National Conference on Engineering Mathematics, 16-17 December. IIT Kharagpur, India

Consultancy

1. A Study on Oil Palm Trunk (OPT): Industry's Readiness, Challenges, and Opportunities, 2022, Project offered by Malaysian Timber Council, Amount: RM 133,838, **Team Leader**
2. Putrajaya Economic Strategic Plan, 2022, Project sponsored by Putrajaya Corporation, Amount RM 299,577, Team member
3. Puspakom Technical KPI Validation, Ministry of Transport, Malaysia, 2022, Amount: RM 199,915, Team member.
4. Management Case write up on "Business Excellence Journey of ST Micro Electronics, Muar, Malaysia", 2020, awarded by Malaysia Productivity Corporation, Malaysia, Team leader. RM 8,200.
5. Malaysian National Survey on Research and Development, 2015 (awarded in 2016), Malaysian Science and Technology Information Centre (MAS
6. TIC), RM 450,000. Team member.
7. Malaysia Business Excellence Framework: A Strategy for Organizational Sustainability, a book writing project awarded by **Malaysia Productivity Corporation** (MPC), 2015, RM 15,000.
8. Consultancy project entitled, "**Developing a Model of Maldives Islamic University and Strategic Plan**". I was a part of the team lead by Prof. Dr. Abdelaziz Berghout, Deputy Rector (Internationalization) of IIUM, 2014.



Trainer

1. “Workshop on Analytic Hierarchy Process” organized by Universiti Teknologi MARA, Malaysia, 14th October, 2021
2. “Workshop on Quantitative Research Methods for Social Science”, 15th October, 2019, FTMS College, Cyberjaya, Malaysia
3. Workshop on “Corporate Governance and Effective Corporate Social Responsibility for Business Excellence”, organized by Malaysia Productivity Corporation, Sarawak branch, 15th May, 2018
4. International Workshop on Concepts and Applications of Decision Making, Analytic Hierarchy Process and Analytic Network Using Software, June 1 - 3, 2015, College of Agriculture & Natural Resources, **University of Tehran, Karaj, Iran.**
5. Panelist, Faculty of Business Management Round Table Dialogue, UiTM, Puncak Alam, 18 May, 2015.
6. Workshop On the Analytic Hierarchy Process, organized by the Islamic Economics Form of Indonesia at IIUM, May 02, 2015.
7. Workshop on Structural Equation Modeling at the faculty of Accountancy, UiTM Shah Alam, 1-2 July, 2013.
8. Workshop on Structural Equation Modeling at the faculty of Business Management UiTM Puncak Alam, 24 April, 2013
9. Workshop On Decision Making by the Analytic Hierarchy Process, organized by the PG students group of Faculty of Economics and Management Sciences, IIUM, April 06, 2012.
10. Assessor, Quality Management Excellence Award, Malaysia Productivity Corporation (MPC), Ministry of International Trade and Industry (MITI), Malaysia, November 2011.
11. Panelist, Faculty of Business Management Round Table Dialogue, UiTM, Shah Alam, 29 September, 2011.
12. Panelist, Reviewing Malaysia Business Excellence Framework, Malaysia Productivity Corporation (MPC), Ministry of International Trade and Industry (MITI), Malaysia, January 25, 2011
13. A Workshop on Decision Making in Organizations: Introducing the Analytic Hierarchy Process, organized by bSure Solutions, Crown Princes Hotel, Kuala Lumpur, October 30-31, 2008.



14. Executive Workshop on Spatial Planning and Decision Support Systems, organized by Centre for Local and Regional Governance, University of Philippines, **Manila**, 5-9 December, 2005.
15. Employee Suggestion System, organized by the Management Services Division, International Islamic University Malaysia, 14 June, 2005.
16. Qualitative Research/Introduction to SPSS at Research Methodology Workshop organized by the Management Centre, International Islamic University Malaysia, 18 September, 2004.
17. Quality Teaching for Quantitative and Technical Courses at Post graduate Teaching Workshop organized by the Management Centre, International Islamic University Malaysia, 24-25 February, 2004.
18. Qualitative and Quantitative Research Analysis at Research Methodology Workshop conducted at the Research Centre, 31 July, 2003
19. Geographical Information System (GIS) and Decision Support System for Jabatan Perancangan Bandar dan Desa Semenanjung Malaysia (JPBD) staff, 23-26 September, organized by the Bureau of Consultancy and Entrepreneurship, International Islamic University Malaysia.

Awards

1. Book Publication Award, awarded by the Faculty of Economics and Management Sciences of International Islamic University Malaysia on 21st June, 2022.
2. Active Researcher Award, awarded by the Faculty of Economics and Management Sciences of International Islamic University Malaysia on 21st June, 2022.
3. Highest number of publications in indexed journals (Faculty level) by the International Islamic University Malaysia on 24th July 2019.
4. **Best Paper Award:** Paper title: Using the AHP to establish inclusive housing development priorities for industry. *15th International Symposium on the Analytic Hierarchy Process*, Hong Kong, 13-15 July, 2018.
5. **Academy for Global Business Advancement (AGBA)** (Virginia, USA-based non-profit organisation) Fellow Award for being Most Distinguished Academic Accomplishments on the Global Stage. This was awarded at AGBA's 14th World Congress held at Moi University, Eldoret city, Kenya during 23-25 November, 2017.
6. **Best Paper Award:** Paper title: A proposed model of continuous improvement in total quality management from Islamic perspective. *14th Academy for Global Business Advancement Annual World Congress*, Moi University, Eldoret city, Kenya 23-25 November, 2017.



7. **Malaysia Business Excellence Lead Assessor**, Certified by Malaysia Productivity Corporation, (validity period: 11 November, 2016 – 10 November, 2019).
8. **Best Paper Award**: Paper title: Measuring service quality and its effects on customer satisfaction and loyalty in the private banking sector in Bangladesh. *12th Academy for Global Business Advancement Annual World Congress*, Universiti Malaysia Pahang, Gambang Campus, 16-19 November, 2015.
9. Bronze Medal, IIUM Research, Invention, and Innovation Exhibition, June 11-12, 2014 (IRIIE 2014) (Paper entitled: Enhancing Service Quality in Islamic Banks in Bangladesh: Application of Quality Function Deployment), International Islamic University Malaysia
10. Silver Medal, IIUM Research, Invention, and Innovation Exhibition, February 19-20, 2013 (IRIIE 2013) (Paper entitled: Time Management from Islamic Perspective: An Exploratory Study), International Islamic University Malaysia
11. Silver Medal, IIUM Research, Invention, and Innovation Exhibition, February 19-20, 2013 (IRIIE 2013) (Paper entitled: Enhancing Graduates' Employability Skills: A Malaysian Case), International Islamic University Malaysia
12. **Outstanding Researcher Award, Department level**, Department of Business Administration, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2012.
13. Silver Medal, IIUM Research, Invention, and Innovation Exhibition, February 9-10, 2011 (IRIIE 2011) (Paper entitled: Malaysia on course to become a developed country: prioritizing issues with the analytic hierarchy process), International Islamic University Malaysia
14. Silver Medal, IIUM Research, Invention, and Innovation Exhibition, February 9-10, 2011 (IRIIE 2011) (Paper entitled: Exploring the integration between the analytic hierarchy process and factor analysis procedure), International Islamic University Malaysia
15. Silver Medal, IIUM Research, Invention, and Innovation Exhibition 2010 (IRIIE 2010) (Paper entitled: Identifying, ranking and assessing the critical success factors of the nine challenges of Malaysian Vision 2020), International Islamic University Malaysia
16. Silver medal, Exhibition of Research, Research and Innovation 2009 (Pameran Reka cipta, penyelidikan & Inovasi 2009) (paper: An integrated multi-criteria decision making tools for selecting an appropriate solid waste treatment technology), Universiti Putra Malaysia, 28 July, 2009.
17. 2009 AGBA Distinguished Scholar, Academy for Global Business Advancement, Texas A&M University at Commerce, USA.
18. **Outstanding Researcher Award, Faculty level**, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2008.



19. Bronze medal, Exhibition of Research, Research and Innovation 2008 (Pameran Rekacipta, penyelidikan & Inovasi 2008), Universiti Putra Malaysia, 29-31 July, 2008.
20. 2007 AGBA ASEAN Academic Leader by the Academy for Global Business Advancement, Virginia, USA-based non-profit organisation.
21. Silver medal, Exhibition of Research, Research and Innovation 2007 (Pameran Rekacipta, penyelidikan & Inovasi 2007), Universiti Putra Malaysia, 28 September, 2007.
22. **IIUM Quality Research Award** (Social Sciences-based), **University level**, International Islamic University Malaysia, 2006.
23. Quality Research Award, Faculty level, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2006.
24. Research Fellowship, Indian Institute of Technology – Kharagpur, 1990-1995.
25. **Gold Medal (for securing first class first position at the Masters examination), University of Calcutta, 1988.**
26. National Scholarship, Government of India, 1985.

Invited Talks

1. “Turning Ideas into Winning Grants: A Roadmap for Writing A FRGS Proposal, Research Management Centre, International Islamic University Malaysia, 27 October, 2023.
2. “Production Planning”, organized by Thammasat Business School, Thammasat University, Thailand, 12th February, 2021.
3. “The Analytic Hierarchy Process: A Tool for Prioritization and Evaluation”, organized by Kalyani Government Engineering College, West Bengal, India, 30th January, 2021.
4. “Expectations from a PhD supervisor”, organized by Linkwith, Malaysia on 9th October, 2020.
5. “Business Excellence Framework for Organizational Sustainability”, organized by Malaysia Productivity Corporation, Sarawak Branch, 24th August, 2017.
6. “Enhancing Quality and Productivity of Publications in the area of Social Sciences”, organized by the Research Management Centre of International Islamic University Malaysia, September 17, 2015.



7. “Managing Problems and Making Decisions”, organized by *WAMY Malaysia*, March 15, 2008.
8. “Utilizing performance improvement and effective recognition programs to realize organizational and individual potential” organized by *Asia Business Forum*, October 4, 2006, Kuala Lumpur.
9. “Reward and talent management in the Malaysian perspective”, organized by *Asia Business Forum*, February 6, 2006, Kuala Lumpur.
10. “Multiple Criteria Decision Making”, organized by *Malaysian Association of the Chartered Institute of Marketing*, February 10, 2001, Kuala Lumpur.

Conference Proceedings/Presentations

1. Islam, R. (2023). Developing competent and responsible global citizens. International Education Meet organized by Rahmat E Alam Mission, Bera Champa, 24 Paraganas, West Bengal, India, 31 August, 2023.
2. Islam, R., & Periaiah, N. (2022). Employee performance evaluation using the analytic hierarchy process: A case study. *Proceedings of the 21st International Conference Economy - Finance - Management (ICEFM 2022)*, 22-25 October, **Wieliczka, Poland**.
3. Islam, R., & Krishnan, D. (2020). Enhancing financial and strategic performance of an oil and gas company. *Proceedings of the 16th International Symposium on the Analytic Hierarchy Process*, Dec 3-6, Web Conference.
4. Islam, R. (2020). Outputs from nominal group technique and survey method: a comparative analysis. *Proceedings of the 2nd International Conference of World Academy of Islamic Management (online conference)*, 17th October, Kuala Lumpur.
5. Islam, R., & Islam, M.K. (2019). Service Quality Enhancement in Bangladesh Islamic Banks: An Application of Quality Function Deployment (QFD). *Proceedings of the 16^h AGBA World Congress*, July 02-04, **IIT Delhi Campus, India**.
6. Islam, R., & Anis, A. (2019). Development of a New SETARA Rating Model: An Application of the Analytic Hierarchy Process. *Proceedings of the IIUM International Conference on Business and Management (IICBM 2019)*, July 10-11, Kuala Lumpur Convention Centre, Kuala Lumpur, Malaysia.
7. Islam, R., & Sharif S. (2018). Measuring Performance of Universities in Fragile Countries Using Analytic Hierarchy Process, *Proceedings of the 15th International Symposium on the Analytic Hierarchy Process*, July 12 – July 15, **Hong Kong**.



8. Islam, R., Haidoub, I., & Tarique, K. M. (2018). Enhancing quality of education: A case study on an international Islamic school. *Proceedings of the 1st International Conference of World Academy of Islamic Management*, 12th May, Kuala Lumpur.
9. Islam, R., & Rahman, M. (2018). Prioritizing Determinants of Organizational Performance in Hotel Industry: An Empirical Investigation for Bangladesh. *Proceedings of the 15th AGBA World Congress*, July 02-04, NIDA Business School, **Bangkok**, Thailand.
10. Islam, R., & Rahman, M. (2017). Developing A Hierarchical Model based on Quality Dimensions to Enhance Business Excellence in Hotel Industry of Bangladesh. *Proceedings of the 14th AGBA World Congress*, November 23-25, Moi University, **Eldoret City, Kenya**.
11. Islam, R., Tarique, K.M., & Mohamad, M.O. (2017). Developing A *Maqasid*-based Performance Measurement Index for Islamic Banks. *2nd International Conference on Islamic Economy*, October 4-5, 2017, University of Sharjah, **Sharjah, UAE**.
12. Islam, R. , & Periaiah, N. (2016). Employee Performance Evaluation Using Analytic Hierarchy Process (AHP) For Chemvi Laboratory Sdn. Bhd. *Proceedings of the 14th International Symposium on the Analytic Hierarchy Process*, August 04 – August 07, **London, UK**.
13. Islam, R. (2015). On Investigating the Difference between Outcomes Obtained from Nominal Group Technique and Survey Method. *Proceedings of the 12th AGBA World Congress*, November 16-17, Universiti Malaysia Pahang, Malaysia.
14. Islam, R., & Madkouri, F. (2015). Assessing and Ranking HALMAS Parks in Malaysia: An Application of Importance-Performance Analysis and AHP. *23rd International Conference on Multiple Criteria Decision Making*. International Society of Multiple Criteria Decision Making, **Hamburg, Germany**, August 02-07.
15. Islam, R. (2015). Challenges and prospects of applications of TQM in higher learning institutions. *National Quality Summit 2015* (Organized by SIRIM Bhd), May 13-14, Holiday Inn Kuala Lumpur, Glenmarie.
16. Islam, R, Wahra, A.M., & Ahmed, S. (2014). Time Management from Islamic Perspective: A Qualitative Analysis. *Proceedings of the second international conference on management from Islamic perspective*, August 19- 20, International Islamic University Malaysia.
17. Islam, R, Anis, A., & Abdullah, A. (2014). Identifying And Ranking The Critical Success Factors Of The Challenges In Providing Quality Education By Malaysian Private Higher Learning Institutions. . *Proceedings of the 13th International Symposium on the Analytic Hierarchy Process*, June 29- July 02, **Washington, D.C., USA**.



18. Islam, R., & Wara, A.M. (2013). Time management from Islamic Perspective: An Exploratory Study. *1st World Congress on Integration and Islamicization of Acquired Human Knowledge (FWCII 2013)*, 23-25 August, Kuala Lumpur, Malaysia.
19. Islam, R., Abdul Hamid, M.S., & Manaf, N. H. (2013). Enhancing Graduates' Employability Skills: A Malaysian Case. *Third Academy of International Business-Middle East North Africa chapter conference*, 12-14 January, **Cairo, Egypt**.
20. Islam, R., & Haque, M. (2012) Effect of knowledge management practices on business performance in Bangladesh pharmaceutical industry. *Proceedings of the Terengganu International Business and Economics Conference (TiBEC III)*, 18-20 October, Kuala Terengganu, Malaysia.
21. Islam, R., Abdul Hamid, M.S., & Manaf, N. H. (2012). Employability Skills Development Approaches: An Application of the Analytic Network Process. *Proceedings of the 54th Annual Conference of the Canadian Operational Research Society and the 10th International Conference on Multiple Objective Programming and Goal Programming*, 11-13 June, **Niagara Falls, Canada**.
22. Hossain, T., & Islam, R. (2011) A Survey of Operations Management Practices in Islamic Banks of Bangladesh. *Proceedings of the 9th Asian Academy of Management International Conference* (pp. 132-142), 14-16 October, Penang, Malaysia.
23. Islam, R. (2011). Prioritizing the nine challenges of Malaysian vision 2020. *Proceedings of the 11th International Symposium on the Analytic Hierarchy Process*, June 15- 18, **Sorrento, Italy**.
24. Islam, R., & Anis, A. (2009). Improving teaching efficiency: An application of QFD and AHP. *Proceedings of the 6th AGBA World Congress*, December 28-30, Universiti Utara Malaysia, Malaysia.
25. Islam, R., & Islam, M. K. (2009). Family Management from Islamic Perspective: An Application of Quality Function Deployment and Analytic Hierarchy Process. *Proceedings of the 8th Asian Academy of Management International Conference* (pp. 303-311), December 18-20, Kuantan, Malaysia.
26. Islam, R. (2009). Prioritizing issues of Malaysian vision 2020: An application of the analytic hierarchy process. *Proceedings of the 10th International Symposium on the Analytic Hierarchy Process*, July 29-August 1, **Pittsburgh, USA**.
27. Samah, M.A.B.A., Manaf, L.B.A., Sulaiman, W.N.A., & **Islam, R.** (2008). Application of the analytical hierarchy process (AHP): Assigning weights for selecting an appropriate solid waste treatment technology. *Proceedings of The International Conference on Environmental Research and Technology (ICERT 2008)*, May 28-30, Penang, Malaysia.



28. Islam, R. (2008). Identifying and ranking of critical success of the nine challenges of Malaysian vision 2020. 18th *Triennial Conference of International Federation of Operations Research Societies*, University of South Africa, **Sandton, South Africa**, July 13-18.
29. Islam, R. (2007). Evaluation of suggestions by the analytic hierarchy process: A case study on a public university of Malaysia (soft copy). *Proceedings of the 9th International Symposium on the Analytic Hierarchy Process*, **Viña del Mar, Chile**.
30. Samah, M.A.B.A., Manaf, L.B.A., Sulaiman, W.N.A., & Islam, R. (2007). Application of the analytical hierarchy process (AHP) for selecting an appropriate solid waste treatment technology. *Proceedings of The Second National Intelligent Systems and Information Technology Symposium (ISITS '07)*, October 30-31, UPM, Malaysia.
31. Islam, R. (2007). Nominal group technique outputs: a longitudinal study. In *Khilji et al. (eds), Advances in Global Business Research, Vol. 4, No. 1: Proceedings of the 4th AGBA World Congress (jointly organized with 7th AAM international Conference)* (pp. 568-574), May 21-25, Penang, Malaysia.
32. Islam, R. (2007). Evaluation of TQM programs: A case study. In *Nasurudin et al. (eds), Proceedings of the 7th Asian Academy of Management International Conference* (pp. 303-311), *Nasurudin et al. (eds)*, May 21-25, Penang, Malaysia.
33. Islam, R. (2006). Determining weights in AHP: A fuzzy programming approach. *18th International Conference on Multiple Criteria Decision Making*. International Society of Multiple Criteria Decision Making, **Chania, Greece**, July 19-23.
34. Islam, R. (2006). Employee motivation: A Malaysian perspective. *Third Annual Congress of Association of Global Business Advancement (AGBA)*. Association of Global Business Advancement, Kuala Lumpur, January 4-6.
35. Islam, R. (2005). MBNQA criteria in education: Assigning weights from Malaysian perspective and proposition of an alternative evaluation scheme. *17th Triennial Conference of International Federation of Operations Research Societies*. IFORS, **Hawaii, USA**, July 11-15.
36. Islam, R. (2005). Employee performance evaluation by the AHP: A case study. *8th International Symposium on the Analytic Hierarchy Process*. University of Hawaii, **Honolulu, USA** July 08-10.
37. Islam, R. (2005). Employee performance evaluation by the analytic hierarchy process. *International Symposium on Measurement and Evaluation (ISME)*. Research Management Centre, International Islamic University Malaysia, Kuala Lumpur, June 21-23.
38. Islam, R. (2004). Evaluation of suggestions by AHP: a case study based on a secondary school. *Sixth International Conference on Multiple Objectives*



- Programming and Goal Programming*. International Society of Goal Programming and Multiobjective Programming, **Hammamet, Tunisia**, April 14-16.
39. Islam, R. (2003). Proposition of an alternative scoring scheme for Malcolm Baldrige National Quality Award. *National Conference of MS/OR Society of Malaysia*. University Kebangsaan Malaysia, Malacca, Malaysia, June 24-25.
 40. Islam, R. (2002). Improving quality in institutions of higher learning through nominal group technique. *National Conference of MS/OR Society of Malaysia*. College University Technology Malaysia (KUSTEM), Kuala Terengganu, Malaysia, May 26-27.
 41. Islam, R. (2002). Determination of weights from inconsistent point judgments in AHP: A goal programming approach. *Fifth International Conference on Multiple Objectives Programming and Goal Programming*. International Society of Goal Programming and Multiobjective Programming, **Nara, Japan**, June 04-07.
 42. Islam, R. (2001). Prioritization of ideas in an affinity diagram by AHP. *43rd Annual Conference of the Canadian Operational Research Society*. Operational Research Society of Canada, **Quebec City, Canada**, May 6-9.
 43. Islam, R. (2000). Identifying and ranking employees recognition ways by nominal group technique. In A. Mustafa & A. Baharum (eds), *Proceedings of National Conference on Management Science/Operations Research* (pp. 278-283), Universiti Sains Malaysia, Penang, Malaysia.
 44. Islam, R. (2000). Identification of major challenges in the new millennium by modified nominal group technique. *15th International Conference on Multiple Criteria Decision Making*. Middle East Technical University, **Ankara, Turkey**, July 10-14,
 45. Islam, R., Biswal, M.P., & Alam, S.S. (1996). Integration of the analytic hierarchy process and super transitive matrix technique. In *National Seminar NEW PERCEP – 96*, Anjuman Engineering College, Bhatkal, India.
 46. Islam, R., Biswal, M.P., & Alam, S.S. (1994). Determination of weights from inconsistent interval judgments : A goal programming approach. *XVII Annual Convention of the Operations Research Society of India*. Indian Institute of Management, Calcutta, India, December 20-22.
 47. Islam, R., Biswal, M.P., & Alam, S.S. (1993). A decomposition principle in the analytic hierarchy process. *XVI Annual Convention of the Operations Research Society of India*. Utkal University, Bhubaneswar, India, December 06-08.
 48. Islam, R., Biswal, M.P., & Alam, S.S. (1992). Selection of the best alternative by a stochastic approach. *A One Day Symposium on the Advances of Mathematics*. Indian Institute of Technology, Madras, India, December 22.



Conference Session Chair

1. *21st International Conference Economy - Finance - Management (ICEFM 2022)*, 22-25 October, 2022, **Wieliczka, Poland**, Virtual Conference.
2. *Sixteenth International Symposium on the Analytic Hierarchy Process*, December 04-December 06, 2020, Virtual Conference.
3. *Fifteenth International Symposium on the Analytic Hierarchy Process*, July 12- July 15, 2018, **Hong Kong**.
4. *14th AGBA World Congress*, November 23-25, 2017, Moi University, **Eldoret City, Kenya**.
5. *A National Conference on Engineering Mathematics*, 16-17 December, 2017. IIT Kharagpur, India
6. *The 12th Academy for Global Business Advancement Annual World Congress*, November 16-19, 2015, Universiti Malaysia Pahang, Gambang, Malaysia.
7. *23rd International Conference on Multiple Criteria Decision Making*. International Society of Multiple Criteria Decision Making, **Hamburg, Germany**, August 02-07.
8. *The Second International Conference of Management from Islamic Perspective (ICMIP 2)*, August 19-20 2014, International Islamic University Malaysia, Malaysia.
9. *Thirteenth International Symposium on the Analytic Hierarchy Process*, June 29- July 02, 2014, **Washington, D.C., USA**.
10. *The 9th Asian Academy of Management International Conference*, October 14-16, 2011, Penang, Malaysia.
11. *International Conference on Marketing (ICMAR 2010)*, June 23-24, 2010, organized by the Department of Business Administration, International Islamic University Malaysia.
12. *18th Triennial Conference of International Federation of Operations Research Societies*, July 13-18, 2008, Sandton, **South Africa**.
13. *International Conference on Management from Islamic Perspectives*, May 15-16, 2007, Kuala Lumpur, Malaysia.
14. *The 7th Asian Academy of Management International Conference*, May 21-25, 2007, Penang, Malaysia.
15. *Triennial Conference on International Federation of Operations Research Societies*, July 11-15, 2005, **Hawaii, USA**.



16. *Eighth International Symposium on the Analytic Hierarchy Process*, July 08-10, 2005, **University of Hawaii, USA.**

Member of International Organizing Committee of International Conferences

1. 16th International Symposium on the Analytic Hierarchy Process, December 04-December 06, 2020, Virtual Conference.
2. 15th International Symposium on the Analytic Hierarchy Process, July 12-15, 2018, Hong Kong.
3. International Conference on Management of Resources in Muslim Countries and Communities: Challenges and Prospects, August 4-6, 2009, International Institute of Muslim Unity (IIMU), IIUM Campus.
4. International Conference on Management from Islamic Perspectives, May 15-16, 2007, Department of Business Administration, International Islamic University Malaysia, Kuala Lumpur.
5. Eighteenth International Symposium on the Analytic Hierarchy Process, July 08-10, 2005 **University of Hawaii, USA.**
6. International Seminar on Macroeconomics from an Islamic Perspective, September 22-24, 2004, Department of Economics, International Islamic University Malaysia, Kuala Lumpur (worked as the secretary).
7. International Conference on Stable and Just Global Monetary System: Viability of Islamic Dinar, August 19-20, 2002, Department of Business Administration, International Islamic University Malaysia, Kuala Lumpur.
8. Ninth International Symposium on the Analytic Hierarchy Process, August 03-06, 2007, **Santiago, Chile.**

Membership of Professional Bodies

1. Life member, Indian Society of Technical Education
2. Life Member, World Academy of Islamic Management, Malaysia
3. Member, Malaysian Institute of Management, Malaysia.
4. Academy for Global Business Advancement, USA
5. Member, International Society of Multiple Criteria Decision Making



Reviewer

1. International Journal of Economics, Management and Accounting
2. Journal of International Business and Entrepreneurship Development
3. International Journal of Business and Systems Research
4. Journal of Multi-criteria Decision Analysis
5. Asian Journal of Business and Accounting
6. International Journal of Information Technology and Decision Making
7. Reviews of International Business and Strategies
8. International Journal of Applied Management Science
9. International Journal of Management and Decision Making
10. IRTI Journal of Islamic Economics
11. International Journal of Quality and Service Sciences
12. Journal of Islamic Marketing
13. International Journal of the Analytic Hierarchy Process
14. International Journal of Healthcare Management
15. Employee Relations
16. Journal of Business Excellence
17. Journal of Applied Research in Higher Education
18. Annals of Operations Research
19. Central European Journal of Operations Research
20. Journal of Applied Research in Higher Education
21. International Journal of Economics and Management



External Examiner

Ph.D./DBA thesis

1. Mazlan Kiflie (2023). Knowledge Management and Organizational Performance among the Multimedia Super Corridor (MSC) Companies, Universiti Malaysia Sarawak, Malaysia.
2. Ra'ed Jamal Almashawreh (2023). Determinants of Adoption and Impact of Digital Technologies in SMEs in Jordan, University of Canberra, Australia.
3. Nawaf M. Alotaibi (2023). Strategic Planning Issues and Their Impact on Organizational Performance in the Kingdom of Saudi Arabia's Public Sector Organizations, University of Canberra, Australia.
4. Muneer Al Dwaikat (2022). Impact of Employee Performance Monitoring on Knowledge Workers' Productivity, Universiti Malaysia Sarawak, Malaysia.
5. Isa Khalfan (2021) Effect of Leadership and Quality Culture on Quality Management Practices and Operational Performance of Construction Industries of Oman, Universiti Malaysia Selangor, Malaysia.
6. Shamimah Raihan Manzoor (2021) Post Decision Relationship Behaviour Model: Study on International Students in Malaysian Higher Education Institutions, Multimedia University, Malaysia.
7. Muhammad Adidinizar bin Zia Ahmad Kusairee (2020). The Decision Criteria, the Returns and the Well-being of TVET as Human Capital Investment in Malaysia, Universiti Teknologi MARA, Malaysia.
8. Chong Kim Mee (2020). Measuring the Perceived Performance of Local Industry Players in Ecotourism Industry Sarawak, Malaysia, Universiti Malaysia Sarawak, Malaysia.
9. Siti Hajar binti Salim (2020). Framework of Decision-Making Factors to Replace Medical Equipment in Hospital, Universiti Technology Malaysia, Malaysia.
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11. Rayan Reda Alnuzha Alzighaibi (2018). Implementation of G-Cloud Technology in the Public Sector of the Kingdom of Saudi Arabia: Perceived Drivers and Outcomes, **University of Canberra, Australia.**
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16. Rabihah Md. Sum (2015). Risk Prioritisation: A Decision making Tool for Risk Management, **Macquarie University, Australia**
17. Boey Yew Tung (2015). Determinants of Engagement in Virtual Social Networks in Singapore, **University of Canberra, Australia**
18. Md. Mahfuzur Rahman (2015). Behavioral Determinants of Financial Risk Tolerance: Evidence from Malaysia, Universiti Malaysia, Malaysia.
19. Fadhilah Mohd Zahari (2015). Determinants and Consequences of Green Innovation Adoption: A Study on ISO 14001 Manufacturing Firms in Malaysia, Universiti Sains Malaysia, Malaysia.
20. Fahmi Shaaban Fararah (2014). Islamic Microfinance System and Customer Satisfaction: A Study on SMEs Sector In Yemen, Insaniyah University College, Malaysia.
21. Mohammad Ebrahim Marjani (2013). Validating Agility Test for Iranian Karate Players Using Analytic Network Process, Universiti Putra Malaysia, Malaysia.
22. Devika a/p Nadarajah (2013). Fostering Sustainable Competitive Advantage through Business Process Management, Universiti Malaya, Malaysia.
23. Normalini binti Md Kassim (2013). Understanding Consumer Adoption and Security of Internet banking: A proposed Biometrics Technology Implementation in the Malaysian Banking Context, Universiti Sains Malaysia, Malaysia.
24. Annamalai Chockalingam (2012). The Critical Success Factors of Enterprise Resource Planning Projects in India: The Moderating Role of Organizational Culture and Implementation Stage, Universiti Sains Malaysia, Malaysia.
25. Ghassan M. Alnajjar (2012). Mobile Information Systems: An Empirical Analysis of the Determinants of Mobile Commerce acceptance Among Jordanians, Universiti Utara Malaysia, Malaysia.
26. Winnie Wong Poh Ming (2012). An Investigation on the Antecedents Influencing Customer e-loyalty and e-satisfaction in Malaysia: The Mediating Effects of Trustworthiness, Universiti Malaysia Sarawak, Malaysia.



27. Mohammed Ahmed Salem Balhuwaisl (2012). An Integration of Rank Order Centroid, Modified Analytical Hierarchy Process and 0-1 Integer Programming in Solving A Facility Location Problem, Universiti Utara Malaysia, Malaysia.
28. Norasidi bin Salim (2011). Theory of Profit: An Islamic Perspective, University College Insaniyah, Malaysia, Malaysia.
29. Mirza Manirajah bin Abdullah (2011). Barriers of Green Innovation Initiatives Adoption, Outcomes (Green Environment and Green Image) and Competitive Advantage Among the Manufacturing Companies in Malaysia, Universiti Sains Malaysia, Malaysia.
30. Gunalan, a/l Nadarajah (2010). Factors Influencing Third Party Logistics Performance: The Role of Trust as a Mediator, Universiti Sains Malaysia, Malaysia.
31. Madjid Zerifat (2010). Fuzzy Data Envelopment Analysis and its Applications for Aggregating Preference Ranking, Universiti Sains Malaysia, Malaysia.
32. Ahmed Salem Naser Al-Eradi (2009). Advanced Data Envelopment Analysis Models for Efficiency Analysis of Seaports, Univeristi Sains Malaysia, Malaysia.
33. Halim bin Mad Lazim (2009). Total Productivity Maintenance (TPM) Practices and Manufacturing Performance: The Moderating Effect of Types of Production Processes, Univeristi Sains Malaysia, Malaysia.
34. Norsiah Bt. Mat (2008). Cross-functional New Product Development (NPD) Teams: Characteristics, Dynamics and NPD Performance, Univeristi Sains Malaysia, Malaysia
35. S. Sangeetha (2006). A study of the Development and Achievements of Women Entrepreneurs in Chennai, University of Madras, India.
36. M. Govardhana Sing (2006). Progress and Problems of Small Scale Industries in Chennai, University of Madras, India.

Internal Examiner

Ph.D./DBA Thesis

1. Mohd Ridzuan M Shariff (2023). Risk Management Practices and Performances on Malaysian Airlines Berhad (MAB).
2. Mahmoud Ghalib Elmaghrabi (2021). Developing Standards Framework for the Zakat Institution in Sudan: Implications for Poverty Alleviation.



3. Mansha Rafiq (2020). An Investigation of Financial Inclusion of Selected Muslim Populated States in India.
4. Syukrina Alini Mat Ali (2019) Using Expectation and Confirmation Theory to Determine Customer Satisfaction and Customer Loyalty in Tel. Industry
5. Zainul Arifin (2019) Impact of Islamic Spirituality (IS) and Islamic Social Responsibility (ISR) on Employee Engagement in Small and Medium Enterprises of Malaysia.
6. Mohanad S.M. Najjar (2018). The Impact of Transformational Leadership and Human Resource Development Practices on Innovative Work Behaviour in Malaysian SMEs: The Mediating Role of Altruism.
7. Md. Aftab Anwar (2016). Effects of Spiritual Intelligence and Emotional Intelligence on Organisational Citizenship Behaviour Mediated by Personal Values: An Empirical Study on Islamic Banks in Malaysia
8. Mahendira Rajan A/L Vaitilinggam (2016). Organizational Resilience Potential: Increasing Business and Operational Continuity Effectiveness by Enabling Post Crisis Adaptable Behaviors
9. Faizal bin Haji Zainudin (2015). Public Sector Adoption of Human Resource Information System (HRIS): Public Service Department (PSD) of Malaysia

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1. Nurul Afiah (2022). Survival Strategies of Muslim Small and Medium Enterprise Owners During Pandemic Covid-19: A Study of Sustainable Accommodation Sector
2. Mohd Ridzuan (2022). Risk Management Practices and Performances on Malaysian Airlines Berhad.
3. Suhaiza Safian (2021) Emotional Intelligence and Work Life Balance Among Remote Workers in Klang Valley, Malaysia: The Mediating Effect of Self-Efficacy
4. Four students of Universiti Malaya, July 8, 2021 as external assessor.
5. Tarekul Islam (2020). The Impact of Self-service Technology and Persuasive System Design on Customer Loyalty in Using Ride-Sharing Apps in Bangladesh: The Mediating Role of Customer Satisfaction.
6. Zainul Arifin (2018). Impact of Islamic Spirituality and Islamic Social Responsibility on Employee Engagement in Small and Medium Enterprises of Malaysia.
7. Mohanad S.M. AlNajjar (2016). Innovative Work Behaviour as Driven by Leadership Style and Human Resource Development in Malaysian SMEs: The Mediating Role of Altruism



8. Mahendira Rajan A/L Vaitilinggam (2015). Organizational Resilience Potential: Increasing Business and Operational Continuity Effectiveness by Enabling Post Crisis Adaptable Behaviors
9. Ismail Nizam (2014). An Integrated Maqasid Al-Shariah based Measure of Social Economic Prosperity: A Composite Index for Malaysia.
10. Seyama Sultana (2013). Determining the Factors Affecting International Students Loyalty Behaviour: A Comparative Study between Malaysian and Australian Higher Learning Institutions.
11. Faizal bin Haji Zainudin (2013). Public Sector Adoption of Human Resource Information System (HRIS): A Comparative Study of Malaysia and the United Kingdom.
12. Lailatul Faizah Abu Hassan (2012). Customer Lifetime Value: The Relationship among Customer Knowledge Management, Customer Relationship Management and Relationship Quality in Takaful Industry.

Master's Thesis

1. Nur Aitqa binti Lokman (GS55263) (2023). Exploring the Staging of Dining Elements in Traditional Malay Restaurants, Universiti Putra Malaysia.
2. Nur Nisaa binti Ahmad (GS52242) (2021). Factors Influencing Intention to Purchase Fraudulent Honey among Malaysian Consumers, Universiti Putra Malaysia.
3. Sadia Yusuf Abdi (2019). The Impact of Service Quality on Customer Satisfaction: A Study of Banking Industry in Somalia.
4. Law Fung Yee (2017) Service Quality, Satisfaction and Revisit Intention to Rural Tourism Destination in Sarawak: The Moderating Impact of Local Communities' Attitude, UNIMAS, Malaysia
5. Ahmad Rusydi bin Razak (2017). Halal Compliance Priority Assessment Using AHP for Food Services, UiTM, Malaysia
6. Karthiyan Krishnamurthy (2015). Users' Satisfaction and Behavioral Reaction: The Impact of Synchronous Online Training. UNIMAS, Malaysia.
7. Cynthia Cheok Ching Thing (2015). Fuzzy MCDM Approaches for the Airline Industry, Universiti Sains Malaysia, Malaysia.
8. Emrul Kays (2014). Balancing and Scheduling Car Floor Subassembly Production Flow Line. International Islamic University Malaysia, Malaysia.



9. Norhaliza bt Mohd Nor (2011). Categorization and Prioritization of *Waqf* Lands Based on Sectors, Strategic Locations, Socio-economic and Religious Factors: The Case of Selangor, International Islamic University Malaysia, Malaysia.
10. Atif Ahmed Rawasia (2007). The Role, Determinants and Impact of Foreign Direct Investment in Developing Economics: A Case Study of Pakistan (1975-2005), International Islamic University Malaysia, Malaysia.
11. Wong Kong Liong (2003). Business Rules & IT – A Case Study on Ing Insurance Berhad, International Islamic University Malaysia, Malaysia.

Community Service

1. Writer in the bi-annual Newsletter published by Al-Ameen Mission, Kolkata, India.
2. Treasurer, Kharagpur Society for Educational & Vocational Advancement (one NGO in West Bengal, India), 1991-1995.
3. Founding member, Al-Habeeb Educational & Welfare Trust, Dhubulia, West Bengal, India.

Travel

The following countries are visited for mainly academic purpose:

- | | |
|-----------------|------------------|
| 1. Bangladesh | 18. Singapore |
| 2. Canada | 19. South Africa |
| 3. Chile | 20. Thailand |
| 4. Egypt | 21. Tunisia |
| 5. Germany | 22. Turkey |
| 6. Greece | 23. UAE |
| 7. Hong Kong | 24. UK |
| 8. Indonesia | 25. USA |
| 9. Iran | |
| 10. Italy | |
| 11. Japan | |
| 12. Kenya | |
| 13. Maldives | |
| 14. New Zealand | |



15. Netherlands
16. Philippines
17. Saudi Arabia

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