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## CURRICULUM VITAE: RAFIKUL ISLAM\*

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#### Personal Information

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Marital status : Married with three children

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\* January, 2022

A handwritten signature in black ink, appearing to read 'Rafikul Islam'.

## Researcher's ID

WOS Researcher ID : K-29482016  
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Google Scholar : <https://scholar.google.com.my/citations?user=NBgPBpUAAAj&hl=en>

## Academic Qualifications

Ph.D. in Mathematics (Operational 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

**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, Doctor of Business Administration programme, Graduate School of Management, International Islamic University Malaysia, February, 2020 – continuing
2. Head of Research, Kulliyah of Economics and Management Sciences, International Islamic University Malaysia (March, 2017 – December, 2017)
3. **Deputy Dean (Corporate Strategy and Decision Making)**, Office of Corporate Strategy and Quality Assurance, International Islamic University Malaysia, 2013 (1<sup>st</sup> July) – 2014 (31<sup>st</sup> December)
4. **Deputy Dean (Academic Affairs)**, Kulliyah of Economics and Management Sciences, International Islamic University Malaysia, 2007 (1<sup>st</sup> June) – 2010 (31<sup>st</sup> May).
5. **Head, Department of Business Administration**, Kulliyah of Economics and Management Sciences, International Islamic University Malaysia, 2005 (1<sup>st</sup> July) - 2007 (up to 31<sup>st</sup> May).
6. Head, Master of Management, Management Centre, International Islamic University Malaysia, 2004-2005 (this position was held along with faculty research co-ordinatorship)
7. 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 – present
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, Kulliyah 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, Kulliyah 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), Kulliyah 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 Kulliyah of Economics and Management Sciences and International Institute of Muslim Unity, 2009.
16. Coordinator, Faculty Commemorative Book, 2008, 25<sup>th</sup> 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
- TOPSIS

### 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. (2021) *Essentials of Management Science: An Islamic Perspective*. Washington, D.C.: International Institute of Islamic Thought.
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

### Books Edited

1. Islam, R. (2020). *Commemorative Book 2020, Kulliyah of Economics and Management Sciences, IIUM*.
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.

### Articles



1. 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**].
2. Ahmed, S., **Islam, R.**, & Al-Asheq, A. (2021). Analysis of Employee Motivation in the Service and Manufacturing Organizations: The Case of a Developing Economy, *International Journal of Business and Systems Research*, forthcoming. [Publisher: **Inderscience**]
3. **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*, forthcoming. [Publisher: **Emerald**]
4. 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]
5. 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**]
6. **Islam, R.**, Ali, M.Y., & Osmani, N.M. (2021). Time management for better job performance: An analysis from *Al-Wasatiyyah* perspective. *Academy of Management Journal*, 26(1), 171-196. [Publisher: **Asian Academy of Management**]
7. 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**]
8. 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**]
9. 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**]
10. 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**]





11. **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]
12. 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]
13. 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]
14. 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**]
15. 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**]
16. 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**]
17. 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**]
18. 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**]
19. 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.
20. 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**]
21. 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]

22. 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**]
23. 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**]
24. 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**]
25. **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**]
26. 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**]
27. 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**]
28. 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**]
29. 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**]
30. **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**]
31. 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**]
32. 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**]

33. **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**]
34. 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**]
35. **Islam, R.** (2017). Work on Israeli-Palestinian conflict. *International Journal of the Analytic Hierarchy Process*, 9(3), 326-340. [Publisher: **International Society of AHP**]
36. 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**]
37. 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**]
38. 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]
39. **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**]
40. 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**]
41. 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]
42. **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**]
43. Islam, R. (2016). Idea generation through employees suggestion system. *IIUM Journal of Case Studies in Management*, 7(1/2), 6-12.



44. **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**]
45. **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**]
46. Mohammed, M.O., Tarique, K.M., & **Islam, R.** (2015). Measuring the performance of Islamic banks using maqasid based model. *Intellectual Discourse*, 23, 401-424. [Publisher: **IIUM Press**]
47. **Islam, R.,** Ahmed, S., & Razak, D. A. (2015). Identifying the gaps between customer expectation and perception on service quality of Islamic banks in Malaysia. *International Journal of Quality and Service Sciences*, 7(4), 424-441. [Publisher: **Emerald**]
48. Anis, A., & **Islam, R.** (2015). The application of analytic hierarchy process in higher-learning institutions: A literature review. *Journal of International Business and Entrepreneurship Development*, 8(2), 166-182. [Publisher: **Inderscience**]
49. **Islam, R.,** Anis, A., & Abdullah, A. (2015). Critical success factors of the challenges in providing quality education: A study on Malaysian private higher learning institutes. *International Journal of the Analytic Hierarchy Process*, 7(1), 83-103. [Publisher: **International Society of AHP**]
50. Islam, R. (2015). Why do employees leave organisations? Have a critical look at your recognition system. *IIUM Journal of Case Studies in Management*, 6(1/2), 1-4.
51. Anis, A., Abdullah, Z., & **Islam, R.** (2014). Defining quality education in higher learning institutions: Divergent views of stakeholders. *International Journal of Arts and Sciences*, 7(1), 375-385. [Publisher: Central Connecticut State University]
52. **Islam, R.,** & Ahmad, S. (2014). Do managers and employees perceive motivational factors differently in Malaysia? *International Journal of Business and Systems Research*, 8(1): 72-90. [Publisher: **Inderscience**]
53. Hamid, M.S.A., **Islam, R.,** & Manaf, N.H. (2014). Employability Skills Development Approaches: An Application of the Analytic Network Process. *Asian Academy of Management Journal*, 19(1), 93-111. [Publisher: **Asian Academy of Management**]
54. Hamid, M. S. A., **Islam, R.,** & Manaf, N.H. (2014). Malaysian Graduates' Employability Skills Enhancement: An Application of the Importance Performance Analysis. *Journal for Global Business Advancement*. 7(3), 181-197. [Publisher: **Inderscience**]



55. **Islam, R.,** & Husain, W.R.W. (2013). Editorial (Special Issue) – Management Applications of AHP in South-East Asia, *Malaysian Management Review*, 48(2), iii-iv. [Publisher: **Malaysian Institute of Management or MIM**]
56. Ahmed, S., Manaf, N.H., & **Islam, R.** (2013). Effects of Lean Six Sigma Application in Healthcare Services: A Literature Review. *Reviews on Environmental Health*, 28 (4), 189-194. [Publisher: **Walter de Gruyter**]
57. Haque, M., & **Islam, R.** (2013). Effects of Supply Chain Management Practices on Customer Satisfaction: Evidence from Pharmaceutical Industry of Bangladesh. *Global Business and Management Research: An International Journal*, 5(2&3), 120-136.
58. Riyadi, S., Effendi, L., & **Islam, R.** (2013). Selecting a technical service provider by the Analytic Hierarchy Process. *Malaysian Management Review*. 48(2), 53-67. [Publisher: **Malaysian Institute of Management or MIM**]
59. Eusuf, A., Ibrahim, M., & **Islam, R.** (2012). The construction and demolition wastes in Klang Valley, Malaysia. *Planning Malaysia*, X: 99-124. [Publisher: **Malaysian Institute of Planners**]
60. Abdullah, M.M., & **Islam, R.** (2012). Employee motivational factors: A comparison between Malaysia and Sultanate of Oman. *Journal of Global Business Advancement* 5(4):285-306. [Publisher: **Inderscience**]
61. **Islam, R.,** & Hossain, T. (2012). A survey of operations management practices in Islamic banks in Bangladesh. *Malaysian Management Review*, 47(1&2): 1-20. [Publisher: **Malaysian Institute of Management or MIM**]
62. Haque, M., & **Islam, R.** (2012). Effect of knowledge management practices on business performance in Bangladesh Pharmaceuticals Industry. *Terengganu International Management and Business Journal*, 2(2): 22-31.
63. Ahmed, S., & **Islam, R.** (2012). Students' perception on library service quality: A qualitative study of IIUM library. *i-manager's Journal on Educational Psychology*, 6(2):19-29.
64. Islam, M., & **Islam, R.** (2011). Strengthening Muslim family institution: A management perspective. *Journal of Social Sciences and Humanity*, 19(1), 81-97. [Publisher: **UPM Press**]
65. Abdullah, M.M., & **Islam, R.** (2011). Nominal group technique and its applications in managing quality in higher education. *Pakistan Journal of Commerce and Social Sciences*, 5(1): 81-99.
66. **Islam, R.,** & Ismail, Y. (2011). Prioritizing issues of Malaysian vision 2020: An application of the analytic hierarchy process and quality function deployment. *IIUM Journal of Economics and Management*, 19(1), 27-62. [Publisher: **IIUM Press**]



67. Eusuf, M.A., Din, S.A.M., Ibrahim M., & **Islam, R.** (2011). Solid waste generation characteristics: The Malaysian local authorities' outlook. *Planning Malaysia*, IX: 51-76. [Publisher: **Malaysian Institute of Planners**]
68. **Islam, R.** (2010). Group decision making through nominal group technique: An empirical study. *Journal for International Business and Entrepreneurship Development*, 5(2), 134-153. [Publisher: **Inderscience**]
69. **Islam, R.** (2010). Critical success factors of the nine challenges in Malaysian vision 2020. *Socio-Economic Planning Sciences*, 44, 199-211. [Publisher: **Elsevier**]
70. **Islam, R.**, & Ismail, Y. (2010). Malaysia on course to become a developed country: Prioritizing issues with the analytic hierarchy process. *International Journal of the Analytic Hierarchy Process*, 2(2), 79-107. [Publisher: **International Society of the Analytic Hierarchy Process**]
71. **Islam, R.**, & Ismail, A.Z. (2008). Employee motivation: A Malaysian perspective. *International Journal of Commerce and Management*, 18(4), 344-362. [Publisher: **Emerald**]
72. **Islam, R.**, & Mustapha, R. (2008). Organizational approach to total quality management: A case study. *Asian Journal of Business and Accounting*, 1(2), 19-38. [Publisher: **UM Press**]
73. **Islam, R.** (2007). MBNQA criteria in education: Assigning weights from a Malaysian perspective and proposition of an alternative evaluation scheme. *International Transactions in Operational Research*, 14(5), 373-394. [Publisher: **Blackwell-Wiley**]
74. **Islam, R.**, Ahmed, M., & Alias, M. (2007). Application of quality function deployment in redesigning website: a case study on TV3. *International Journal of Business Information Systems*, 2(2), 195-216. [Publisher: **Inderscience**]
75. **Islam, R.**, & Barhem, B. (2007). Employee motivation: A comparison between Malaysia and UAE. *Malaysian Management Review*, 42(1), 101-122. [Publisher: **Malaysian Institute of Management**]
76. Ahmed, M., Hussein, R., Minakhatun, R., & **Islam, R.** (2007). Building consumers' confidence in adopting e-commerce: A Malaysian case. *International Journal Business and System Research*, 1(2), 236-255. [Publisher: **Inderscience**]
77. Sallehi, K., & **Islam, R.** (2006). An application of decision support system in the Malaysian national physical plan. *Planning Malaysia: Journal of the Malaysian Institute of Planners*, 4, 69-82. [Publisher: **Malaysian Institute of Planners**]
78. Ahmed, M., **Islam, R.**, & Al-Wahaibi, S. (2006). Developing quality health-care software using quality function deployment: A case study based on sultan





Qaboos university hospital. *International Journal of Business Information Systems*, 1(2), 408-425. [Publisher: **Inderscience**]

79. **Islam, R.**, & Rasad, S. (2006). Employee performance evaluation by the AHP: A case study. *Asia Pacific Management Review*, 11(3), 163-176.
80. **Islam, R.**, & Abdullah, A. (2006). Management decision making by the analytic hierarchy process: A proposed modification for large-scale problems. *Journal of International Business and Entrepreneurship Development*, 3(1/2), 18-40. [Publisher: **Inderscience**]
81. **Islam, R.** (2005). Prioritization of ideas in an affinity diagram by AHP: an example of K-economy. *IIUM Journal of Economics and Management*, 13(1), 71-108. [Publisher: **IIUM Press**]
82. **Islam, R.**, & Ismail, A.Z. (2004). Ranking of employees' reward and recognition approaches: A Malaysian perspective. *Journal of International Business and Entrepreneurship Development*, 2(2), 113-124. [Publisher: **Inderscience**]
83. **Islam, R.** (2002). Modified nominal group technique for group decision making. *IIUM Journal of Economics and Management*, 10(2), 151-177. [Publisher: **IIUM Press**]
84. **Islam, R.**, Biswal, M.P., & Alam, S.S. (2000). Analysis of inconsistent interval judgment matrices. *Ricerca Operativa*, 29(90), 39-53.
85. Khairuddin, Nor Azian and **Islam, R.** (2000). TQM in business education in Malaysia: A case study based on the application of nominal group technique. *Journal of International Business & Entrepreneurship*, 8(1), 103-124.
86. **Islam, R.**, Biswal, M.P., & Alam, S.S. (1997). Deriving weights from pairwise comparison matrices by goal programming. *Ricerca Operativa*, 26(79), 3-17.
87. Das, S., **Islam, R.**, & Chattopadhyay, A.B. (1997). A simple approach for on line monitoring using analytic hierarchy process. *Proceedings of Institution of Mechanical Engineers Part B: Journal of Engineering Manufacture*, 211, 19-27.
88. **Islam, R.**, Biswal, M.P., & Alam, S.S. (1997). Clusterization of alternatives in the analytic hierarchy process. *Military Operations Research*, 3(1), 3-17.
89. **Islam, R.**, Biswal, M.P., & Alam, S.S. (1997). Preference programming and inconsistent interval judgment matrices. *European Journal of Operational Research*, 97(1), 53-62. [Publisher: **Elsevier**]
90. **Islam, R.**, Biswal, M.P., & Alam, S.S. (1995). Determination of local and global weights of alternatives from inconsistent interval judgement matrices. *Ricerca Operativa*, 24(72), 39-56.



91. **Islam, R.**, Biswal, M.P., & Alam, S.S. (1995). Determination of weights from pairwise comparison matrices in analytic hierarchy process: a fuzzy programming approach. *Journal of Fuzzy Mathematics*, 3(3), 507-516.
92. **Islam, R.**, Biswal, M.P., & Alam, S.S. (1994). The effect of splitting objectives in the analytic hierarchy process. *Ricerca Operativa*, 24(70), 5-25.

### Chapter in Books

1. Aziz, H., & **Islam, R.** (2019). The Kulliyah of Economics and Management Sciences: Integrating Conventional Economics with Islamic Values and Ethics. In Abdul Rashid Moten (ed). *The International Islamic University Malaysia: The Garden of Knowledge and Virtue*, (pp. 265-278). Kuala Lumpur: IIUM Press.
2. Afrin, A.B., & **Islam, R.** (2019). Continuous improvement: a comparison between Islamic and conventional approaches. In Zafar u. Ahmed, Mohd Shukri Ab Yajid, Sahil Raj, and Ali Khatibi (eds), *Defining the Frontiers of Global Business Research across Emerging Countries*, (pp. 13-25). Chennai: McGraw Hill Education (India) Private Limited.
3. **Islam, R.**, & Anis, A. (2018). Prioritisation of internal and external barriers for supply-chain implementation in manufacturing companies: A Malaysian perspective. In Valerio Salomon (ed), *Multi-criteria Methods and Techniques Applied to Supply-chain Management*, (pp. 35-55) InTech Open Publisher.
4. **Islam, R.**, & Ahmad, K. (2013). Kulliyah 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.
5. 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.
6. **Islam, R.** (2011). Case studies in Operations Management. In Yusof Ismail (ed), *Case Studies as a Teaching Learning Tool in Economics, Finance and Quantitative Courses: An Instructor's Perspective*, (pp. 63-69). Kuala Lumpur: IIUM Press.
7. **Islam, R.** & Saaty, T.L. (2010) The Analytic hierarchy process in transportation sector. In Stanly Zions and Matthias Erghott (eds), *Multiple Criteria Decision Making* (pp. 79-91). Berlin: Springer.
8. 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.





9. **Islam, R.** (2009). Modified nominal group technique: What and how. In Tadeusz Trzaskalik and Tomasz Wachowicz (eds), *Multiple Criteria Decision Making '08* (pp. 125-138). Katowicz: Karol Adamiecki University of Economics Press.
10. **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. (2020). Strengthening Muslim Family Institutions. Al-Ameen Mission Newsletter, Kolkata, India, Issue: January-December, pp. 26-30.
2. Islam, R. (2017). Effective time management. Al-Ameen Mission Newsletter, Kolkata, India, Issue January-March, pp. 2-6.
3. Islam, R. (2015). IIUM: In the eyes of the formewr graduates. Al-Ameen Mission Newsletter, Kolkata, India, Issue 7-8, pp. 12-15.
4. 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.
5. Islam, R. (2006, July 8). Important Brainstorming Rules. *New Straits Times*, p. 2 (Appomintments Section).
6. Islam, R. (2006, April 1). Employee motivation guidelines. *New Straits Times*, 01, p.2 (Appomintments Section).
7. Islam, R. (2005, July 16). Developing effective appraisal system. *New Straits Times*, p. 2 (Appointments section).
8. Islam, R. (2005, September 24). Building an effective reward system. *New Straits Times*, p. N6.
9. Islam, R. (2004, September 14). Improving through process approach. *New Straits Times*, p. 1 (Appointments section).



10. Islam, R. (2004, June 26). Making suggestion system work. *New Straits Times*, p. 2 (appointments Section).
11. Islam, R. (2002, May 7). Effective group decision making, *New Straits Times*, p. L10.

## Supervision

### Ph.D./DBA (main supervisor)

#### **Completed:**

1. Nagendran Periaiah (2020). Decision Support for Environmental Impact Assessment in Malaysian Mining Industry Using Analytic Network Process.
2. Deven Krishnan (2019). Enhancing financial and non-financial performance of Malaysian National Oil Company
3. Mahbubar Rahman (2018). Performance Excellence Measurement Framework: A Study of Hotel Industry in Bangladesh.
4. Afroza Bulbul Afrin (2018). A Proposed Model of Continuous Improvement in Total Quality Management from an Islamic Perspective.
5. 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.
6. Shafie Sharif Mohamed (2017). Developing A Model for Measuring Performance of Universities in Fragile Countries and Its Application in Somali Universities.
7. Kazi Md Tarique (2017). A Maqasid-based Performance Evaluation Index for Islamic Banks.
8. 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
9. Muhummad Khairul Islam (2015). Enhancing Service Quality of Islamic Banking System in Bangladesh: An Application of Quality Function Deployment (QFD)
10. Abdul Rahman Ghassan Alseddiqi (2014). Total Quality Management Implementation in Higher Education of Saudi Arabia Public Universities: Challenges and Resolutions.
11. Mohamad Shukri bin Abdul Hamid (2013). Modified Quality Function Deployment Process to Improve Quality of Teaching in Higher Education



12. 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:**

13. Mohammad Masud Siddique, Development of a hierarchical Model to Improve Business Excellence for Bangladesh Pharmaceutical Industry.
14. Omar Ben Abderrahmane, Identifying and Prioritising Success Factors for Applying Blue Ocean Strategy in Algeria SMEs.
15. Ismail Hossin, Implementation of TQM in Private Universities of Bangladesh: Challenges and Resolutions.
16. Nurul Izzati, Recognising Personal Shopper Service Quality Dimensions for Customer Satisfaction and Loyalty.
17. Mohibba Choudhury, Critical Success Factors of the Challenges Faced by Conventional and Islamic Banks of Bangladesh: A Comparative Analysis
18. Rajan A/L Sivanantham, Cashless and Cardless : Changing the Mindset of Buyers and Retailers to Adopt Digital Payment Systems.
19. Ibrahim Hydoub, The Stakeholders' Perception of Effective Corporate Governance in Saudi Listed Companies: Identification and Prioritization of Factors.
20. Mohammed Yusoof bin Muhammad Yunis, Measuring the effect of current IRB Ruling on Medical Practitioners.

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

**Completed:**

1. Ismail J. Abusaada (2021). Decision Making for Business Owners in Gaza Strip Under Instability: A Historical Perspective (2006-2015).
2. Samah M. Mohammed Abdullah Mubarak (2020). The Role of Taqwa in the Career Success of Muslim Managers in Malaysia.
3. Normiah bt. Md Dali (2019). An Evaluation Model Using Maqasid Al Shariah Framework towards Livable City.



4. Kanesh A/L Gopal Rajadurai (2017). The Influence of Service Quality on Parental Satisfaction: Evidence from Private Schools in Klang Valley.
5. Rezbin Nahar (2017). Job Stress factors Affecting Quality of Work Life (QWL) among Employees of Bangladeshi Banks.
6. 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
7. Shaikha Adel Noori Jaber (2017). Economic Framework in a Smart City Based on Islamic Principles: The Case of Dubai.
8. Selim Ahmed (2016). Lean Six Sigma And Its Effect On Quality Performance In Malaysian Hospitals
9. Norasekin binti Ab Rashid (2016). Collaboration and Logistics Control in Halal Food Industry Supply Chain
10. 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)
11. Beik, Irfan Syauqi (2010): Social Impact of Zakat on the Poor's Living Standard in the Province of Jakarta, Indonesia.

**In Progress:**

1. Haitham Eldalil: Critical Success Factors and Sustainable Competitive Advantage of SMEs in Emerging Economies (the Case of Egypt)
2. Loutfi Boulahlib: The Influence of Attitude and Subjective Norms of Malaysian Universities' Staff Towards the Philosophy of TQM
3. Erna Masfiza binti Mohamed Ramli, Implementation of Green Supply Chain Management Practices among Electrical and Electronics (E&E) Related Manufacturing Firms.
4. Alharfi Albluwi Tariq Salameh Mohammed, European Foundation for Quality Management Excellence Model Failure in the UAE.
5. Braham Rahul, Relationship between Financial Literacy, Entrepreneurial Orientation, Leadership Styles and Business Performance of SMEs in Malaysia.

**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**, 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), US\$ 10,000.
2. **Principal researcher**: Operations Management: An Islamic Perspective, International Institute of Islamic Thought, Washington, DC (2018-2019) (2 years: RM 7,400.00).
3. **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
4. **Principal researcher**: Essentials of Management Science from Islamic Perspective, International Institute of Islamic Thought, Washington, DC (2018-2019) (2 years: RM 10,200.00).
5. Co-Researcher: Time Management for better Job Performance: An Analysis from Wasatiyyah Perspective (RIGS15-118-0118), 15<sup>th</sup> December, 2015 – 14<sup>th</sup> June, 2017).
6. **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)
7. **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).
8. 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)
9. **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).
10. **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).
11. **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).



12. **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).
13. **Principal researcher:** Family Management from Islamic Perspective, funded by Research Management Centre, IIUM (2009-2010) (6 months: RM 5,000.00).
14. **Principal researcher:** Operations Management Practices in Islamic Banks of Bangladesh: A Survey funded by Kulliyyah of Economics and Management Sciences, IIUM, 2007. (6 months: RM 800.00)
15. **Principal researcher:** Identifying and Ranking Employees Preferred Reward and Recognition Ways by Nominal Group Technique, Interview and Filed Survey, funded by Research Centre, IIUM (2004), ( 1 year, RM 10,000)
16. 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)
17. 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)
18. **Principal researcher:** Decision Science: Theory and Practice, funded by Research Centre, IIUM, (2002), ( 8 months, RM 1000.00)
19. **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)
20. **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)
21. **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 – present), IIUM Press, Kuala Lumpur. Website: <http://journals.iium.edu.my/ijcsm/>



### Associate/Deputy 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. Review of International Business and Strategy (2016 – present), **Emerald**, UK
2. Journal of International Business and Entrepreneurship Development (2006 – Present), **Inderscience**, UK.
3. International Journal of Quality and Service Sciences (2010 - Present), **Emerald**, UK.
4. International Journal of Analytic Hierarchy Process (2013 – Present), International Society of AHP, USA.
5. Reason- A technical Journal (2014 – present), Kalyani Government Engineering College, India.
6. International Journal of Commerce and Management (2008- 2013), **Emerald**, UK.
7. Journal for Global Business Advancement (2012 – 2017), **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
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. (2018) Pleasing Examiners. Universiti Teknologi MARA, Shah Alam, Malaysia, 24<sup>th</sup> September.
2. Islam, R. (2017). Applications of Analytic Hierarchy Process in Management. 4<sup>th</sup> International Conference on Advanced Research in Business and Social Science, 25-26 October, **Bangkok, Thailand**.
3. 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. 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.
2. Malaysian National Survey on Research and Development, 2015 (awarded in 2016), Malaysian Science and Technology Information Centre (MASTIC), RM 450,000. Team member.
3. Malaysia Business Excellence Framework: A Strategy for Organizational Sustainability, a book writing project awarded by **Malaysia Productivity Corporation** (MPC), 2015, RM 15,000.
4. 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, 14<sup>th</sup> October, 2021
2. “Workshop on Quantitative Research Methods for Social Science”, 15<sup>th</sup> 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, 15<sup>th</sup> 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 Kulliyah 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. Highest number of publications in indexed journals for the year 2018 (Faculty level) by the International Islamic University Malaysia on 24<sup>th</sup> July 2019.
2. **Best Paper Award:** Paper title: Using the AHP to establish inclusive housing development priorities for industry. *15<sup>th</sup> International Symposium on the Analytic Hierarchy Process*, Hong Kong, 13-15 July, 2018.
3. **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 14<sup>th</sup> World Congress held at Moi University, Eldoret city, Kenya during 23-25 November, 2017.
4. **Best Paper Award:** Paper title: A proposed model of continuous improvement in total quality management from Islamic perspective. *14<sup>th</sup> Academy for Global Business Advancement Annual World Congress*, Moi University, Eldoret city, Kenya 23-25 November, 2017.
5. **Malaysia Business Excellence Lead Assessor**, Certified by Malaysia Productivity Corporation, (validity period: 11 November, 2016 – 10 November, 2019).
6. **Best Paper Award:** Paper title: Measuring service quality and its effects on customer satisfaction and loyalty in the private banking sector in Bangladesh. *12<sup>th</sup> Academy for Global Business Advancement Annual World Congress*, Universiti Malaysia Pahang, Gambang Campus, 16-19 November, 2015.
7. 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
8. 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



9. 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
10. **Outstanding Researcher Award, Department level**, Department of Business Administration, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2012.
11. 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
12. 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
13. 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
14. 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.
15. 2009 AGBA Distinguished Scholar, Academy for Global Business Advancement, Texas A&M University at Commerce, USA.
16. **Outstanding Researcher Award, Faculty level**, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2008.
17. Bronze medal, Exhibition of Research, Research and Innovation 2008 (Pameran Rekacipta, penyelidikan & Inovasi 2008), Universiti Putra Malaysia, 29-31 July, 2008.
18. 2007 AGBA ASEAN Academic Leader by the Academy for Global Business Advancement, Virginia, USA-based non-profit organisation.
19. Silver medal, Exhibition of Research, Research and Innovation 2007 (Pameran Rekacipta, penyelidikan & Inovasi 2007), Universiti Putra Malaysia, 28 September, 2007.
20. **IIUM Quality Research Award** (Social Sciences-based), **University level**, International Islamic University Malaysia, 2006.



21. Quality Research Award, Faculty level, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2006.
22. Research Fellowship, Indian Institute of Technology – Kharagpur, 1990-1995.
- 23. Gold Medal (for securing first class first position at the Masters examination), University of Calcutta, 1988.**
24. National Scholarship, Government of India, 1985.

### Invited Talks

1. “Production Planning”, organized by Thammasat Business School, Thammasat University, Thailand, 12<sup>th</sup> February, 2021.
2. “The Analytic Hierarchy Process: A Tool for Prioritization and Evaluation”, organized by Kalyani Government Engineering College, West Bengal, India, 30<sup>th</sup> January, 2021.
3. “Expectations from a PhD supervisor”, organized by Linkwith, Malaysia on 9<sup>th</sup> October, 2020.
4. “Business Excellence Framework for Organizational Sustainability”, organized by Malaysia Productivity Corporation, Sarawak Branch, 24<sup>th</sup> August, 2017.
5. “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.
6. “Managing Problems and Making Decisions”, organized by *WAMY Malaysia*, March 15, 2008.
7. “Utilizing performance improvement and effective recognition programs to realize organizational and individual potential” organized by *Asia Business Forum*, October 4, 2006, Kuala Lumpur.
8. “Reward and talent management in the Malaysian perspective”, organized by *Asia Business Forum*, February 6, 2006, Kuala Lumpur.
9. “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. (2020). Outputs from nominal group technique and survey method: a comparative analysis. *Proceedings of the 2<sup>nd</sup> International Conference of*



*World Academy of Islamic Management (online conference)*, 17<sup>th</sup> October, Kuala Lumpur.

2. Islam, R., & Islam, M.K. (2019). Service Quality Enhancement in Bangladesh Islamic Banks: An Application of Quality Function Deployment (QFD). *Proceedings of the 16<sup>th</sup> AGBA World Congress*, July 02-04, **IIT Delhi Campus, India**.
3. 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.
4. Islam, R., & Sharif S. (2018). Measuring Performance of Universities in Fragile Countries Using Analytic Hierarchy Process, *Proceedings of the 15<sup>th</sup> International Symposium on the Analytic Hierarchy Process*, July 12 – July 15, **Hong Kong**.
5. Islam, R., Haidoub, I., & Tarique, K. M. (2018). Enhancing quality of education: A case study on an international Islamic school. *Proceedings of the 1<sup>st</sup> International Conference of World Academy of Islamic Management*, 12<sup>th</sup> May, Kuala Lumpur.
6. Islam, R., & Rahman, M. (2018). Prioritizing Determinants of Organizational Performance in Hotel Industry: An Empirical Investigation for Bangladesh. *Proceedings of the 15<sup>th</sup> AGBA World Congress*, July 02-04, NIDA Business School, **Bangkok, Thailand**.
7. 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 14<sup>th</sup> AGBA World Congress*, November 23-25, Moi University, **Eldoret City, Kenya**.
8. Islam, R., Tarique, K.M., & Mohamad, M.O. (2017). Developing A *Maqasid*-based Performance Measurement Index for Islamic Banks. *2<sup>nd</sup> International Conference on Islamic Economy*, October 4-5, 2017, University of Sharjah, **Sharjah, UAE**.
9. Islam, R. , & Periaiah, N. (2016). Employee Performance Evaluation Using Analytic Hierarchy Process (AHP) For Chemvi Laboratory Sdn. Bhd. *Proceedings of the 14<sup>th</sup> International Symposium on the Analytic Hierarchy Process*, August 04 – August 07, **London, UK**.
10. Islam, R. (2015). On Investigating the Difference between Outcomes Obtained from Nominal Group Technique and Survey Method. *Proceedings of the 12<sup>th</sup> AGBA World Congress*, November 16-17, Universiti Malaysia Pahang, Malaysia.
11. Islam, R., & Madkouri, F. (2015). Assessing and Ranking HALMAS Parks in Malaysia: An Application of Importance-Performance Analysis and AHP. *23<sup>rd</sup> International Conference on Multiple Criteria Decision Making*.



International Society of Multiple Criteria Decision Making, **Hamburg, Germany**, August 02-07.

12. 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.
13. 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.
14. 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 13<sup>th</sup> International Symposium on the Analytic Hierarchy Process*, June 29- July 02, **Washington, D.C., USA**.
15. Islam, R., & Wara, A.M. (2013). Time management from Islamic Perspective: An Exploratory Study. *1<sup>st</sup> World Congress on Integration and Islamicization of Acquired Human Knowledge (FWCII 2013)*, 23-25 August, Kuala Lumpur, Malaysia.
16. 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**.
17. 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.
18. Islam, R., Abdul Hamid, M.S., & Manaf, N. H. (2012). Employability Skills Development Approaches: An Application of the Analytic Network Process. *Proceedings of the 54<sup>th</sup> Annual Conference of the Canadian Operational Research Society and the 10<sup>th</sup> International Conference on Multiple Objective Programming and Goal Programming*, 11-13 June, **Niagara Falls, Canada**.
19. Hossain, T., & Islam, R. (2011) A Survey of Operations Management Practices in Islamic Banks of Bangladesh. *Proceedings of the 9<sup>th</sup> Asian Academy of Management International Conference* (pp. 132-142), 14-16 October, Penang, Malaysia.
20. Islam, R. (2011). Prioritizing the nine challenges of Malaysian vision 2020. *Proceedings of the 11<sup>th</sup> International Symposium on the Analytic Hierarchy Process*, June 15- 18, **Sorrento, Italy**.





21. Islam, R., & Anis, A. (2009). Improving teaching efficiency: An application of QFD and AHP. *Proceedings of the 6<sup>th</sup> AGBA World Congress*, December 28-30, Universiti Utara Malaysia, Malaysia.
22. Islam, R., & Islam, M. K. (2009). Family Management from Islamic Perspective: An Application of Quality Function Deployment and Analytic Hierarchy Process. *Proceedings of the 8<sup>th</sup> Asian Academy of Management International Conference* (pp. 303-311), December 18-20, Kuantan, Malaysia.
23. Islam, R. (2009). Prioritizing issues of Malaysian vision 2020: An application of the analytic hierarchy process. *Proceedings of the 10<sup>th</sup> International Symposium on the Analytic Hierarchy Process*, July 29-August 1, **Pittsburgh, USA**.
24. 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.
25. Islam, R. (2008). Identifying and ranking of critical success of the nine challenges of Malaysian vision 2020. *18<sup>th</sup> Triennial Conference of International Federation of Operations Research Societies*, University of South Africa, **Sandton, South Africa**, July 13-18.
26. 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 9<sup>th</sup> International Symposium on the Analytic Hierarchy Process*, **Viña del Mar, Chile**.
27. 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.
28. 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 4<sup>th</sup> AGBA World Congress (jointly organized with 7<sup>th</sup> AAM international Conference)* (pp. 568-574), May 21-25, Penang, Malaysia.
29. Islam, R. (2007). Evaluation of TQM programs: A case study. In *Nasurudin et al. (eds), Proceedings of the 7<sup>th</sup> Asian Academy of Management International Conference* (pp. 303-311), *Nasurudin et al. (eds)*, May 21-25, Penang, Malaysia.
30. Islam, R. (2006). Determining weights in AHP: A fuzzy programming approach. *18<sup>th</sup> International Conference on Multiple Criteria Decision Making*. International Society of Multiple Criteria Decision Making, **Chania, Greece**, July 19-23.





31. 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.
32. Islam, R. (2005). MBNQA criteria in education: Assigning weights from Malaysian perspective and proposition of an alternative evaluation scheme. *17<sup>th</sup> Triennial Conference of International Federation of Operations Research Societies. IFORS, Hawaii, USA, July 11-15.*
33. Islam, R. (2005). Employee performance evaluation by the AHP: A case study. *8<sup>th</sup> International Symposium on the Analytic Hierarchy Process*. University of Hawaii, **Honolulu, USA** July 08-10.
34. 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.
35. 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.
36. 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.
37. 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.
38. 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.
39. Islam, R. (2001). Prioritization of ideas in an affinity diagram by AHP. *43<sup>rd</sup> Annual Conference of the Canadian Operational Research Society*. Operational Research Society of Canada, **Quebec City, Canada**, May 6-9.
40. 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.
41. Islam, R. (2000). Identification of major challenges in the new millennium by modified nominal group technique. *15<sup>th</sup> International Conference on Multiple*



*Criteria Decision Making.* Middle East Technical University, **Ankara, Turkey**, July 10-14,

42. 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.
43. 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.
44. 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.
45. 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. *Sixteenth International Symposium on the Analytic Hierarchy Process*, December 04-December 06, 2020, Virtual Conference.
2. *Fifteenth International Symposium on the Analytic Hierarchy Process*, July 12- July 15, 2018, Hong Kong.
3. *14<sup>th</sup> AGBA World Congress*, November 23-25, 2017, Moi University, **Eldoret City, Kenya**.
4. *A National Conference on Engineering Mathematics*, 16-17 December, 2017. IIT Kharagpur, India
5. *The 12<sup>th</sup> Academy for Global Business Advancement Annual World Congress*, November 16-19, 2015, Universiti Malaysia Pahang, Gambang, Malaysia.
6. *23<sup>rd</sup> International Conference on Multiple Criteria Decision Making*. International Society of Multiple Criteria Decision Making, **Hamburg, Germany**, August 02-07.
7. *The Second International Conference of Management from Islamic Perspective (ICMIP 2)*, August 19-20 2014, International Islamic University Malaysia, Malaysia.



8. *Thirteenth International Symposium on the Analytic Hierarchy Process*, June 29- July 02, 2014, **Washington, D.C., USA.**
9. *The 9<sup>th</sup> Asian Academy of Management International Conference*, October 14-16, 2011, Penang, Malaysia.
10. *International Conference on Marketing (ICMAR 2010)*, June 23-24, 2010, organized by the Department of Business Administration, International Islamic University Malaysia.
11. 18<sup>th</sup> *Triennial Conference of International Federation of Operations Research Societies*, July 13-18, 2008, Sandton, **South Africa.**
12. *International Conference on Management from Islamic Perspectives*, May 15-16, 2007, Kuala Lumpur, Malaysia.
13. *The 7<sup>th</sup> Asian Academy of Management International Conference*, May 21-25, 2007, Penang, Malaysia.
14. *Triennial Conference on International Federation of Operations Research Societies*, July 11-15, 2005, **Hawaii, USA.**
15. *Eighth International Symposium on the Analytic Hierarchy Process*, July 08-10, 2005, **University of Hawaii, USA.**

<b>Member of International Organizing Committee of International Conferences</b>
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1. 16<sup>th</sup> International Symposium on the Analytic Hierarchy Process, December 04-December 06, 2020, Virtual Conference.
2. 15<sup>th</sup> 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. Member, Malaysian Institute of Management, Malaysia.
3. Academy for Global Business Advancement, USA
4. Member, International Society of Multiple Criteria Decision Making

### **Reviewer**

1. European Journal of Operational Research
2. International Journal of Economics, Management and Accounting
3. Journal of International Business and Entrepreneurship Development
4. International Journal of Business and Systems Research
5. Journal of Multi-criteria Decision Analysis
6. Asian Journal of Business and Accounting
7. International Journal of Information Technology and Decision Making
8. Reviews of International Business and Strategies
9. International Journal of Applied Management Science
10. International Journal of Management and Decision Making
11. IRTI Journal of Islamic Economics
12. International Journal of Quality and Service Sciences
13. Journal of Islamic Marketing
14. International Journal of the Analytic Hierarchy Process



15. International Journal of Healthcare Management
16. Employee Relations
17. Journal of Business Excellence
18. Journal of Applied Research in Higher Education
19. Annals of Operations Research
20. Central European Journal of Operations Research

**External Examiner**

**Ph.D./DBA thesis**

1. 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.
2. Shamimah Raihan Manzoor (2021) Post Decision Relationship Behaviour Model: Study on International Students in Malaysian Higher Education Institutions, Multimedia University, Malaysia.
3. 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.
4. Chong Kim Mee (2020). Measuring the Perceived Performance of Local Industry Players in Ecotourism Industry Sarawak, Malaysia, Universiti Malaysia Sarawak, Malaysia.
5. Siti Hajar binti Salim (2020). Framework of Decision-Making Factors to Replace Medical Equipment in Hospital, Universiti Technology Malaysia, Malaysia.
6. Charis D/O Samuel Solomon Koillpillai (2020). The Moderating Effects of Knowledge Management Capabilities and Environmental initiatives on the Relationship between Process Management Practices and Corporate Sustainable Development in the Malaysian Manufacturing Corporations.
7. 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.**



8. Noor Saifurina binti Nana Khurizan (2017). Integrated Multi-criteria Decision Making – Data Envelopment Analysis Models in Efficiency Analysis of Sponsored Research, Universiti Sains Malaysia.
9. Fong Sook Fun (2016). Local Communities' Involvement, Relationship Quality, Self-efficacy, and Sustainable Rural Tourism Development in Rural Areas of Sarawak
10. Rohani Abdullah (2016). Green Supply Chain Management Practices and Sustainable Performance among ISO 14001 Manufacturing Firms: The Moderating Effect of Supply-Chain Integration
11. Mok Kim Man (2015). Innovativeness, Environment and Performance of Small and Medium sized Enterprises (SMEs) in Manufacturing Sector in Malaysia, Universiti Malaysia Sarawak, Malaysia.
12. Rabihah Md. Sum (2015). Risk Prioritisation: A Decision making Tool for Risk Management, **Macquarie University, Australia**
13. Boey Yew Tung (2015). Determinants of Engagement in Virtual Social Networks in Singapore, **University of Canberra, Australia**
14. Md. Mahfuzur Rahman (2015). Behavioral Determinants of Financial Risk Tolerance: Evidence from Malaysia, Universiti Malaysia, Malaysia.
15. Fadhilah Mohd Zahari (2015). Determinants and Consequences of Green Innovation Adoption: A Study on ISO 14001 Manufacturing Firms in Malaysia, Universiti Sains Malaysia, Malaysia.
16. Fahmi Shaaban Fararah (2014). Islamic Microfinance System and Customer Satisfaction: A Study on SMEs Sector In Yemen, Insaniyah University College, Malaysia.
17. Mohammad Ebrahim Marjani (2013). Validating Agility Test for Iranian Karate Players Using Analytic Network Process, Universiti Putra Malaysia, Malaysia.
18. Devika a/p Nadarajah (2013). Fostering Sustainable Competitive Advantage through Business Process Management, Universiti Malaya, Malaysia.
19. 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.
20. 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.
21. Ghassan M. Alnajjar (2012). Mobile Information Systems: An Empirical Analysis of the Determinants of Mobile Commerce acceptance Among Jordanians, Universiti Utara Malaysia, Malaysia.



22. 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.
23. 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.
24. Norasidi bin Salim (2011). Theory of Profit: An Islamic Perspective, University College Insaniyah, Malaysia, Malaysia.
25. 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.
26. Gunalan, a/l Nadarajah (2010). Factors Influencing Third Party Logistics Performance: The Role of Trust as a Mediator, Universiti Sains Malaysia, Malaysia.
27. Madjid Zerafat (2010). Fuzzy Data Envelopment Analysis and its Applications for Aggregating Preference Ranking, Universiti Sains Malaysia, Malaysia.
28. Ahmed Salem Naser Al-Eradi (2009). Advanced Data Envelopment Analysis Models for Efficiency Analysis of Seaports, Univeristi Sains Malaysia, Malaysia.
29. 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.
30. Norsiah Bt. Mat (2008). Cross-functional New Product Development (NPD) Teams: Characteristics, Dynamics and NPD Performance, Univeristi Sains Malaysia, Malaysia
31. S. Sangeetha (2006). A study of the Development and Achievements of Women Entrepreneurs in Chennai, University of Madras, India.
32. M. Govardhana Sing (2006). Progress and Problems of Small Scale Industries in Chennai, University of Madras, India.

**Internal Examiner**

**Ph.D./DBA thesis**

1. Mahmoud Ghalib Elmaghrabi (2021). Developing Standards Framework for the Zakat Institution in Sudan: Implications for Poverty Alleviation.





2. Mansha Rafiq (2020). An Investigation of Financial Inclusion of Selected Muslim Populated States in India.
3. Syukrina Alini Mat Ali (2019) Using Expectation and Confirmation Theory to Determine Customer Satisfaction and Customer Loyalty in Tel. Industry
4. Zainul Arifin (2019) Impact of Islamic Spirituality (IS) and Islamic Social Responsibility (ISR) on Employee Engagement in Small and Medium Enterprises of Malaysia.
5. 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.
6. 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
7. Mahendira Rajan A/L Vaitilinggam (2016). Organizational Resilience Potential: Increasing Business and Operational Continuity Effectiveness by Enabling Post Crisis Adaptable Behaviors
8. Faizal bin Haji Zainudin (2015). Public Sector Adoption of Human Resource Information System (HRIS): Public Service Department (PSD) of Malaysia

#### **Ph.D./DBA Proposal**

1. Suhaiza Safian (2021) Emotional Intelligence and Work Life Balance Among Remote Workers in Klang Valley, Malaysia: The Mediating Effect of Self-Efficacy
2. Four students of Universiti Malaya, July 8, 2021 as external assessor.
3. 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.
4. Zainul Arifin (2018). Impact of Islamic Spirituality and Islamic Social Responsibility on Employee Engagement in Small and Medium Enterprises of Malaysia.
5. 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
6. Mahendira Rajan A/L Vaitilinggam (2015). Organizational Resilience Potential: Increasing Business and Operational Continuity Effectiveness by Enabling Post Crisis Adaptable Behaviors
7. Ismail Nizam (2014). An Integrated Maqasid Al-Shariah based Measure of Social Economic Prosperity: A Composite Index for Malaysia.





8. Seyama Sultana (2013). Determining the Factors Affecting International Students Loyalty Behaviour: A Comparative Study between Malaysian and Australian Higher Learning Institutions.
9. Faizal bin Haji Zainudin (2013). Public Sector Adoption of Human Resource Information System (HRIS): A Comparative Study of Malaysia and the United Kingdom.
10. 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 Nisaa binti Ahmad (GS52242) (2021). Factors Influencing Intention to Purchase Fraudulent Honey among Malaysian Consumers, Universiti Putra Malaysia.
2. Sadia Yusuf Abdi (2019). The Impact of Service Quality on Customer Satisfaction: A Study of Banking Industry in Somalia.
3. 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
4. Ahmad Rusydi bin Razak (2017). Halal Compliance Priority Assessment Using AHP for Food Services, UiTM, Malaysia
5. Karthiyan Krishnamurthy (2015). Users' Satisfaction and Behavioral Reaction: The Impact of Synchronous Online Training. UNIMAS, Malaysia.
6. Cynthia Cheok Ching Thing (2015). Fuzzy MCDM Approaches for the Airline Industry, Universiti Sains Malaysia, Malaysia.
7. Emrul Kays (2014). Balancing and Scheduling Car Floor Subassembly Production Flow Line. International Islamic University Malaysia, Malaysia.
8. 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.
9. 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.
10. Wong Kong Liong (2003). Business Rules & IT – A Case Study on Ing Insurance Berhad, International Islamic University Malaysia, Malaysia.



## Travel

The following countries are visited for mainly academic purpose:

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

## References

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