
CURRICULUM VITAE: RAFIKUL ISLAM



Rafikul Islam, Ph.D.

Professor
Department of Business Administration
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Personal Information

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Nationality : Indian (Passport No. Z1808394)
**(Permanent Resident of Malaysia; IC:
650101-75-5029)**

Marital status : Married with three children

Academic Qualifications

Ph.D. in 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, Kulliyyah of Economics and Management Sciences, International Islamic University Malaysia, June, 2006 – present time.

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

Assistant Professor, Department of Business Administration, Kulliyyah 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, India, 1996-1997.

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

Courses Taught:

Undergraduate

- Decision Science
- Total Quality Management
- Operations Management
- Operations Research

- Theory of Probability & Statistics
- Information Technology
- Development and Use of Computer Software
- Data Structure
- C Language

Postgraduate

- Total Quality Management
- Operations Management
- Business Statistics
- Multivariate Statistical Data Analysis
- Management Information Systems
- Computer Based Simulation & Modeling

Course Outlines Developed at IIUM

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

Academic Administrative Experience

Deputy Dean (Corporate Strategy and Decision Making), Office of Corporate Strategy and Quality Assurance, International Islamic University Malaysia, 2013 (1st July) – 2014 (31st December)

Deputy Dean (Academic Affairs), Kulliyah of Economics and Management Sciences, International Islamic University Malaysia, 2007 (1st June) – 2010 (31st May).

Head, Department of Business Administration, Kulliyah of Economics and Management Sciences, International Islamic University Malaysia, 2005 (1st July) - 2007 (up to 31st May).

Head, Master of Management, Management Centre, International Islamic University Malaysia, 2004-2005 (this position was held along with faculty research co-ordinatorship)

Research Coordinator, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2003-2005.

Academic Administrative Experience (Others)

University Panel Evaluator for Fundamental Research Grant Scheme (FRGS), January, 2016 until December, 2017.

Member, Curriculum Review Committee for PhD in Business Administration, Department of Business Administration, IIUM, 2015.

Member, Technical Advisory Panel, Euronexis Capital Berhad, Kuala Lumpur, Malaysia

Member, Kulliyah of Economics and Management Science Promotion Committee, IIUM, July 2013 – 2014

Chairman, ‘Twelfth International Symposium of the Analytic Hierarchy Process’ to be held in Kuala Lumpur in 2013.

Member, Innovative and Creative Circle (ICC), Kullkiyyah of Economics and Management Sciences, June, 2011 – Present.

Member, Board of Advisors, Graduate School of Management, April, 2010, - present.

Member, Senate of International Islamic University Malaysia, November 01, 2008 – December 31, 2010.

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.

Coordinator, Faculty Commemorative Book, 2008, 25th Year Anniversary, International Islamic University Malaysia.

Member, Faculty Promotion Board, International Islamic University Malaysia, 2007-2008.

Member, Project Committee, Management Centre, International Islamic University Malaysia, 2005-2007.

Member, Program Committee, Management Centre, International Islamic University Malaysia, 2005-2008.

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.

Member, Faculty ISO Committee, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2003.

Member, Faculty Computer Committee, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2003-2006

Awards

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.

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

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

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

Outstanding Researcher Award, Department level, Department of Business Administration, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2012.

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

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

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

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.

2009 AGBA Distinguished Scholar, Academy for Global Business Advancement, Texas A&M University at Commerce, USA.

Outstanding Researcher Award, Faculty level, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2008.

Bronze medal, Exhibition of Research, Research and Innovation 2008 (Pameran Rekacipta, penyelidikan & Inovasi 2008), Universiti Putra Malaysia, 29-31 July, 2008.

2007 AGBA ASEAN Academic Leader by the Academy for Global Business Advancement, Texas A&M University at Commerce, USA.

Silver medal, Exhibition of Research, Research and Innovation 2007 (Pameran Rekacipta, penyelidikan & Inovasi 2007), Universiti Putra Malaysia, 28 September, 2007.

IIUM Quality Research Award (Social Sciences-based), **University level**, International Islamic University Malaysia, 2006.

Quality Research Award, Faculty level, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2006.

Research Fellowship, Indian Institute of Technology – Kharagpur, 1990-1995.

Gold Medal (for securing first class first position at the Masters examination), University of Calcutta, 1988.

National Scholarship, Government of India, 1985.

Areas of Specialization

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

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
- ISO 9000 QMS

Operations Management

- Productivity
- Operations Strategy
- Supply-chain Management
- Just-in-Time

General Issues

- Malaysian Vision 2020
- Family management
- Time management

Guest Editor of Journal Special Issues

International Journal of Business and Systems Research (Inderscience), **2016, Vol. 10**
(Special issue: Applications of the Analytic Hierarchy Process in Business and Systems)

Journal for Global Business Advancement (Inderscience), **2015, Vol. 8, Issue 2.** (Special Issue: Applications of AHP and ANP in Businesses in Emerging Markets)

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)

Malaysian Management Review (published by Malaysian Institute of Management), **2013**, **Vol. 48, Issue 2** (Special issue: Management Applications of AHP in South-East Asia)

Publications

Books

Islam, R. (2005). *Essentials of Management Science*, Singapore: Thomson.

Islam, R. (2003). *The Analytic Hierarchy Process: An Effective Multi-criteria Decision Making Tool*. Kuala Lumpur: Research Centre, International Islamic University Malaysia.

Saaty, T.L., & Islam, R. (2015) *Hierarchon Vol. II: A Dictionary of Hierarchies*. Pittsburgh: RWS Publications.

Books Edited

Ibrahim, H. A., & Islam, R. (2012). *Management of Resources in Muslim Countries and Communities: Challenges and Prospects*. Kuala Lumpur: IIUM Press.

Ahmad, K., Islam, R., & Ismail, Y. (2011). *Issues in Islamic Management: Theories and Practices*. Kuala Lumpur: IIUM Press.

Articles

Islam, R. (2016). On Investigating the Difference between Outcomes Obtained from Nominal Group Technique and Survey Method. *Journal for Global Business Advancement*. Forthcoming.

Nahar, R., & **Islam, R.** (2016). Factors Influencing Operations Management Practices for Islamic Banks in Bangladesh. Forthcoming in *Journal of Islamic Economics, Banking and Finance*.

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.

- 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.
- 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.
- Mohammed, M.O., Tarique, K.M., & **Islam, R.** (2015). Measuring the performance of Islamic banks using maqasid based model. *Intellectual Discourse*, 23, 401-424.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.

- 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.
- Riyadi, S., Effendi, L., & **Islam, R.** (2013). Selecting a technical service provider by the Analytic Hierarchy Process. *Malaysian Management Review*. 48(2), 53-67.
- Eusuf, A., Ibrahim, M., & **Islam, R.** (2012). The construction and demolition wastes in Klang Valley, Malaysia. *Planning Malaysia*, X: 99-124.
- 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.
- Islam, R.**, & Hossain, T. (2012). A survey of operations management practices in Islamic banks in Bangladesh. *Malaysian Management Review*, 47(1&2): 1-20.
- 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.
- 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.
- Islam, M, & **Islam, R.** (2011). Strengthening Muslim family institution: A management perspective. *Journal of Social Sciences and Humanity*, 19(1), 81-97.
- 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.
- 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.
- 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.
- Islam, R.** (2010). Group decision making through nominal group technique: An empirical study. *Journal for International Business and Entrepreneurship Development*, 5(2), 134-153.
- Islam, R.** (2010). Critical success factors of the nine challenges in Malaysian vision 2020. *Socio-Economic Planning Sciences*, 44, 199-211.

- 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.
- Islam, R., & Ismail, A.Z.** (2008). Employee motivation: A Malaysian perspective. *International Journal of Commerce and Management*, 18(4), 344-362.
- Islam, R., & Mustapha, R.** (2008). Organizational approach to total quality management: A case study. *Asian Journal of Business and Accounting*, 1(2), 19-38.
- 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, 373-394.
- 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.
- Islam, R., & Barhem, B.** (2007). Employee motivation: A comparison between Malaysia and UAE. *Malaysian Management Review*, 42(1), 101-122.
- 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.
- 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.
- 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.
- Islam, R., & Rasad, S.** (2006). Employee performance evaluation by the AHP: A case study. *Asia Pacific Management Review*, 11(3), 163-176.
- 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.
- 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.

- 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.
- Islam, R.** (2002). Modified nominal group technique for group decision making. *IJUM Journal of Economics and Management*, 10(2), 151-177.
- Islam, R., Biswal, M.P., & Alam, S.S.** (2000). Analysis of inconsistent interval judgment matrices. *Ricerca Operativa*, 29(90), 39-53.
- 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.
- Islam, R., Biswal, M.P., & Alam, S.S.** (1997). Deriving weights from pairwise comparison matrices by goal programming. *Ricerca Operativa*, 26(79), 3-17.
- 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.
- Islam, R., Biswal, M.P., & Alam, S.S.** (1997). Clusterization of alternatives in the analytic hierarchy process. *Military Operations Research*, 3(1), 3-17.
- 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.
- 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.
- 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.
- 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

- 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.

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.

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.

Islam, R. & Saaty, T.L. (2010) The Analytic hierarchy process in transportation sector. In Stanly Zionts and Matthias Erghott (eds), *Multiple Criteria Decision Making* (pp. 79-91). Berlin: Springer.

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.

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.

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

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.

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

Islam, R. (2015). IIUM: In the eyes of the formewr graduates. Al-Ameen Mission Newsletter, Issue 7-8, pp. 12-15.

Islam, R. (2014). IIUM: A beacon of higher education in the Muslim world. Al-Ameen Mission Newsletter, Issue 5-6, pp. 9-11.

Islam, R. (2006, July 8). Important Brainstorming Rules. *New Straits Times*, p. 2 (Appomintments Section).

- Islam, R. (2006, April 1). Employee motivation guidelines. *New Straits Times*, 01, p.2 (Appointments Section).
- Islam, R. (2005, July 16). Developing effective appraisal system. *New Straits Times*, p. 2 (Appointments section).
- Islam, R. (2005, September 24). Building an effective reward system. *New Straits Times*, p. N6.
- Islam, R. (2004, September 14). Improving through process approach. *New Straits Times*, p. 1 (Appointments section).
- Islam, R. (2004, June 26). Making suggestion system work. *New Straits Times*, p. 2 (appointments Section).
- Islam, R. (2002, May 7). Effective group decision making, *New Straits Times*, p. L10.

Citations (from Google Scholar)

11/29/2015

RAFIKUL .ISLAM - Google Scholar Citations



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International Islamic University Malaysia

quality management, operations management

Google Scholar

Citation indices	All	Since 2010
Citations	446	334
h-index	10	10
i10-index	11	10

Title	1–20	Cited by	Year
Preference programming and inconsistent interval judgments	R Islam, MP Biswal, SS Alam European Journal of Operational Research 97 (1), 53-62	116	1997
Employee motivation: a Malaysian perspective	R Islam, A Zaki Hj. Ismail International Journal of Commerce and Management 18 (4), 344-362	62	2008
Employee performance evaluation by the AHP: A case study	R Islam, SM Rasad Asia Pacific Management Review 11 (3), 163	61	2006
MBNQA criteria in education: assigning weights from a Malaysian perspective and proposition for an alternative evaluation scheme	R Islam International transactions in operational research 14 (5), 373-394	22	2007
A simple approach for on-line tool wear monitoring using the analytic hierarchy process	S Das, R Islam, AB Chattopadhyay Proceedings of the Institution of Mechanical Engineers, Part B: Journal of ...	20	1997
Building consumers' confidence in adopting e-commerce: a Malaysian case	M Ahmed, R Hussein, R Minakhatun, R Islam International Journal of Business and Systems Research 1 (2), 236-255	19	2007
Management decision-making by the analytic hierarchy process: a proposed modification for large-scale problems	R Islam, NA Abdullah Journal for International Business and Entrepreneurship Development 3 (1-2 ...	18	2006
Application of Quality Function Deployment in redesigning website: a case study on TV3	R Islam, M Ahmed, MH Alias International Journal of Business Information Systems 2 (2), 195-216	16	2006
Critical success factors of the nine challenges in Malaysia's vision 2020	R Islam Socio-Economic Planning Sciences 44 (4), 199-211	15	2010
Ranking of employees' reward and recognition approaches: A Malaysian perspective	R Islam, AZH Ismail	13	2004

<p>Developing quality healthcare software using quality function deployment: a case study based on Sultan Qaboos University Hospital M Ahmed, R Islam, SK Al-Wahaibi International Journal of Business Information Systems 1 (4), 408-425</p>	9	2006
<p>Clusterization of alternatives in the analytic hierarchy process R Islam, MP Biswal, SS Alam Military Operations Research 3 (1), 69-78</p>	9	1997
<p>Nominal group technique and its applications in managing quality in higher education MM Abdullah, R Islam Pakistan Journal of Commerce and Social Science 5 (1), 81-99</p>	7	2011
<p>Organizational approach to total quality management: A case study R Islam, MR Mustapha Asian Journal of Business and Accounting 1 (2), 19-38</p>	7	2008
<p>Effects of Lean Six Sigma application in healthcare services: a literature review S Ahmed, NHA Manaf, R Islam Reviews on environmental health 28 (4), 189-194</p>	5	2013
<p>Evaluation of suggestions by the analytic hierarchy process: a case study on a public university in Malaysia R Islam Proceedings of the 9th International Symposium on the Analytic Hierarchy ...</p>	4	2007
<p>Strengthening muslim family institution: A management perspective MK Islam, R Islam Pertanika Journal of Social Science & Humanities 19 (1), 81-98</p>	3	2011
<p>Prioritizing the nine challenges of Malaysian Vision 2020 R Islam</p>	3	2011
<p>Prioritizing issues of Malaysian vision 2020: an application of the analytic hierarchy process R Islam Proceeding of the International Symposium on the Analytic Hierarchy Process</p>	3	2009

(citations of subsequent articles are not shown here due to space issue)

Conference Proceedings/Presentations

- 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.
- 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.

- 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.
- 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.
- 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**.
- 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.
- 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**.
- 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.
- 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**.
- 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.
- 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**.
- 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.

- 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.
- 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**.
- 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.
- 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.
- 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**.
- 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.
- 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.
- Islam, R. (2007). Evaluation of TQM programs: A case study. In *Nasrurdin et al. (eds), Proceedings of the 7th Asian Academy of Management International Conference* (pp. 303-311), *Nasrurdin et al. (eds)*, May 21-25, Penang, Malaysia.
- 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.

- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.

- 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,
- Islam, R., Biswal, M.P., & Alam, S.S. (1996). Integration of the analytic hierarchy process and supertransitive matrix technique. In *National Seminar NEW PERCEP – 96*, Anjuman Engineering College, Bhatkal, India.
- 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.
- 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.
- 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

- The 12th Academy for Global Business Advancement Annual World Congress*, November 16-19, 2015, Universiti Malaysia Pahang, Gambang, Malaysia.
- 23rd *International Conference on Multiple Criteria Decision Making*. International Society of Multiple Criteria Decision Making, **Hamburg, Germany**, August 02-07.
- The Second International Conference of Management from Islamic Perspective (ICMIP 2)*, August 19-20 2014, International Islamic University Malaysia, Malaysia.
- Thirteenth International Symposium on the Analytic Hierarchy Process*, June 29- July 02, 2014, **Washington, D.C., USA**.
- The 9th Asian Academy of Management International Conference*, October 14-16, 2011, Penang, Malaysia.
- International Conference on Marketing (ICMAR 2010)*, June 23-24, 2010, organized by the Department of Business Administration, International Islamic University Malaysia.
- 18th *Triennial Conference of International Federation of Operations Research Societies*, July 13-18, 2008, Sandton, **South Africa**.
- International Conference on Management from Islamic Perspectives*, May 15-16, 2007, Kuala Lumpur, Malaysia.

The 7th Asian Academy of Management International Conference, May 21-25, 2007, Penang, Malaysia.

Triennial Conference on International Federation of Operations Research Societies, July 11-15, 2005, **Hawaii, USA**.

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

Supervision

Ph.D./DBA (main supervisor)

Completed:

Muhummad Khairul Islam (2015). Enhancing Service Quality of Islamic Banking System in Bangladesh: An Application of Quality Function Deployment (QFD)

Abdul Rahman Ghassan Alseddiqi (2014). Total Quality Management Implementation in Higher Education of Saudi Arabia Public Universities: Challenges and Resolutions.

Mohamad Shukri bin Abdul Hamid (2013). Modified Quality Function Deployment Process to Improve Quality of Teaching in Higher Education

Mahbubul 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:

Azilah bt Anis, Enhancing the Quality of Education Provided by the Malaysian Private Higher Learning Institutions: Identifying and Ranking the Challenges and their Respective Critical Success Factors

Shafie Sharif Mohamed, Developing A New Model for Measuring Performance of Universities in Fragile Countries and Its Application in Somali Universities.

Kazi Md Tarique, Efficiency Analysis of Islamic Vs Conventional Banks: A Maqasid Al-Shariah Approach.

Zainul Ariffin bin Harun, Business Strategy, Intuition and Rational decision, Business Environment and GLC Performance

Mohamed Khendek, An Interactive Framework for Supply-chain Risk Management Based on Neural Network Theory

Afroza Bulbul, Developing A Quality Management Model Based on the Study of Administrative Practices of the Four Caliphs

Mahbubar Rahman, Business Excellence Model for Hotel Industry

Ph.D./DBA (Co-supervisor)

Completed:

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)

Beik, Irfan Syauqi (2010): Social Impact of Zakat on the Poor's Living Standard in the Province of Jakarta, Indonesia.

In Progress:

Norasekin binti Ab Rashid (UPM student). Collaboration and Logistics Control in Halal Food Industry Supply Chain

Selim Ahmed: Challenges and Prospects for Implementing Six Sigma Applications in the Private Healthcare Sector in Malaysia.

Lokman Effendi bin Ramli: The Effect of Islamic Religiosity and Spiritual Intelligence on Ethics and Leadership Effectiveness: A Study of Leaders in Malaysian Public Sector.

Slamet Riyadi: Identification of Reservoir Efficiency Levels and A Way to Optimize and Maximize the Efficiency: Using Data Envelopment Analysis, Qualitative and Other Quantitative Approach. (DBA Candidate)

Rezbin Nahar: Job Stress factors Affecting Quality of Work Life (QWL) of Bank's Employees

Shatha Azat Hawarna, Human Resource Management and Development (unfinalised title)

DBA Consultancy Supervision:

Nagendran Periaiah (2016). Employee Performance Evaluation Using Analytic Hierarchy Process (AHP) for Chemvi Laboratory Sdn. Bhd.

Fatima el Madkouri (2015). The Use of Importance-Performance Analysis (IPA) in assessing HALMAS Parks and A Suggested Approach to Rank HALMAS Parks .

Ibrahim Hydob (2014). Understanding the Perception of Parents on Satisfaction in Baseerah International School.

Masters (MBA, MMgt, M.Sc)

Ahmed, Selim (2010). Ranking of Motivational Factors by Employees and Employers: A Malaysian Case Study.

Wahra, Ali Mohamed (2009). Time Management from an Islamic Perspective: An exploratory study

Islam, Muhammad Khairul (2007). Strengthening Islamic Family Institution: An Application of Quality Function Deployment and Analytic Hierarchy Process.

Hossain, Md. Tareq (2007). Operations Management Practices in Islamic Banks of Bangladesh: A Survey.

Al-Zakwani, Dhikrayat (2006). Ranking of Employees' Preferred Reward/Recognition and Motivation Approaches: A Comparison between Malaysia and Sultanate of Oman.

Al-Wahaibi, S. (2004). Identifying and Prioritizing Technical Requirements in Developing Quality Health-Care Software Using Quality Function Deployment.

Saadi, M. (2003). Analysis of Students' Feedback for Continuous Improvement at Admission and Records Division at International Islamic University Malaysia.

Jamal, S. (2001). Implementation of Suggestion System to Overcome the Students Absenteeism Problem.

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

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)

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).

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)

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).

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).

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).

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).

Principal researcher: Family Management from Islamic Perspective, funded by Research Management Centre, IIUM (2009-2010) (6 months: RM 5,000.00).

Principal researcher: Operations Management Practices in Islamic Banks of Bangladesh: A Survey funded by Kulliyah of Economics and Management Sciences, IIUM, 2007. (6 months: RM 800.00)

Principal researcher: Identifying and Ranking Employees Preferred Reward and Recognition Ways by Nominal Group Technique, Interview and Focused Survey, funded by Research Centre, IIUM (2004), (1 year, RM 10,000)

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)

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)

Principal researcher: Decision Science: Theory and Practice, funded by Research Centre, IIUM, (2002), (8 months, RM 1000.00)

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)

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)

Principal researcher: Group Decision Making by Improved Nominal Group technique, funded by Research Centre, IIUM (2000) (one year: RM 1000.00)

Workshops attended

2-day Workshop on Atlas.ti (Qualitative Data Analysis Software) , 21-22 March, 2015, Universiti Malaya

1-day Workshop on NVivo (Qualitative Data Analysis software), 24.2.15, IIUM

2-day Workshop on Literature Review from Effective Searching Approaches to the Ways of Writing: Reducing the Overload of Literature, 24-25 January, 2015, Universiti Malaya

2-day Workshop on SPSS Basic Level, 3-4 May, 2014, Universiti Malaya

2-day Workshop on Publishing in High Impact ISI Journals, 26-27 April, 2014, Universiti Malaya.

2-Day Workshop SPSS Advanced Level 22-23 February, 2014, Universiti Malaya

Refresher Program on 'Quality Management Excellence Award' Assessment program organized by Malaysia Productivity Corporation (MPC), 20-21 September, 2011, Grand Dorsett Hotel, Subang Jaya, Selangor.

Effective Problem Solving and Decision Making, May 25-26, 2009, Malaysian Institute of Management, Kuala Lumpur Malaysia.

Your Role as a Factory Supervisor, Supervisory Management and Resource Training, August, 27-28, 2008, Kuala Lumpur, Malaysia

Managerial Skills Workshop, International Islamic University Malaysia, February 1-3, 2008.

Case Teaching and Writing Workshop, organized by the Department of Business Administration, International Islamic University Malaysia, January 20-22, 2007

Structural Equation Modeling, International Islamic University Malaysia, March 22-23, 2006.

Recognition of Academic Titles and Vocational Qualifications Workshop, organized by International Islamic University Malaysia in collaboration with UK NARIC, December 4-5, 2006

Internal Auditing, International Islamic University Malaysia, July 1-3, 2003.

Mathematical Programming and Its Applications, Indian Statistical Institute, Bangalore, December 01-14, 1994.

Probabilistic Operations Research methods: A Computer Oriented Approach, Indian Institute of Technology, Kharagpur, May 24 – June 05, 1993.

Computer Oriented Engineering Statistics, Indian Institute of Technology, Kharagpur, May 21 – June 01, 1991.

Short-term Training Courses Attended

How to Use Turnitin to Check Plagiarism, organized by the Kulliyah of Economics and Management Sciences, November 02, 2012, IIUM.

Creative Thinking (by Edward de Bono), organized by Akademi Kepimpinan Pengajian Tinggi (AKEPT), June 3, 2009, Sunway Hotels and Resort, Kuala Lumpur, Malaysia.

Innovation in Leading Higher Education Quality Management (by Mohammad Zairi), organized by Akademi Kepimpinan Pengajian Tinggi (AKEPT), June 2, 2009, KLIA Pan Pacific, Malaysia.

ISO 26000: Guidance on Social Responsibility, Organized by Standards Malaysia (under Ministry of Science, Technology and Innovation (MOSTI), Grand Blue View Hotel, Shah Alam, April 13, 2007.

Sustainability in the Retail Industry, Organized by National Productivity Corporation (NPC) of Malaysia, PJ Hotel Hilton, January 23, 2007.

Consultancy/Professional Training (as a facilitator):

Malaysia Business Excellence Framework: A Strategy for Organizational Sustainability, a book writing project awarded by **Malaysia Productivity Corporation (MPC)**, 2015, RM 15,000.

International Workshop on Concepts and Applications of Decision Making, Analytic Hierarchy Process and Analytic Network P Using Software, June 1 - 3, 2015, College of Agriculture & Natural Resources, **University of Tehran, Karaj, Iran.**

Panelist, Faculty of Business Management Round Table Dialogue, UiTM, Puncak Alam, 18 May, 2015.

A Workshop On the Analytic Hierarchy Process, organized by the Islamic Economics Form of Indonesia at IIUM, May 02, 2015.

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.

A Workshop on Structural Equation Modeling at the faculty of Accountancy, UiTM Shah Alam, 1-2 July, 2013.

A Workshop on Structural Equation Modeling at the faculty of Business Management UiTM Puncak Alam, 24 April, 2013

A 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.

Assessor, Quality Management Excellence Award, Malaysia Productivity Corporation (MPC), Ministry of International Trade and Industry (MITI), Malaysia, November 2011.

Panelist, Faculty of Business Management Round Table Dialogue, UiTM, Shah Alam, 29 September, 2011.

Panelist, Reviewing Malaysia Business Excellence Framework, Malaysia Productivity Corporation (MPC), Ministry of International Trade and Industry (MITI), Malaysia, January 25, 2011

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.

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.

Employee Suggestion System, organized by the Management Services Division, International Islamic University Malaysia, 14 June, 2005.

Qualitative Research/Introduction to SPSS at Research Methodology Workshop organized by the Management Centre, International Islamic University Malaysia, 18 September, 2004.

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.

Qualitative and Quantitative Research Analysis at Research Methodology Workshop conducted at the Research Centre, 31 July, 2003

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.

Invited Talks

“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.

“Managing Problems and Making Decisions”, organized by *WAMY Malaysia*, March 15, 2008.

“Utilizing performance improvement and effective recognition programs to realize organizational and individual potential” organized by *Asia Business Forum*, October 4, 2006, Kuala Lumpur.

“Reward and talent management in the Malaysian perspective”, organized by *Asia Business Forum*, February 6, 2006, Kuala Lumpur.

“Multiple Criteria Decision Making”, organized by *Malaysian Association of the Chartered Institute of Marketing*, February 10, 2001, Kuala Lumpur.

Member of International Organizing Committee of International Conferences

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.

International Conference on Management from Islamic Perspectives, May 15-16, 2007, Department of Business Administration, International Islamic University Malaysia, Kuala Lumpur.

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

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).

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.

Ninth International Symposium on the Analytic Hierarchy Process, August 03-06, 2007, **Santiago, Chile.**

Membership of Professional Bodies

Life member, Indian Society of Technical Education

Member, Malaysian Institute of Management, Malaysia.

Member, Asian Academy of Management, Universiti Sains Malaysia, Malaysia.

Associate Editor

Malaysian Management Review (2013 - Present)

International Journal of Business and Systems Research (2013 - Present)

Member of Editorial Board

International Journal of Quality and Service Sciences (2010 - Present)

International Journal of Commerce and Management (2008- 2013)

International Journal of Economics, Management, and Accounting (2006 - Present)

Journal of International Business and Entrepreneurship Development (2006 - Present)

International Journal of Analytic Hierarchy Process (2013 – Present)

Journal for Global Business Advancement (2012 – present)

Reason- A technical Journal (2014 – present)

Reviewer

European Journal of Operational Research
IIUM Journal of Economics and Management
International Transactions in Operational Research
Journal of International Business and Entrepreneurship Development
International Journal of Business and Systems Research
Journal of Multi-criteria Decision Analysis
Asian Journal of Business and Accounting
International Journal of Information Technology and Decision Making
International Journal of Commerce and Management
International Journal of Applied Management Science
International Journal of Management and Decision Making
Gadjahmada International Journal of Business

External Examiner

Ph.D./DBA thesis

Mok Kim Man (2015). Innovativeness, Environment and Performance of Small and Medium sized Enterprises (SMEs) in Manufacturing Sector in Malaysia, Universiti Malaysia Sarawak, Malaysia.

Rabihah Md. Sum (2015). Risk Prioritisation: A Decision making Tool for Risk Management, **Macquarie University, Australia**

Boey Yew Tung (2015). Determinants of Engagement in Virtual Social Networks in Singapore, **University of Canberra, Australia**

Md. Mahfuzur Rahman (2015). Behavioral Determinants of Financial Risk Tolerance: Evidence from Malaysia, Universiti Malaysia, Malaysia.

- Fadhilah Mohd Zahari (2015). Determinants and Consequences of Green Innovation Adoption: A Study on ISO 14001 Manufacturing Firms in Malaysia, Universiti Sains Malaysia, Malaysia.
- Fahmi Shaaban Fararah (2014). Islamic Microfinance System and Customer Satisfaction: A Study on SMEs Sector In Yemen, Insaniyah University College, Malaysia.
- Mohammad Ebrahim Marjani (2013). Validating Agility Test for Iranian Karate Players Using Analytic Network Process, Universiti Putra Malaysia, Malaysia.
- Devika a/p Nadarajah (2013). Fostering Sustainable Competitive Advantage through Business Process Management, Universiti Malaya, Malaysia.
- 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.
- 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.
- Ghassan M. Alnajjar (2012). Mobile Information Systems: An Empirical Analysis of the Determinants of Mobile Commerce acceptance Among Jordanians, Universiti Utara Malaysia, Malaysia.
- 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.
- 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.
- Norasidi bin Salim (2011). Theory of Profit: An Islamic Perspective, University College Insaniyah, Malaysia, Malaysia.
- 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.
- Gunalan, a/l Nadarajah (2010). Factors Influencing Third Party Logistics Performance: The Role of Trust as a Mediator, Universiti Sains Malaysia, Malaysia.
- Madjid Zerifat (2010). Fuzzy Data Envelopment Analysis and its Applications for Aggregating Preference Ranking, Universiti Sains Malaysia, Malaysia.

Ahmed Salem Naser Al-Eradi (2009). Advanced Data Envelopment Analysis Models for Efficiency Analysis of Seaports, Univeristi Sains Malaysia, Malaysia.

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.

Norsiah Bt. Mat (2008). Cross-functional New Product Development (NPD) Teams: Characteristics, Dynamics and NPD Performance, Univeristi Sains Malaysia, Malaysia

S. Sangeetha (2006). A study of the Development and Achievements of Women Entrepreneurs in Chennai, University of Madras, India.

M. Govardhana Sing (2006). Progress and Problems of Small Scale Industries in Chennai, University of Madras, India.

.

Ph.D. Proposal

Esmael Abdulah Sawese (2012). The Relationship between TQM and Service Quality and the Effect of the Organization Culture in the Libyan Judiciary System.

Master's thesis

Karthiyan Krishnamurthy (2015). Users' Satisfaction and Behavioral Reaction: The Impact of Synchronous Online Training. UNIMAS, Malaysia.

Cynthia Cheok Ching Thing (2015). Fuzzy MCDM Approaches for the Airline Industry, Universiti Sains Malaysia, Malaysia.

Emrul Kays (2014). Balancing and Scheduling Car Floor Subassembly Production Flow Line. International Islamic University Malaysia, Malaysia.

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.

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.

Wong Kong Liong (2003). Business Rules & IT – A Case Study on Ing Insurance Berhad, International Islamic University Malaysia, Malaysia.

Internal Examiner

Ph.D./DBA thesis

Mahendira Rajan A/L Vaitilinggam (2016). Organizational Resilience Potential: Increasing Business and Operational Continuity Effectiveness by Enabling Post Crisis Adaptable Behaviors

Faizal bin Haji Zainudin (2015). Public Sector Adoption of Human Resource Information System (HRIS): Public Service Department (PSD) of Malaysia

Ph.D./DBA Proposal

Mahendira Rajan A/L Vaitilinggam (2015). Organizational Resilience Potential: Increasing Business and Operational Continuity Effectiveness by Enabling Post Crisis Adaptable Behaviors

Ismail Nizam (2014). An Integrated Maqasid Al-Shariah based Measure of Social Economic Prosperity: A Composite Index for Malaysia.

Seyama Sultana (2013). Determining the Factors Affecting International Students Loyalty Behaviour: A Comparative Study between Malaysian and Australian Higher Learning Institutions.

Faizal bin Haji Zainudin (2013). Public Sector Adoption of Human Resource Information System (HRIS): A Comparative Study of Malaysia and the United Kingdom.

Lailatul Faizah bt Abu Hassan (2012). Customer Lifetime Value: The Relationship among Customer Knowledge Management, Customer Relationship Management and Relationship Quality in Takaful Industry.

Community Service

Regular writer in the bimonthly magazine published by Al-Ameen Mission, India.

Treasurer, Kharagpur Society for Educational & Vocational Advancement (one NGO in West Bengal, India), 1991-1995.

Founding member, Al-Habeeb Educational & Welfare Trust, Dhubulia, West Bengal, India.

Travel

The following countries are visited for mainly academic purposes:

Bangladesh, Canada, Chile, Egypt, Germany, Greece, Indonesia, Iran, Italy, Japan, Maldives, New Zealand, Netherlands, Philippines, Saudi Arabia, Singapore, South Africa, Tunisia, Turkey, USA.

Reference

Prof. Dr. Thomas L. Saaty
Joseph Katz Graduate School of Business
University of Pittsburgh,
Pittsburgh, PA 15213, USA
Email: saaty@katz.pitt.edu

Prof. Dr. Jason C.H. Chen
Graduate School of Business,
Gonzaga University
E. 502 Boone Ave.
Spokane, WA 99258 USA
Email: chen@jepson.gonzaga.edu

Prof. Dr. William Wedley
Faculty of Business Administration
Simon Fraser University
8888, University Drive
V5A 1S6, Burnaby, BC
Canada
Email: wedley@sfu.ca
