

# RAFIKUL ISLAM



- KULLIYAH OF ECONOMICS AND MANAGEMENT SCIENCES
- IIUM Gombak Campus
- Email address: [rislam@iium.edu.my](mailto:rislam@iium.edu.my)

## ACADEMIC QUALIFICATION

- Ph.D in Operations Research
- Master in Applied Mathematics
- Bachelor in Mathematics

## TEACHING RESPONSIBILITIES

DECISION SCIENCE	1997/1998 1998/1999 1999/2000 2000/2001 2001/2002 2002/2003 2003/2004 2004/2005 2006/2007 2007/2008 2008/2009 2009/2010 2010/2011 2011/2012 2012/2013 2013/2014 2014/2015 2015/2016 2016/2017 2017/2018 2018/2019 2019/2020
INFORMATION TECHNOLOGY	2000/2001
OPERATIONS MANAGEMENT	2000/2001 2001/2002 2002/2003 2003/2004 2004/2005 2005/2006 2006/2007 2007/2008 2008/2009 2009/2010 2010/2011 2011/2012 2012/2013 2013/2014
QUALITY MANAGEMENT	1999/2000 2000/2001 2001/2002 2002/2003 2003/2004 2004/2005 2005/2006 2014/2015
QUANTITATIVE RESEARCH METHODS	2009/2010 2010/2011 2011/2012 2012/2013 2013/2014 2014/2015 2015/2016 2016/2017 2017/2018 2018/2019

## RESEARCH PROJECTS

### In Progress

- |                       |   |
|-----------------------|---|
| <b>2018 - Present</b> | ESSENTIALS OF MANAGEMENT SCIENCE FORM ISLAMIC PERSPECTIVE                           |
| <b>2015 - Present</b> | Time Management for Better Job Performance: An Analysis from Wasatiyyah Perspective |
| <b>2009 - Present</b> | Operations and Quality Management   |

### Completed

- |                    |  |
|--------------------|--|
| <b>2016 - 2017</b> | National Survey of Research and Development (R&D) 2016 |
| <b>2016 - -1</b>   | National Survey of Research and Development (R&D) 2016 |

- 2015 - 2018** Performance Evaluation Index for Islamic Banks Based on Maqasid Al-Shariah
- 2015 - 2016** Malaysia Business Excellence Framework: A Strategy For Organizational Sustainability
- 2014 - 2018** Development of a New SETARA Rating Model: An Application of the Analytic Hierarchy Process
- 2014 - 2014** Developing A Model of Maldives Islamic University and Strategic Plan
- 2012 - 2013** On Investigating The Difference Between Outcomes Obtained From Nominal Group Technique And Survey Method
- 2011 - 2014** Enhancing Service Quality of the Islamic Banking System in Malaysia: An Application of Quality Function Deployment (QFD) and Analytic Hierarchy Process (AHP)
- 2011 - 2012** Management of Resources in The Muslim World: Challenges and Prospects
- 2011 - 2012** Ranking Of The Nine Challenges Of Malaysian Vision 2020
- 2010 - 2011** Essentials of Management Science
- 2010 - 2012** Measuring Consumer Based Brand Equity Sportswear Market in Malaysia
- 2010 - 2011** Managing Quality in Higher Education Through Nominal Group Technique
- 2009 - 2010** Family Management from Islamic Perspective

## PUBLICATIONS

### Article

- 2019** [Effects of six sigma initiatives in Malaysian private hospitals.](#) International Journal of Lean Six Sigma , 10 (1) pp.44-57
- 2019** [A new model of continuous improvement in Total Quality Management from an Islamic perspective.](#) Asian Academy of Management Journal , 24 (1) pp.129-149
- 2019** [Developing a hierarchical model to enhance business excellence in hotel industry of Bangladesh.](#) International Journal of Contemporary Hospitality Management , 31 (4) pp.1836-1856
- 2019** [Enhancing quality of education: a case study on an International Islamic School.](#) Asian Academy of Management Journal , 24 (Supp. 1) pp.141-156
- 2018** [Assessing and ranking HALMAS parks in Malaysia: An application of importance-performance analysis and AHP.](#) Journal of Islamic Marketing , 9 (2) pp.240-261
- 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) pp.348-371

- 2018** [Importance-performance analysis of service quality dimensions for the Bangladeshi hotel industry.](#) International Journal of Business and Systems Research , 12 (4) pp.365-390
- 2018** [Challenges faced by Malaysian private HLIs in providing quality education: a thematic analysis.](#) Quality Assurance in Education , 26 (3) pp.349-373
- 2018** [Comparison of outcomes obtained from nominal group technique and survey method: An empirical investigation.](#) Journal for Global Business Advancement , 11 (2) pp.232-259
- 2018** [Measuring Lean Six Sigma and quality performance for healthcare organizations.](#) International Journal of Quality and Service Sciences , 10 (3) pp.267-278
- 2018** [Impact of supply chain collaboration and knowledge sharing on organizational outcomes in pharmaceutical industry of Bangladesh.](#) Journal of Global Operations and Strategic Sourcing , 11 (3) pp.301-320
- 2018** [Effect of lean six sigma on quality performance in Malaysian hospitals.](#) International Journal of Healthcare Quality Assurance , 31 (8) pp.973-987
- 2018** [A conceptual model of continuous improvement in total quality management from Islamic perspective.](#) Australian Academy of Business and Economics Review , 4 (1) pp.1-16
- 2017** [Effective time management.](#) Al-Amin Mission Newsletter pp.2-5
- 2017** [Measuring quality performance between public and private hospitals in Malaysia.](#) International Journal of Quality and Service Sciences , 9 (2) pp.218-228
- 2017** [Identifying the factors for reducing turnover rate in aviation business: Bangladesh context.](#) Australian Academy of Business and Economics Review , 3 (1) pp.39-46
- 2017** [Service quality, shariah compliance and customer satisfaction of Islamic Banking Services in Malaysia.](#) Turkish Journal of Islamic Economics , 4 (2) pp.71-82
- 2017** [Work on resolving Israeli-Palestinian conflict.](#) International Journal of Analytic Hierarchy Process , 9 (3) pp.326-340
- 2016** [Prioritisation of service quality dimensions for healthcare sector.](#) International Journal of Medical Engineering and Informatics , 8 (2) pp.108-123
- 2016** [Factors influencing operations management practices for Islamic banks in Bangladesh.](#) Journal of Islamic Economics, Banking and Finance , 12 (2) pp.43-58
- 2016** [Selection of institution of higher learning for study abroad: a Malaysian case study.](#) Malaysian Management Review , 51 (1) pp.33-48
- 2016** [Applications of analytic hierarchy process in business and systems.](#) International Journal of Business and System Research , 10 (2/3/4) pp.101-104
- 2015** [IIUM: in the eyes of the former graduates.](#) Al Ameen Mission Newsletter (7-8) pp.12-15
- 2015** [Editorial.](#) Journal of International Business and Entrepreneurship Development , 8 (2) pp.105-107

- 2015** [Editorial.](#) Journal for Global Business Advancement , 8 (2) pp.135-137
- 2015** [Identifying the gaps between customer expectations and perceptions on service quality dimensions of Islamic banks in Malaysia .](#) International Journal of Quality and Service Sciences , 7 (4) pp.424-441
- 2015** [Measuring the performance of Islamic banks using maqāsid based model.](#) Intellectual Discourse , 23 pp.401-424
- 2015** [The application of analytic hierarchy process in higher learning institutions: a literature review .](#) Journal of International Business and Entrepreneurship Development , 8 (2) pp.166-182
- 2015** [Critical success factors of the challenges in providing quality education: a study on Malaysian private higher learning institutions.](#) International Journal of the Analytic Hierarchy Process , 7 (1) pp.83-103
- 2014** [IIUM: A beacon of higher education in the Muslim world. .](#) Al-Ameen Mission Newsletter (5-6) pp.9-11
- 2014** [Malaysian graduates' employability skills enhancement: an application of the importance performance analysis.](#) Journal for Global Business Advancement , 7 (3) pp.181-197
- 2014** [Do managers and employees perceive motivating factors differently in Malaysia?.](#) International Journal of Business and Systems Research , 8 (1) pp.72-90
- 2014** [Defining quality education in higher learning institutions: divergent views of stakeholders.](#) International Journal of Arts and Sciences , 7 (1) pp.375-385
- 2014** [Employability skills development approaches: an application of the analytic network process.](#) Asian Academy of Management Journal , 19 (1) pp.93-111
- 2013** [Editorial. Special issue: management applications of AHP in South East Asia.](#) Malaysian Management Review (MMR) , 48 (2) pp.iii-iv
- 2013** [Selecting a technical service provider by using the analytic hierarchy process.](#) Malaysian Management Review , 48 (2) pp.53-67
- 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) pp.120-136
- 2013** [Effects of Lean Six Sigma application in healthcare services: a literature review.](#) Reviews on Environmental Health , 28 (4) pp.189-194
- 2012** [Employee motivational factors: a comparison between Malaysia and Sultanate of Oman.](#) Journal of Global Business Advancement , 5 (4) pp.285-306
- 2012** [The construction and demolition wastes in Klang Valley, Malaysia.](#) PLANNING MALAYSIA - Journal of the Malaysian Institute of Planners , X pp.99 -124
- 2012** [Effect of knowledge management practices on business performance in Bangladesh pharmaceutical industry .](#) Terengganu International Management and Business Journal , 2 (2) pp.22-31

- 2011** [Prioritizing issues of Malaysian Vision 2020: an application of the analytic hierarchy process and quality function deployment.](#) International Journal of Economics, Management and Accounting , 19 (1) pp.27-62
- 2011** [Strengthening Muslim family institution: a management perspective.](#) Pertanika Journal of Social Science & Humanities , 19 (1) pp.81-98
- 2011** [Nominal group technique and its applications in managing quality in higher education.](#) Pakistan Journal of Commerce and Social Science , 5 (1) pp.81-99
- 2011** [Solid waste generation characteristics: The Malaysian local authorities' outlook.](#) Planning Malaysia -Journal of the Malaysian Institute of Planners , 2011 (9) pp.51-76
- 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) pp.79-107
- 2010** [Group decision making through nominal group technique: an empirical study.](#) Journal of Business and Entrepreneurship Development , 5 (2) pp.134-153
- 2010** [Critical success factors of the nine challenges in Malaysia's Vision 2020.](#) Socio-Economic Planning Science , 44 pp.199-211
- 2008** [Employee motivation: a Malaysian perspective.](#) International Journal of Commerce and Management , 18 (4) pp.344-362
- 2008** [Organizational approach to Total Quality Management: a case study .](#) Asian Journal of Business and Accounting , 1 (2) pp.19-38
- 2008** [Operations strategies of a selected Fair Price Shop Awards 2004-2005 winners .](#) KENMS Working Paper Series (3) pp.1-9
- 2007** [Application of quality function deployment in redesigning website: a case study on TV3 .](#) International Journal of Business Information Systems , 2 (2) pp.195-216
- 2007** [Building consumers' confidence in adopting e-commerce: a Malaysian case .](#) International Journal of Business and Systems Research , 1 (2) pp.236-255
- 2007** [Employee motivation: a comparison between Malaysia and UAE.](#) Malaysian Management Review , 42 (1) pp.101-122
- 2007** [MBNQA criteria in education: assigning weights from a Malaysian perspective and proposition of an alternative evaluation scheme.](#) International Transactions in Operational Research , 14 pp.373-394
- 2006** [Important brainstorming rules.](#) New Straits Times pp.6-6
- 2006** [Employee Motivation Guidelines .](#) New Straits Times pp.2-2
- 2006** [Developing quality healthcare software using quality function deployment: a case study based on Sultan Qaboos University Hospital.](#) International Journal of Business Information Systems , 1 (4) pp.408-425
- 2006** [Employee performance evaluation by the AHP: a case study.](#) Asia Pacific Management Review , 11 (3) pp.163-176

- 2006 [An integration of multicriteria analysis with GIS in the Malaysian National Physical plan.](#) Journal of the Malaysian Institute of Planners , 4 pp.69-82
- 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) pp.18-40
- 2005 [Building an effective reward system.](#) New Straits Times pp.N6-N6
- 2005 [Developing Effective Appraisal System.](#) New Straits Times pp.2-2
- 2004 [Improving through Process Approach.](#) New Straits Times pp.1-2
- 2004 [Making Suggestion System Work.](#) New Straits Times pp.2-2
- 2002 [Effective Group Decision Making.](#) New Straits Times pp.A1-A1

#### **Conference or Workshop Item**

- 2019 [Development of a new SETARA rating model: an application of the analytic hierarchy process.](#) In: **IIUM International Conference on Business Management (IICBM 2019)**
- 2019 [Service quality enhancement of Bangladesh Islamic Banks: an application of Quality Function Deployment \(QFD\).](#) In: **16th World Congress of Academy for Global Business Advancement**
- 2018 [Measuring performance of universities in fragile countries using analytic hierarchy process.](#) In: **15th International Symposium on the Analytic Hierarchy Process (ISAHP 2018)**
- 2018 [Prioritising determinants of organizational performance in hotel industry: an empirical investigation for Bangladesh.](#) In: **Academy for Global Business Advancement's 15th World Congress Held at the AACSB Accredited National Institute of Development Administration (NIDA)**
- 2018 [Enhancing quality of education: a case study on an International Islamic School.](#) In: **1st International Conference of World Academy of Islamic Management**
- 2017 [Developing a hierarchical model based on quality dimensions to enhance business excellence in hotel industry of Bangladesh.](#) In: **14th Association for Global Business Advancement (AGBA) World Congress**
- 2017 [Prioritization of service quality dimensions for healthcare sector using analytic hierarchy process.](#) In: **TOPAS: A National Conference on Engineering Mathematics**
- 2017 [Applications of the analytic hierarchy process in management.](#) In: **4th International Conference on Advanced Research in Business and Social Sciences (ICARBSS)**
- 2017 [Developing a Maqasid-based performance measurement index for Islamic banks.](#) In: **2nd Sharjah International Conference on Islamic Economy 2017**
- 2016 [Employee performance evaluation using analytic hierarchy process \(AHP\) for Chemvi Laboratory Sdn. Bhd..](#) In: **14th International Symposium on the Analytic Hierarchy Process**

- 2015 [On investigating the difference between outcomes obtained from nominal group technique and survey method.](#) In: **12th AGBA Annual World Congress 2015**
- 2015 [Assessing and ranking HALMAS parks in Malaysia: an application of importance-performance analysis and AHP.](#) In: **23rd International Conference on Multiple Criteria Decision Making (MCDMK 2015)**
- 2015 [Challenges and prospects of applications of total quality management in higher education institutes.](#) In: **National Quality Summit 2015**
- 2014 [Time management from an Islamic perspective: a qualitative study.](#) In: **2nd International Conference on Management from Islamic Perspectives (ICMIP-2 2014)**
- 2014 [Identifying and ranking the critical success factors of the challenges in providing quality education by Malaysian private higher learning institutions.](#) In: **13th International Symposium on the Analytic Hierarchy Process (ISAHP 2014)**
- 2013 [Time management from Islamic Perspective: An exploratory study.](#) In: **1st World Congress on Integration and Islamicisation of Acquired Human Knowledge (FWCII 2013)**
- 2013 [Enhancing graduates'employability skills: A Malaysian case.](#) In: **Academy of International Business (MENA) : Third Annual Conference 2013**
- 2012 [Employability Skills Development Approaches: An Application of Importance-Performance Analysis and Analytic Network Process.](#) In: **54th Annual conference of the Canadian Operational Research Society and the 10th International Conference on Multiple Objective Programming and Goal Programming (CORS/MOPGP'2012)**
- 2012 [Effect of Knowledge Management Practices on Business Performance in Bangladesh Pharmaceutical Industry.](#) In: **Terengganu International Business and Economics Conference 2012 (TIBEC III)**
- 2011 [A survey of operations management practices in Islamic banks of Bangladesh.](#) In: **9th Asian Academy of Management International Conference 2011 (AAMC2011)**
- 2011 [Prioritizing the nine challenges of Malaysian Vision 2020.](#) In: **11th International Symposium on the Analytic Hierarchy Process**
- 2010 [Construction and demolition wastes and its management: a case study in Klang Valley, Malaysia.](#) In: **IIUM Research, Innovation & Invention Exhibition (IRIIE 2010)**
- 2009 [Prioritizing issues of Malaysian vision 2020: an application of the analytic hierarchy process.](#) In: **The 10th International Symposium on the Analytic Hierarchy Process**
- 2009 [Improving Teaching Efficiency: An Application of QFD and AHP.](#) In: **6th AGBA World Congress**
- 2009 [Family management from Islamic perspective: an application of quality function deployment and analytic hierarchy process.](#) In: **The 8th Asian Academy of Management International Conference**

2009 [Prioritizing issues of Malaysian Vision 2020: an application of the analytic hierarchy process](#) . In: **10th International Symposium of the Analytic Hierarchy Process/Analytic Network Process**

2008 [Identifying and ranking critical success factors of Nine Challenges in Malaysian Vision 2020](#) . In: **18th Triennial Conference of International federation of Operations Research Societies**

#### Book

2018 [National survey of Research and Development in Malaysian 2016](#). Ministry of Science, Technology and Innovation (MOSTI)

2017 [Implementation of TQM in public universities of Saudi Arabia: challenges and resolutions](#). IIUM Press, International Islamic University Malaysia . ISBN 978-967-418-521-3

2017 [Measuring performance of universities in fragile countries](#). IIUM Press, International Islamic University Malaysia . ISBN 978-967-418-522-0

2016 [Total Quality Management for Islamic financial institutions](#). International Council of Islamic Financial Educators . ISBN 978-967-467-003-0

2015 [Hierarchon vol. 2: a dictionary of AHP hierarchies](#). RWS Publications . ISBN 978-1888603439

2005 [Essentials of management science](#). Thomson Learning . ISBN 981-254-536-0

2003 [The analytic hierarchy process: an effective multi-criteria decision making tool](#). IIUM Press . ISBN 983-9727-85-0

#### Book Section

2019 [Continuous improvement: a comparison between Islamic and conventional approaches](#). In: **Defining the Frontiers of Global Business Research Across Emerging Countries** McGraw Hill Education (India) Pvt Ltd . ISBN 978-93-5316-106-4 , pp.13-25

2018 [Prioritisation of internal and external barriers for supply chain implementation in manufacturing companies: a Malaysian perspective](#). In: **Multicriteria methods and techniques applied to supply-chain management** Intechopen . ISBN 978-1-78923-335-3 , pp.35-55

2013 [The Kulliyah of Economics and Management Sciences: integrating conventional economics with islamic values and ethics](#). In: **IIUM: The Premier Global Islamic University** IIUM Press . ISBN 978-967-418-270-0 , pp.195-209

2012 [Introduction](#). In: **Management of resources in Muslim Countries and Communities : Challenges and Prospects** IIUM Press . ISBN 978-967-418-227-4 , pp.29-38

2011 [Case studies in operations management](#) . In: **Case Studies as a Teaching-Learning Tool in Economics, Finance and Quantitative Courses : an Instructor's Perspective** IIUM Press . ISBN 978-967-418-185-7 , pp.57-62

2011 [Improving teaching efficiency: an application of QFD and AHP](#) . In: **Multiple Criteria Decision Making '10-11** University of Economics in Katowice . ISBN 973-83-7246-722-5 , pp.9-35



- 2010** [The analytic hierarchy process in transportation sector.](#) In: **Multiple Criteria Decision Making for Sustainable Energy and Transportation Systems** Springer . ISBN 978-3-642-04044 , pp.1-15
- 2009** [Spatial AHP for the National Physical Plan of Malaysia.](#) In: **Spatial Decision Support for Urban and Environmental Planning: A Collection of Case Studies** Arah Publications . ISBN 9789833718535 , pp.105-118
- 2009** [Modified nominal group technique: what and how.](#) In: **Multiple criteria decision making '08** The Karol Adamiecki University of Economics in Katowice . ISBN 9788372464446 , pp.125-138