



A New Business Process and Outcome Oriented Corporate Social Responsibility Index for Islamic Banking

Abdullah Rajeh Ali Alamer^{1*}, Hussin Bin Salamon², Muhammad Imran Qureshi³, Amran Md. Rasli⁴

¹Faculty of Management, Universiti Teknologi Malaysia, Skudai 81310, Johor, Malaysia, ²Faculty of Islamic civilization, Universiti Teknologi Malaysia, Skudai 81310, Johor, Malaysia, ³Faculty of Management, Universiti Teknologi Malaysia, Skudai 81310, Johor, Malaysia, ⁴Faculty of Management, Universiti Teknologi Malaysia, Skudai 81310, Johor, Malaysia.

*Email: Raaabdullah2@live.utm.my

ABSTRACT

This article has answered on two questions; what the process-outcome weight ratio for oriented outcome should be? The second question is: What are the items would be reflected elements under dimensions of both sides? In logic thinking, the used corporate social responsibility (CSR) dimensions of Islamic banks (IBs) have different impacts on the society as result for that these dimensions should be different. There still is very lack in using appropriate weights of dimensions to measure of CSR in IB. By redistribution of the dimensions to two types; business process dimensions (BPDs) and oriented outcome dimensions (OODs) then give each type specific weight to suit their consequence on the CSR's level in IBs. From 115 items, 23 sub-dimensions, and 7 dimensions that have taken from 18 articles since 2005 until 2013, this article has selected 16 items, 9 sub-dimensions, and 5 dimensions. Only Mohammed et al. (2008) built an index has different weights of the CSR's dimensions based on several academic experts in IB. The dimensions' weights has been calculated based on weights of Mohammed et al (2008) in which ratio of BPDs and OODs has been 54 and 46 respectively.

Keywords: Corporate Social Responsibility, Business Process, Oriented Outcome Dimensions

JEL Classifications: K40

1. INTRODUCTION

1.1. Index Development Illustrated

The discussion of the previous units gives us the understanding that, from an Islamic argument of view, how ethically and responsibly an organization performs its corporate functions is more important than how it employs its earning. This being so, corporate social responsibility (CSR) measures relating to essential business practices warrant more weight than the outcome-oriented measures or the measures not related to the essential processes. While it is conceptually justified that more weight be given to the process measures, at least two important questions need answers for illustrating the index development. The first question is: How much more? Should the process-outcome weight ratio be 80/20, 70/30, 60/40, or something else? How is it decided? The second question is: What are the elements would be reflected items

under dimensions of business process? Before continuing to addressing these questions, we need to clarify that what follows is an illustration of how we do to develop a differentially weighted CSR index for Islamic banks (IBs).

1.2. Weights Ratio of Processes and Outcomes Dimensions

Although in a span of almost one decade (2005-2013), many researchers studied social responsibility of IBs using many measures, effort to assign different weights to dimension and items of CSR measures is originate only in one case. Out of 18 sources listed, 11 sources used Accounting and Auditing Organization for Islamic Financial Institutions (AAOIFI's) index, the ethical identity index (EII), or variants of these, where all items of measurement established equal weight. Based on literature review and in-depth expert interviews, Yusuf and Bahari (2011) and

Nazir et al. (2014) recognized 34 CSR measurement items under six basic criteria. It looks their items have different weights, but actually they do not. Items were rated on a 10-point scale from five experts and an average score was calculated for each item to decide whether the item was important enough to be included under a particular standard for CSR measurement. Based on Maqasid framework, Mohammed et al. (2008) and Rasli et al. (2014) developed performance measures of IBs. Their Maqasid index is created on 10 elements under three objectives that were allocated differential weights as shown in Table 1.

The distribution of weights to 3 objectives and 10 elements suggest us significant clues to ascertaining a preliminary process-outcome weights ratio of 54:46. The Table 2 shows how we arrived at this preliminary ratio. The calculation in it shows a process-outcome ratio of 53.85:46.15 that has been rounded to 54:46.

1.3. Items Selection and Their Weights Allocation

As mentioned earlier, the second question for the development of the index is what items are to be included in the index. For this purpose, from the 18 articles stated, a compilation of 110 items belonging to 9 dimensions and 28 sub-dimensions has been made (all measurements of CSR in IBs from related published literature are attached in Appendix A). As a technique of illustration, nine items have been chosen under business process dimensions (BPDs) which fall under three dimensions and four sub-dimensions. Similarly, seven items have been selected under oriented outcome

dimensions (OODs) that belong to two dimensions and five sub-dimensions. All these selections are shown in Table 3. The notes below Table 3 temporarily describe how actual selection will be made and various weights will be allocated.

2. DISCUSSION

Some authors (e.g., Sairally, 2005; Farook et al. 2011) recognized expectations of the stakeholders of IBs based on the experience of the conventional literature of CSR, in spite of Wood's (2010) recommendation of deliberate incorporation of research and delving into other domains of CSR literature. Others (Mohammed et al., 2008; Yusuf and Bahari, 2011) have collected CSR dimensions from IBs' literature through studying Islamic principles and law without paying more attention to the source of action. The CSR actions come from the core business of IBs or from external activities. Usmani (2002) stated that, according to Islamic principles, business transactions could never be separated from the moral targets of a society. Woermann (2013) argued that increasing emphasis on entering CSR into the core business approach is a tool for companies to meet their CSR obligations. As a result, this paper is relevant and a worthy contribution because it uses dimensions divided into two parts, that is, dimensions from core business transactions and from oriented activities. The structure of the index is like the structure of a real business, in which there are two parts: The business process and the oriented outcomes.

Table 1: Average weights for three objectives/10 elements given by Shari'ah experts

Objectives	Average weight (out of 100%)	Elements	Average weight (out of 100%)
O1. Education (Tahdhib al-Fard)	30	E1. Education grants/donations	24
		E2. Research	27
		E3. Training	26
		E4. Publicity	23
		Total	100
O2. Justice (Al-Adl)	41	E5. Fair returns	30
		E6. Fair price	32
		E7. Interest-free product	38
		Total	100
O3. Welfare (Al-Maslahah)	29	E8. Bank's profit ratios	33
		E9. Personal income transfers	30
		E10. Investment ratios in real sector	37
Total	100	Total	100

Source: Mohammed et al. (2008)

Table 2: Ascertaining preliminary weights ratio for process measures/outcome measures

Objectives (average weights)	Elements classified			
	Process-based	Calculation of weights*	Output-oriented	Calculation of weights*
O1. Education (30)	E1. Education grants/donations	$30 \times 0.24 = 7.2$		
	E2. Research	$30 \times 0.27 = 8.1$		
	E3. Training	$30 \times 0.26 = 7.8$		
	E4. Publicity	$30 \times 0.23 = 6.9$		
O2. Justice (41)	E5. Fair returns			$41 \times 0.30 = 12.3$
	E6. Fair price	$41 \times 0.32 = 13.12$		
O3. Welfare (29)	E7. Interest-free product			$41 \times 0.38 = 15.58$
	E8. Bank's profit ratios			$29 \times 0.33 = 9.57$
	E9. Personal income transfers			$29 \times 0.30 = 8.7$
	E10. Investment ratios in real sector	$29 \times 0.37 = 10.73$		
	Process total	53.85	Outcome total	46.15

*Weight of objective \times % weight of element

Table 3: Developed index for differentiated dimensions to measure CSR of IBs

Weights	Dimensions**	Weights*	Sub-dimension	Weights*	Measurements items**	Weights*	
Process (54)	Investment	50	Empowerment of communities	100	M1: Equity investment/total investment	20	
					M2: Musharakah investment/total investment	20	
					M3: Financing to poor families and small businesses	20	
					M4: Investment in deprived areas	20	
					M5: Selecting companies that represent industries of the future	20	
	R&D	25	Advancement of knowledge	100	M6: Research expense/total expense	100	
	HR	25	Investing in education and training	50	M7: Educational grant/total income ratio	50	
					M8: Training expense/total expense	50	
	Justice	50		50	M9: Fairness in terms of wages, working hours	100	
	Process total		100				
	Outcome (46)	Social activities and sharing	70	Supporting charities	50	M10: Zakat/net income	50
				Playing the role of welfare without looking for profitability	25	M11: Amount of Sadaqah	50
				Fair returns	25	M12: Amount of Qardh Hassan	50
		Environment	30	In work place	50	M13: Interest-free income/total income	50
						M14: Net profit/total asset	100
M15: Energy conservation						100	
M16: Undertake initiative to promote environmental responsibility						100	
Outcome total							
Overall							

*These weights are arbitrarily assigned for illustrative purposes. For actual development of the index, preliminary weights will be decided and justified based on literature review, which will then be validated through a panel of experts using online Delphi techniques. **Measurement items and dimensions will be judiciously selected to reflect and capture the notion of process and outcome and the selection will be subsequently validated by the same procedure as mentioned above. CSR: Corporate social responsibility, IB: Islamic Bank

This structure of the measures index is considered a contribution to CSR and the IB field.

One should see to the long-term impacts through IB products and investments by using macroeconomic and MS, and incorporate that in measuring CSR in IBs. Siddiqi (2006) argued that IBs should not look at the microeconomic targets of their investments to arrive at current targeted profits. Instead, they must look at the long-term benefits and the positive consequences for the community and economy. Farook et al. (2011) and Yusof et al. (2010) stated that equity finance is in line with goals of Islam Maqasid Shari'ah, specifically justice, good economic impacts and social equality. However, Farook et al. (2011) and Yusof et al. (2010) argued that using debt as an investment tool has failed and is one of the major causes of the global financial crisis. They and other researchers stated that IBs should increase their share in equity finance. Malik et al. (2011) concluded that it is crucial to remember that the purpose of Islamic finance practitioners is not to "replicate" conventional finance products in an Islamic way at all times, but rather to create new financial ideas or products which appeal to IBs and investors, even if this means slower growth than Islamisation. Musharakah financing and equity investment are included as new measurements in the index to measure CSR in IBs (Table 3).

The major contribution of this paper is its use of different weights based on the impact and importance of every dimension. Indexes are used to measure the CSR disclosure in IBs, including AAOIFI's index, the EII (Haniffa and Hudaib, 2007; Hassan and Harahap, 2010; Zubairu et al., 2012; Rashid et al., 2013; and Kamla and Rammal, 2013). Maali et al. (2006); Aribi and Gao (2010); Abbasi et al. (2012); and Farook et al. (2011) used a disclosure index approach.

3. CONCLUSION

The paper attempted to explain the need for having an IB CSR measurement index, which allocates more weight to the process-based measures than to outcome-oriented measures.

REFERENCES

- Abbasi, T.H., Kausar, A., Ashiq, H., Inam, H., Nasar, H., Amjad, R. (2012), Corporate social responsibility disclosure: A comparison between Islamic and conventional financial institutions in Bahawalpur region. *Research Journal of Finance and Accounting*, 3(3), 51-62.
- Aribi, Z.A., Gao, S. (2010), Corporate social responsibility disclosure: A comparison between Islamic and conventional financial institutions. *Journal of Financial Reporting and Accounting*, 8(2), 72-91.
- Dusuki, A.W., Dar, H. (2005), Stakeholders' perceptions of corporate social responsibility of Islamic banks: Evidence from Malaysian economy. Paper Presented at the 6th International Conference on Islamic Economics and Finance, Islamic Economics and Banking in the 21st Century, Jakarta, Indonesia.
- El Mousaid, F., Boutti, R. (2012), Relationship between Corporate Social Responsibility and Financial Performance in Islamic Banking. *Research Journal of Finance and Accounting*, 3(10), 93-103.
- Farook, S., Hassan, M.K., Lanis, R. (2011), Determinants of corporate social responsibility disclosure: The case of Islamic banks. *Journal of Islamic Accounting and Business Research*, 2(2), 114-141.
- Haniffa, R., Hudaib, M. (2007), Exploring the ethical identity of Islamic banks via communication in annual reports. *Journal of Business Ethics*, 76(1), 97-116.
- Hassan, A., Harahap, S.S. (2010), Exploring corporate social responsibility disclosure: the case of Islamic banks. *International Journal of Islamic and Middle Eastern Finance and Management*, 3(3), 203-227.
- Kamla, R., Rammal, H.G. (2013), Social reporting by Islamic banks:

- Does social justice matter? *Accounting, Auditing and Accountability Journal*, 26(6), 911-945.
- Maali, B., Casson, P., Napier, C. (2006), Social reporting by Islamic banks. *Abacus*, 42(2), 266-289.
- Malik, M.S., Malik, A., Mustafa, W. (2011), Controversies that make Islamic banking controversial: An analysis of issues and challenges. *American Journal of Social and Management Sciences*, 2(1), 41-46.
- Mohammed, M.O., Abdul Razak, D., Taib, F.M. (2008), The performance measures of Islamic banking based on the Maqasid framework. Paper presented at the IV IIUM International Accounting Conference (INTAC IV), Putrajaya, Malaysia.
- Musa, M. (2011), Islamic Business Ethics and Finance: An Exploratory Study of Islamic Banks in Malaysia. In 8th International Conference on Islamic Economics and Finance. p1-27.
- Nazir, S., Khan, S., Jamil, R.A., Mehmood, Q.S. (2014), Impact of customer relationship management on customer satisfaction in hoteling industry. *Journal of Management Info*, 3(1), 84-98.
- Nor, S., Asutay, M. (2011), Re-considering CSR and sustainability identity of Islamic banks in Malaysia: An empirical analysis. *International Conference on Islamic Economics and Finance*, p1-17.
- Rahman, A., Hashim, M., Bakar, F. (2010), Corporate social reporting: A preliminary study of Bank Islam Malaysia Berhad (BIMB). *Issues in Social and Environmental Accounting*, 4(1), 18-39.
- Rashid, M., Abdeljawad, I., Ngalm, S.M., Hassan, M.K. (2013), Customer-centric corporate social responsibility: A framework for Islamic banks on ethical efficiency. *Management Research Review*, 36(4), 359-378.
- Rasli, A.M., Norhalim, N., Kowang, T.O., Qureshi, M.I. (2014), Applying managerial competencies to overcome business constraints and create values evidence from small technology-based firms in Malaysia. *Journal of Management Info*, 3(1), 99-121.
- Sairally, S. (2005), Evaluating the “social responsibility” of Islamic finance: Learning from the experiences of socially responsible investment funds. In the 6th International Conference on Islamic Economics and Finance, Islamic Economics and Banking in the 21st Century, Jakarta, Indonesia.
- Samina, Q.S. (2012), Practice of corporate social responsibility in Islamic banks of Bangladesh. *World Journal of Social Sciences*, 2(6), 1-13.
- Siddiqi, M.N. (2006), Islamic banking and finance in theory and practice: A survey of state of the art. *Islamic Economic Studies*, 13(2), 1-47.
- Usmani, M.T. (2002), *An Introduction to Islamic Finance*. The Hague: Kluwer Law International. p111-116.
- Woermann, M. (2013), *Reconsidering the meaning of corporate social responsibility*. Netherlands: Springer. p89-123.
- Wood, D.J. (2010), Measuring corporate social performance. *International Journal of Management Reviews*, 274, 50-84.
- Yusuf, E.F.E., Kamal, A.A., Kashoogie, J. (2010), Islamic finance: Debt versus equity financing in the light of Maqasid al-Shari’ah. *Banking*, No. 20722. p1-19.
- Yusuf, M.Y., Bahari, Z. (2011), Islamic corporate social responsibility in Islamic banking: Towards poverty alleviation. Paper Presented at the 8th International Conference on Islamic Economics and Finance, Doha, Qatar.
- Zubairu, U.M., Sakariyau, O.B., Dauda, C.K. (2012), Evaluation of social reporting practices of Islamic banks in Saudi Arabia. *Electronic Journal of Business Ethics and Organization Studies*, 17(1), 41-50.

Appendix A: All measurements of CSR in IBs are from the related published literature (18 articles)

No.	Dimension	No.	Sub-dimension	No.	Measurements	Sources	Author/s		
1	Human resource	1	Protecting health and safety	1	Insurance and welfare for employees	Interviews/ respondents	Yusuf and Bahari (2011) and Musa (2011)		
				2	Remuneration and benefits/reward for ethical behavior	Annual reports/ respondents	Rahman et al. (2010) and Musa (2011)		
				3	Place of work safe and comfortable	Interviews/annual reports	Yusuf and Bahari (2011); Nor and Asutay (2011)		
				4	The standards include provisions for health and safety regulations. Adhere to outlined procedures	Respondents	Dusuki and Dar (2005) and Musa (2011)		
				5	Work does not exceed limits and time	Interviews	Yusuf and Bahari, 2011		
				2	Investing in education and training	6	Training expense/total expense	Annual reports	Mohammed et al., 2008
						7	Education grant/total income	Annual reports	Mohammed et al., 2008
						8	Policy on education and training of employees. Trained on Shari'ah principles for Islamic banking	Annual reports	Farook et al., 2011; Maali et al., (2006) Rahman et al. (2010) and Musa (2011)
						9	Appropriately trained	Respondents	Musa (2011)
						10	Facilities for personal Shari'ah obligations	Respondents	Musa (2011)
						11	Disclosure of employee including number of employees and training: Shariah awareness	Annual reports	The Ethical Identity Index (EII). (1)
		3	Responsible in work			12	Fulfill every contract demand	Interviews/ respondents	Yusuf and Bahari, (2011) and Musa (2011)
						13	Employee appreciation	Annual reports	(1) + Aribi and Gao (2010)
						14	Optimal for using time and expertise	Interviews	Yusuf and Bahari, 2011
						15	Free will	Interviews	Yusuf and Bahari, 2011
				16	Fair competition	Interview	Yusuf and Bahari, 2011		
				17	Integrity in the work. Gifts in return for favor is normal	Interview/ respondents	Yusuf and Bahari (2011) and Musa (2011)		
				18	Transparency. Advise one another	Respondents/ interviews	Sairally (2005); Yusuf and Bahari (2011) and Musa (2011)		
				19	Working in accordance with the limitations and responsibilities. Avoid hurting each other	Interviews/ respondents	Yusuf and Bahari (2011) and Musa (2011)		
				20	Accountability	Interviews	Yusuf and Bahari (2011)		
		21	Trust	Interviews/ respondents	Yusuf and Bahari, 2011; Musa (2011)				
		4	Justice	22	The existence values of brotherhood and religious motivation	Interviews/ respondents	Yusuf and Bahari (2011) and Musa (2011)		
				23	Fair in terms of wages, working hours	Respondents	Dusuki and Dar (2005) and Musa (2011)		
				24	Eligible for wages	Interviews	Yusuf and Bahari, 2011		
				25	Promoting human rights. False expenses claims are normal	Respondents	(Dusuki and Dar, 2005; Abbasi et al., 2012) and Musa (2011).		
				26	Ensuring that the operation respects human rights	Respondents	Dusuki and Dar (2005)		
				27	Equal opportunity	Annual reports	Aribi and Gao, (2010)		
				28	Emphasize on ethical values and moral behavior	Respondents	Nor and Asutay (2011); Musa (2011)		
				29	Improve the socio-economic condition of employees	Annual reports and other publications	Samina (2012)		
2	Good governance			5	Vision and mission statement	30	Commitments in operating, serving the needs of community	Annual reports	The Ethical Identity Index (EII). (1)
						31	CSR should be embedded in Islamic banks' policy	Respondents	Nor and Asutay (2011)

(Contd...)

Appendix A: (Continued...)

No.	Dimension	No.	Sub-dimension	No.	Measurements	Sources	Author/s
		32			CSR relevant to Islamic banking concept	Respondents	Nor and Asutay (2011)
		33			Engage only in permissible investment within Shariah principles	Annual reports/ respondents	The Ethical Identity Index (EII) (1) and Nor and Asutay (2011)
		34			Regulations essential to avoid exploitation	Respondents	Musa (2011)
		35			Whistle-blowers not victimized and encouragement to report breach	Respondents	Musa (2011)
		36			CSR upholds the social justice dimension of Islamic Economics	Respondents	Nor and Asutay (2011)
		37	6	Board members and top management	Disclosure of names, positions	Websites	Farook et al., 2011
		38			Limited multiple directorships and shareholdings	Website	The Ethical Identity Index (EII). (1)
		39			Balanced board, no role duality	Annual reports	The Ethical Identity Index (EII). (1)
		40	7	Fair dealings	Building long-lasting relationships with customers	Annual reports	Hassan and Harahap (2010)
		41			To give due importance to the SSB's opinions	Annual reports	Hassan and Harahap (2010)
		42			Having an audit committee	Annual reports	The Ethical Identity Index (EII). (1)
		43			Reducing the adverse impact of the investment	Interviews	Yusuf and Bahari, 2011
		44			Bank's assets often used for personal gain	Respondents	Musa (2011)
		45			To maintain good relations with employees	Annual reports/ respondents	Hassan and Harahap (2010); Sairally (2005)
		46			Good relations with shareholders	Annual reports	Hassan and Harahap (2010)
		47			Code of ethical conduct clearly communicated	Respondents	Musa (2011)
3	SSB: Shariah Supervisory Board	48	8	SSB members and their role	Names	Websites	The Ethical Identity Index (EII). (1)
		49			Remuneration	Annual reports	Rashid et al., 2013
		50			Number of meetings held	Annual reports	The Ethical Identity Index (EII). (1)
		51			Basis of examination of the documents	Annual reports	The Ethical Identity Index (EII). (1)
		52			Attestation that profits is gained lawfully	Annual reports	The Ethical Identity Index (EII). (1)
		53			Their recommendations to rectify the defects products and the actions taken by management	Annual reports and websites	The Ethical Identity Index (EII). (1)
		54			Doctorate qualification of SSB member	Website	Farook et al., 2011
		55			Reputable scholars and background	Websites	Farook et al., 2011
		56			Shariah Supervisory Council	Annual reports	Rahman et al., (2010)
		57			Number of SSB members	Websites	Farook et al. 2011
		58	9	Compliance with Shari'ah	Instrument selection/industry selection	Interviews/annual reports and other publications	Yusuf and Bahari, (2011), Samina (2012)
		59			Ex-ante and Ex-post approved for new products	Annual reports	Maali et al. (2006); Mosaid and Boutti (2012)
		60			IBI's investment in halal products	Interviews/annual reports	Yusuf and Bahari (2011); Rahman et al. (2010)
		61			Not investing in impermissible activities	Respondents	Sairally (2005) & AAOIFI
		62			Avoiding profit from non-halal	Interviews	Yusuf and Bahari, 2011

(Contd...)

Appendix A: (Continued...)

No.	Dimension	No.	Sub-dimension	No.	Measurements	Sources	Author/s
		63			Calculation of Zakat	Annual reports	Maali et al. (2006); Hassan and Harahap (2010);
		64			Revenues	Annual reports	Mosaid and Boutti 2012 Maali et al. (2006); Hassan and Harahap (2010)
		65			Operations	Annual reports	Rashid et al., 2013; Musa (2011)
		66			Distribution of profit-loss, method of allocating PLS with (IAH)	Annual reports	Hassan and Harahap (2010); Mosaid and Boutti (2012); AAOIFI
		67			Selections of customers according to Shariah	Interviews	Yusuf and Bahari, 2011
		68			Unusual supervisory restrictions	Annual reports	Rahman et al. (2010)
		69			Screening clients and contractors	Annual reports and other publications	Samina (2012)
4	Environment	10	Investment and finance	70	No investment in any projects that may harm the environment	Use of all sources	All authors except Mohammed et al., 2008
		11	In work place	71	Educating employees to care for and treat the environment	Interviews	Yusuf and Bahari, 2011
				72	The use of recycled materials	Annual reports	Yusuf and Bahari, 2011
				73	Good waste and recycle policy	Respondents	Dusuki and Dar (2005)
				74	Energy conservation	Respondents: annual reports	Dusuki and Dar (2005); Mosaid and Boutti (2012); Nor and Asutay (2011)
		12	Protecting the environment	75	Undertake initiatives to promote environmental responsibility	Respondents/ annual reports, websites and other publications	Dusuki and Dar (2005); Samina (2012); Rahman et al. (2010)
5	R & D	13	Advancement of Knowledge	76	Research expense/total expense	Annual reports	Mohammed et al., 2008
				77	Supporting the R&D, training conducted by academics, changes in restricted investment	Annual reports or websites	Hassan and Harahap (2010); AAOIFI
		14	Innovative	78	Introduce new products based on R&D of Islamic concepts	Annual reports	Hassan and Harahap (2010); Aribi and Gao, (2010); Rahman et al. (2010)
6	Investment	15	Affordable products and services	79	Bad debt/total investment	Annual reports	Mohammed et al., 2008
		16	Empowerment of communities	80	IAH funds/shareholder funds	Annual reports	Farook et al., 2011
				81	Amount of financing to poor families and small businesses	Interviews	Yusuf and Bahari, (2011), Samina (2012)
				82	Financing housing construction	Respondents	Sairally (2005)
				83	Financing of health services	Respondents	Sairally (2005)
				84	Selecting companies that represent industries of the future	Respondents/ annual reports and other publications	Sairally (2005); Samina (2012)
7	Social activities and sharing	17	Alleviate social problems	85	Disclosure of debtors including amount of debts written off	Annual reports	(1) and Musa (2011)
				86	Without ulterior motive	Respondents	Musa (2011)
				87	Help solve social problems	Respondents	Dusuki and Dar (2005)
		18	Support and help fund welfare	88	Participating in social activities	Websites/ annual reports/ respondents	All authors except Mohammed et al., 2008 and Yusuf and Bahari, 2011
				89	Alliance and support with charitable organizations	Respondents	Nor and Asutay (2011) and Musa (2011)
				90	Waqf management:	Annual reports and other publications	Samina (2012)

(Contd...)

Appendix A: (Continued...)

No.	Dimension	No.	Sub-dimension	No.	Measurements	Sources	Author/s
		91			The selection of investors to support the activities for social welfare	Interviews/annual reports and other publications	Yusuf and Bahari (2011), Samina (2012)
		92			Education, social donations	Interviews	Yusuf and Bahari (2011)
		93			Sponsoring Islamic educational and social events	Annual reports/ respondents	The Ethical Identity Index (EII). (1), Nor and Asutay (2011) and Musa (2011)
19	Supporting charities	94			Sources of Zakat funds	Annual reports/ respondents	Maali et al., 2006; Mosaid and Boutti (2012); Nor and Asutay (2011)
		95			Amount of Zakat	Use all sources	All authors except Samina (2012)
		96			Zakat/net income	Annual reports	Mohammed et al., 2008
		97			Amount of Sadaqah	Annual reports	(2)
		98			Zakat obligation	Annual reports	Rahman et al. (2010)
		99			The uses of the Zakat fund	Annual reports/ respondents	Maali et al., 2006; Mosaid and Boutti 2012; Nor and Asutay (2011)
20	Playing the role of welfare without looking solely for profitability	100			Interest free income/total income	Annual reports	Mohammed et al., 2008
		101			Prevalence of ethics over profits	Respondents	Musa (2011)
		102			Participate in management of public affairs and Participates in government social activities	Respondents	Dusuki and Dar (2005) and Musa (2011)
		103			Play a role in society, goes beyond profit maximization	Respondents	Dusuki and Dar, 2005
		104			Policy of Qardh Hassan	Annual reports	(1)
		105			Amount of Qardh Hassan: Its source and use	Use all sources	All authors
21	Fair Returns	106			Net profit/total asset	Annual reports	Mohammed, 2008
22	Achieve economic and social goals	107			Numbers of female branches	Annual reports	(1)
		108			Creating job opportunities	Annual reports	(1)
		109			The existence values of brotherhood	Interview	Yusuf and Bahari, 2011
		110			Have the same opportunity	Interview	Yusuf and Bahari, 2011
		111			Refrain lending to oppressive regime or companies violating human rights	Respondents	Dusuki and Dar, 2005
		112			Providing grant for educational purposes or scholarship to students	Annual reports	Sairally, 2005
		113			Services excellent	Interview	Yusuf and Bahari (2011), Samina (2012)
		114			Avoid discrimination	Interview	Yusuf and Bahari, 2011
23	Make awareness of IBs	115			Public expense/total expense	Annual reports	Mohammed et al., 2008

(1) Six articles: (Haniffa and Hudaib, 2007; Hassan and Harahap, 2010; Zubairu et al. 2012; Rashid et al. 2013; and Kamla and Rammal, 2013; Mosaid and Boutti 2012). (2) Eight articles (Dusuki and Dar 2005; Yusuf and Bahari 2011; Farook et al. 2011; Sairally, 2005; Maali et al. 2006; Abbasi et al. 2012; and Aribi and Gao 2010; Samina, 2012). IAH: Investment account holders, IB: Islamic Bank, CSR: Corporate social responsibility, AAOIFI: Accounting and Auditing Organization for Islamic Financial Institutions