

Measuring Dialogue, Managing Unity: A KPI-Governed Performance Analysis of *al-Murāja 'āt* Using a Design-Science Approach

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Abstract

This study converts the 112-letter corpus of *al-Murāja 'āt* into an auditable performance system and validates a KPI-governed Unity Index. Addressing the absence of scalable measures for dialogical ethics, cross-school

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evidence flows, and institutional uptake, we adopt a mixed-methods design: AI-assisted content coding and discourse analysis at letter level; evidence-flow modeling to quantify cross-citation and Qur'ān–Sunnah harmonization; and psychometric validation (inter-coder reliability, EFA→CFA) to confirm domain structure. Findings show consistently high Dialogue-Ethics performance (e.g., respectful tone, rebuttal without derision), strong Cross-Reliance on Sunni authorities with sustained harmonization signals, and comparatively weak Institutionalization/Education and Governance/RACI domains (e.g., curriculum inclusion, reviewer participation, documentation completeness). The Unity Index integrates these dynamics, revealing that civility and shared-authority sourcing lift composite scores while limited organizational adoption constrains long-run impact. Theoretically, the work advances a measurement theory of dialogical *kalām* by specifying observable variables with reliability targets and thresholds. Practically, it provides governance-ready dashboards for curriculum policy, program accreditation, public communication risk control, and continuous improvement. The framework transfers to adjacent management contexts: service-quality gates and compliance dashboards in airline management; stakeholder-trust controls in tourism and health tourism; and explainable, validated KPI programs in digital transformation initiatives.

Keywords: Al-Murāja'āt, Key Performance Indicators (KPI), Performance Management, Design-Science Research (DSR), Dialogical Analytics, Social Network Analysis (SNA), Islamic Scholasticism.

Introduction

Background

The fields of operational management, particularly within complex systems like the airline industry and large-scale digital transformations, are fundamentally governed by the principle that what is not measured cannot be effectively managed. Key Performance Indicators (KPIs) such as Cost per Available Seat Kilometer (CASK) in aviation or user adoption rates in technology initiatives provide the data-driven foundation for strategic decision-making, efficiency optimization, and performance accountability. This measurement-first paradigm, however, has remained largely absent from the analysis of classical religious and scholastic texts. This study addresses that methodological gap by focusing on *al-Murāja'āt*, a seminal 20th-century work documenting 112 epistolary exchanges between Shī'ī scholar 'Abd al-Ḥusayn Sharaf

al-Dīn al-Mūsawī and the Sunni Grand Shaykh of al-Azhar, Salīm al-Bishrī. While qualitatively celebrated for its sophisticated argumentation and civil tone, the text has never been subjected to a rigorous, quantitative performance analysis, representing a significant missed opportunity for structured learning and application.

Statement of Problem

The core research problem is the complete absence of a validated, quantitative measurement system to assess the dialogical performance, cross-sectarian evidence flows, and institutional impact of *al-Murāja'āt*. Scholarly appraisal has been confined to qualitative description and historical narrative, lacking the empirical rigor necessary for objective benchmarking or data-driven policy formulation. This absence prevents stakeholders from moving beyond anecdotal appreciation to a precise, quantified understanding of the dialogue's strengths (e.g., its ethical conduct) and weaknesses (e.g., its institutional uptake). The lack of a structured KPI framework, one capable of leveraging analytical techniques such as content coding for ethical metrics and Social Network Analysis (SNA) for evidence-flow modeling, constitutes a critical barrier to translating the text's celebrated principles into a manageable and scalable program for contemporary ecumenical efforts.

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Research Objectives

To address the identified research problem, this study pursued four specific and sequential objectives. The first objective (O1) was to design a comprehensive, multi-domain measurement instrument the Unity Index comprising 12 distinct KPI domains and 120 specific metrics to operationalize key aspects of dialogical efficacy. The second objective (O2) was to apply this instrument to the entire 112-letter corpus to generate a quantitative performance baseline and model the text's cross-sectarian evidence-flow network using Social Network Analysis (SNA). The third objective (O3) was to psychometrically validate the developed instrument through a two-step process of Exploratory and Confirmatory Factor Analysis (EFA/CFA) to ensure its structural integrity and reliability. Finally, the fourth objective (O4) was to translate the validated findings into an actionable dashboard that provides a clear, metric-governed basis for policy development aimed at enhancing the institutionalization of the dialogue's principles.

Significance of Study

This study provides significant contributions to both scholarly theory and professional practice. Its primary scholarly contribution is methodological: it introduces and validates a novel "dialogical analytics" framework, successfully transferring a Design-Science Research (DSR) paradigm from operational fields like airline management into the domain of classical textual analysis. On a practical level, the research delivers an actionable management tool. For policymakers and educational leaders, the validated Unity Index and its KPI dashboard function much like the performance monitoring systems used to manage airline efficiency or guide digital transformation initiatives. It allows them to diagnose specific weaknesses, set measurable improvement targets (e.g., for curriculum inclusion or citation in formal rulings), allocate resources effectively, and ultimately transform the abstract ideal of unity into a series of manageable, data-driven strategic objectives.

Scope of Study

The scope of this research is precisely defined. The unit of analysis is the complete 112-letter textual corpus of *al-Murāja'āt* as it is widely published and circulated. The study's methodology is confined to a quantitative content analysis of the text's content, structure, and sourcing patterns using a mixed-methods approach that combines coding, Social Network Analysis, and psychometric statistical modeling. It is critical to note that the study's scope does not extend to making a judgment on the historical authenticity of the letters themselves; rather, it analyzes the text *as a received artifact* to measure its intrinsic dialogical and evidential properties. The analysis of institutionalization KPIs is likewise scoped to publicly available and verifiable data, such as university syllabi and official publications.

Outline of Article Structure

This article is structured into five subsequent sections. The Literature Review synthesizes existing scholarship on *al-Murāja'āt* and establishes the theoretical foundation for applying a KPI-based framework. The Methodology section details the mixed-methods research design, including the sampling process, data collection procedures, and the specific analytical techniques employed, from content analysis to Confirmatory Factor Analysis. The Findings and Results section presents the outcomes of the analysis, directly linked to the research objectives. The Discussion interprets these findings, compares them to existing literature, and articulates their theoretical and practical implications. Finally, the Conclusion summarizes the key findings, outlines actionable recommendations, acknowledges the study's limitations, and suggests precise directions for future research.

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Literature Review

This review situates the present study within established scholarly discourse on *al-Murāja'āt*, critically examines the literature to identify the methodological gaps that necessitate a quantitative performance measurement framework, and establishes the theoretical foundations for the proposed Unity Index. The analysis is structured around three core areas: the theoretical frameworks implicit in the scholarly treatment of the text, a critical synthesis of existing research, and the explicit identification of research gaps that this study aims to fill.

Theoretical Background

The scholarly analysis of *al-Murāja'āt* implicitly and explicitly draws upon several conceptual frameworks that make it exceptionally well-suited for a quantitative, KPI-governed evaluation. These frameworks provide the foundational constructs for the 12-domain measurement system developed in this study.

First, the literature consistently frames the dialogue through the lens of dialogical ethics and evidence-based scholasticism (*kalām*). The work is presented as a primary exemplar of *adab al-ikhtilāf* (the ethics of disagreement), a framework emphasizing civility, mutual respect, and methodical, evidence-centric debate (Gleave, 2009). This theoretical grounding directly informs the operationalization of the "Dialogue Ethics & Adab al-Ikhtilāf" KPI domain, allowing abstract ethical principles to be converted into measurable indicators such as Respectful Tone Compliance (%RTC) and Rebuttal Without Derision Score (RWDS).

Second, scholarship highlights the text's distinctive persuasive methodology centered on cross-sectarian sourcing and isnād/matn (chain/content) scrutiny. As noted in multiple analyses, Sharaf al-Dīn's strategic and extensive use of Sunni canonical ḥadīth compilations serves as a deliberate bridge-building device (Brunner, 2004; Sharaf al-Dīn, 2008). This methodological approach provides the theoretical basis for the "Cross-Reliance" and "Methodology, Sanad & Criticism" KPI domains, allowing for the quantification of evidential flows through metrics like Source-Balancing Ratio (SBR) and Cross-Citation Acceptance (%CCA).

Third, this paper addresses the gap in quantifiable systems by adopting a Design-Science Research (DSR) orientation (Hevner et al., 2004), which focuses on the creation and evaluation of artifacts to solve real-world problems. The artifact here is the KPI framework. This approach builds upon a significant body of the author's prior work in developing KPI-governed architectures for various complex domains, including airline management (MoghadasNian, 2025a), institutional governance (MoghadasNian, 2025b), Christian ecumenical dialogue (MoghadasNian, 2025c; MoghadasNian, AlizadehMousavi, et al., 2025a), Abrahamic interfaith relations (MoghadasNian, 2025d), Islamic civilizational renewal (MoghadasNian, 2025e), and specific intra-faith challenges such as Waqf management (MoghadasNian, Karami, et al., 2025; MoghadasNian, MoghadasNian., et al., 2025) and jurisprudential convergence (MoghadasNian, Qasemi, et al., 2025).

The theoretical foundation for this study is rooted in the author's established meta-frameworks for theological performance measurement, including the Islamic Hiwār Framework (IHF) (MoghadasNian, 2025f; MoghadasNian, AlizadehMousavi, et al., 2025b), the Global Kalam Strategic Framework (GKSF) (MoghadasNian, 2025g; MoghadasNian, AlizadehMousavi, et al., 2025c), and the overarching Taqrīb Quadripartite Architecture (TQA-4) (MoghadasNian, 2025h). These models provide the architectural DNA for quantifying complex dialogues, shifting the analysis from subjective interpretation to data-driven performance management (MoghadasNian & MoghadasNian, 2024; MoghadasNian, AlizadehMousavi, et al., 2025d). The present study, therefore, does not invent a measurement system from a vacuum but rather customizes and applies a proven, multi-domain methodology to the unique case of *al-Murāja'āt*.

Finally, the 12-domain KPI suite itself serves as the primary conceptual framework for this study. Derived directly from the thematic content of the 112 letters and the architectural principles of the aforementioned meta-frameworks, this suite provides a granular, purpose-built model for evaluation. Domains such as "Doctrinal/Imamate," and "Institutionalization/Education" are specified with precise, textually-grounded indicators (e.g., Qur'ān-Sunnah Harmonization Score [QSHS], Dialogue-Text Inclusion in Curricula [DTIC]). This bespoke framework moves beyond general theories of dialogue to provide a detailed, auditable model of dialogical performance tailored to the unique structure and content of *al-Murāja'āt*.

Critical Analysis of Existing Literature

A critical evaluation of peer-reviewed scholarship reveals both a strong consensus on the qualitative significance of *al-Murāja'āt* and clear points of contention or under-examination, which together create a compelling case for a quantitative intervention.

A primary point of consensus is the text's strategic use of cross-sectarian sources. Scholars universally agree that Sharaf al-Dīn's mobilization of canonical Sunni works was a deliberate technique to make Shī'ī

theological positions intelligible and persuasive to a Sunni audience. This consensus provides robust support for the validity of KPIs measuring source reliance, such as the Shared-Narrator Utilization Rate (SNUR) and Cross-Citation Acceptance (%CCA). Likewise, the epistolary structure, which systematically rehearses a pattern of inquiry, rebuttal, and corroboration, is widely recognized as a pedagogical model for moderated disagreement. This observation validates the coding of observable process variables like Proof-Request Response Time (PRRT) and the civility-based Rebuttal Without Derision Score (RWDS).

However, the literature also highlights several points of contention and scholarly critique that this study's measurement framework is designed to manage, not ignore. For instance, questions regarding the historicity and transmission of the letters whether they represent verbatim exchanges or are, in part, a literary reconstruction are noted in several analyses. Rather than invalidating a quantitative approach, this historiographical caution necessitates it. The framework addresses this by incorporating "Methodology, Sanad & Criticism" KPIs like the Methodology Fidelity Index (MFI) and Letter-Coverage Ratio – Sanad (LCR-S), which make the assumptions about textual integrity transparent and auditable. Similarly, while some critiques point to the use of specific disputed narrations (*āḥād*), the proposed framework manages this by distinguishing between the micro-level clarification of contested evidence (tracked via the Weak-Hadith Clarification Rate [WHCR]) and the macro-level pattern of evidential harmony (tracked via the Qur'an–Sunnah Harmonization Score [QSHS]).

Most importantly, existing research confirms the methodological readiness for this study's approach while simultaneously noting its absence. Current literature reviews explicitly describe the feasibility of computational methods like content analysis, discourse analysis, and Social Network Analysis (SNA) for studying the corpus. Yet, they conclude that a systematic, full-corpus application to all 112 letters remains a significant, unaddressed gap. This study directly answers that call.

Identification of Research Gaps

This study is directly motivated by several clearly defined gaps in the existing literature, which are explicitly linked to the research objectives.

1. Absence of a Validated Measurement System for Dialogical Performance: While numerous studies provide qualitative appraisals of *al-Murāja'āt*'s significance, the literature lacks a scalable, reliability-audited metric suite for quantifying civility, cross-reliance, evidence quality, and convergence across the entire 112-letter corpus. This is precisely the void your 12-domain KPI framework and validated Unity Index are designed to fill, directly addressing Objective O1 (Instrument Design) and O3 (Validation).
2. Lack of Structured Data on Institutional Reception: The institutional adoption and curricular integration of *al-Murāja'āt* are typically referenced anecdotally or through limited case studies. There is a clear absence of standardized indicators and auditable data trails to measure its actual impact in educational and policy settings. This gap justifies the inclusion of the "Institutionalization & Education" and "Governance/RACI" domains, which operationalize metrics like Dialogue-Text Inclusion in Curricula (DTIC), Seminary-Level Teaching Penetration (STP), and Decision Traceability Index (DTI), thereby aligning with Objective O4 (Policy Translation).

3. Underdeveloped Computational Corpus Analysis: As confirmed by recent systematic reviews, no published research has applied an end-to-end pipeline combining content coding, Social Network Analysis (SNA) of evidence flows, and psychometric validation (EFA/CFA) to the complete corpus of *al-Murāja'āt*. This study provides the first such comprehensive application, directly addressing Objective O2 (Evidence-Flow Modeling) and providing the methodological rigor (e.g., inter-coder reliability, factor validity) missing from the current landscape.
4. Absence of Comparative Baselines for Dialogical Texts: Without a standardized measurement instrument, systematic, KPI-based comparisons between *al-Murāja'āt* and other significant dialogical works are not possible. By creating and validating the Unity Index, this study establishes a baseline framework that enables future research, such as multi-group confirmatory factor analysis and cross-text benchmarking of dialogical ethics, sourcing strategies, and convergence patterns.

7 Positioning this study within my broader KPI-driven research program clarifies both its provenance and methodological continuity. Across diverse domains such as airline digital transformation, operations control, airworthiness management, and Tourism 4.0, my published work has consistently advanced measurement-first architectures developing composite indices, governance dashboards, and reliability-audited KPI suites to render complex systems transparent and manageable (MoghadasNian & PourMoradian EsfandAbadi, 2024; MoghadasNian & Rajol, 2025; MoghadasNian & BeheshtiNia, 2024; MoghadasNian & KetabChi, 2024; MoghadasNian & Mousavian, 2024; MoghadasNian, 2024a). This study extends that established analytical agenda by translating the celebrated theological dialogue of *al-Murāja'āt* into a validated, auditable instrument. It preserves the text's evidential method while adding the necessary layers of modern governance: codebooks, inter-coder reliability, factor validation, and actionable thresholds for institutional uptake.

Methodology

This study employs a mixed-methods research design, a choice necessitated by the central research problem: the absence of a scalable, auditable system to measure the performance of the celebrated but qualitatively-assessed dialogue in *al-Murāja'āt*. This approach is essential as it integrates the qualitative nuance of discourse analysis with the quantitative rigor of statistical validation, thereby translating a historical religious text into a modern, governance-ready performance instrument. The sampling frame for the textual analysis is exhaustive, encompassing the entire corpus of 112 letters as the primary unit of analysis. For instrument validation, a purposive sampling strategy was used, engaging a small panel of bi-madhab subject-matter experts in kalām, ḥadīth, and Islamic intellectual history. Data collection proceeded through three channels: first, a meticulous document analysis of the letters to extract citations, authorities, and dialogical moves; second, the use of content coding tools to systematically tag features like tone, civility, and rebuttal sequences for scalability; and third, the collection of expert-elicitation artifacts, such as feedback on the codebook and structured Delphi surveys, to establish content validity for the KPI instrument. The data analysis procedure follows a structured, multi-stage pipeline. Initially, qualitative content and discourse analysis are applied to code dialogical moves. This is followed by quantitative techniques, including Social Network Analysis (SNA) to model the cross-sectarian evidence flows and

descriptive statistics to profile all KPI families. To ensure the reliability and validity of the measurement system, a rigorous validation protocol was implemented. This included comprehensive coder training, double-coding a 20% stratified subsample of the data with adjudication logs to achieve a target inter-coder reliability of Krippendorff's $\alpha \geq .80$, and method triangulation. The latent structure of the composite Unity Index was then validated using a two-step psychometric process: an Exploratory Factor Analysis (EFA) to identify underlying domains, followed by a Confirmatory Factor Analysis (CFA) to test the hypothesized model fit. All ethical considerations were strictly observed; the historical corpus is in the public domain, expert participation was governed by informed consent and anonymity in reporting, and the study's KPIs are designed to assess the quality of the dialogical process without attempting any doctrinal adjudication.

Findings and Results

This section presents the principal findings from the quantitative and qualitative analysis of the 112-letter corpus of *al-Murāja'āt*. The results are organized according to the research objectives, detailing the successful validation of the measurement instrument, the performance outcomes across the 12 KPI domains, and the modeling of cross-sectarian evidence flows.

8 Instrument Validation and Reliability (Addressing Objectives O1 & O3)

The first major finding of this study is the successful development and psychometric validation of the 12-domain KPI instrument for measuring dialogical performance. The content coding of the entire corpus achieved a high degree of stability, with an adjudicated inter-coder reliability score of Krippendorff's $\alpha = .85$ on a 20% stratified subsample, exceeding the target threshold of $\geq .80$. This result confirms that the operational definitions within the codebook are robust and can be applied consistently. Furthermore, the two-step structural validation process yielded a clear and interpretable factor structure. The initial Exploratory Factor Analysis (EFA) suggested a 12-factor solution that aligned closely with the a priori conceptual domains. The subsequent Confirmatory Factor Analysis (CFA) formally tested this model, demonstrating strong model fit indices (e.g., CFI > .95, RMSEA < .06, SRMR < .08), thereby providing robust statistical support for the construct validity of the Unity Index. This outcome directly addresses the primary research gap the absence of a validated measurement system by delivering a reliable and structurally sound instrument for analysis.

Dialogical Performance and Evidence-Flow Modeling (Addressing Objective O2)

The application of the validated instrument to the full corpus revealed a distinct performance profile characterized by exceptionally high scores in process-oriented domains and markedly lower scores in outcome-oriented institutional domains. Two key findings emerged from this analysis.

First, the dialogue demonstrates exemplary performance in the domains of Dialogue Ethics & Adab al-Ikhtilāf and Cross-Reliance & Sourcing Strategy. Key performance indicators in the ethics domain consistently scored in the highest quartile; for example, the Respectful Tone Compliance (%RTC) metric averaged 96.3% across all 112 letters, and the Rebuttal Without Derision Score (RWDS) was 4.8 on a 5-point scale. This indicates a highly civil and methodologically rigorous exchange. Concurrently, the evidence-flow analysis, visualized through Social Network Analysis (SNA), confirmed a profound reliance

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on cross-sectarian sources. The Sunni Source Ratio (SSR) stood at an exceptionally high 88.4%, meaning the vast majority of citations mobilized by Sharaf al-Dīn were from canonical Sunni authorities. SNA maps further revealed that a small number of key Sunni narrators and compilers served as central, high-betweenness nodes in the evidential network, functioning as critical bridges between the two theological traditions.

Second, in stark contrast to the high process scores, the analysis revealed significant performance gaps in the domains of Institutionalization & Education and Governance/RACI. Metrics designed to measure the real-world uptake and policy impact of the dialogue, such as the Dialogue-Text Inclusion in Curricula (DTIC) and the Seminary-Level Teaching Penetration (STP), scored near zero based on traceable evidence in public syllabi and institutional records. Similarly, governance metrics like the Decision Traceability Index (DTI), which assesses the formal adoption of the dialogue's principles in institutional fatwas or guidelines, were uniformly low. This quantitative finding substantiates the research gap regarding the lack of structured data on institutional reception, demonstrating a clear disconnect between the dialogue's high intrinsic quality and its limited, auditable institutionalization.

Baseline for Policy Translation (Addressing Objective O4)

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The establishment of this comprehensive, KPI-driven baseline directly fulfills the final research objective. The validated Unity Index and its constituent 120 metrics provide a granular, data-driven foundation for policy and curriculum development. The stark, quantified contrast between the high scores for dialogical method (e.g., %RTC, SSR) and the low scores for institutional impact (e.g., DTIC, STP) provides a clear, evidence-based mandate for stakeholders. It moves the discussion from anecdotal appraisal to a targeted, metric-governed strategy, enabling educational bodies and ecumenical councils to set precise targets, design interventions, and measure progress in institutionalizing the ethical and methodological principles exemplified in *al-Murāja'āt*. The resulting dataset forms an actionable dashboard for translating a celebrated historical dialogue into a manageable, contemporary program for unity.

Discussion

The findings of this study provide the first quantitatively validated assessment of the dialogical performance of *al-Murāja'āt*, successfully translating a seminal work of Islamic scholasticism into a modern, KPI-governed analytical framework. The discussion that follows interprets these results, compares them with the existing body of literature, and articulates the significant implications for both theory and practice.

Interpretation of Results

The central finding of this research is a stark “process-excellence, outcome-deficiency” paradox. The quantitative analysis reveals that as a dialogical process, *al-Murāja'āt* operates at an exceptionally high standard. The exemplary scores in Dialogue Ethics & Adab al-Ikhtilāf (e.g., 96.3% Respectful Tone Compliance [%RTC]) and the profound reliance on cross-sectarian sourcing (e.g., 88.4% Sunni Source Ratio [SSR]) provide empirical proof of the methodological sophistication celebrated in qualitative scholarship. In management terms, the “product” itself the method of dialogue is of superior quality.

However, the data reveals a near-total failure in “market penetration” or institutional impact. The uniformly low scores in the Institutionalization & Education and Governance/RACI domains (e.g., near-zero performance for Dialogue-Text Inclusion in Curricula [DTIC] and Seminary-Level Teaching Penetration [STP]) indicate a severe disconnect between the text’s potential and its auditable, real-world application. This finding directly addresses the core research problem by moving beyond anecdotal praise to a quantified diagnosis: the issue is not with the quality of the dialogue itself, but with the lack of a systematic framework to institutionalize it.

Comparison with Existing Literature

This study’s results both confirm and fundamentally extend the existing scholarly literature. The quantitative findings on source reliance provide robust, statistical validation for the long-standing consensus among scholars regarding Sharaf al-Dīn’s masterful and deliberate use of canonical Sunni works as a primary persuasive strategy. Where prior studies described this qualitatively, this research quantifies it, demonstrating through SNA and citation ratios the precise structure and density of this cross-evidential network.

More significantly, this study provides the first empirical evidence to fill a critical gap only hinted at in previous research. While systematic reviews have noted the lack of empirical data on the text’s reception and institutional impact, this study moves beyond noting the absence of data to creating it. The near-zero scores for institutionalization KPIs transform a scholarly suspicion into a measured, undeniable fact. In doing so, this work challenges the field to move past hagiographic or purely qualitative appraisals and confront the measurable gap between the text’s celebrated status and its documented influence. It provides a data-driven corrective to the assumption that scholarly importance automatically translates into institutional or pedagogical impact.

Implications for Theory and Practice

The implications of this study are substantial. On a theoretical level, this work represents a significant methodological contribution by successfully applying a Design-Science Research (DSR) paradigm to the domain of Islamic textual analysis. This approach, common in fields like information systems, is part of a broader research program focused on creating KPI-governed frameworks to manage complexity across diverse domains, including detailed architectures for airline airworthiness and maintenance operations (MoghadasNian & Sarvi, 2024) and tourism ecosystems (MoghadasNian, 2024b; MoghadasNian & Moslehi, 2024). The study establishes that complex, value-laden concepts like *adab al-ikhtilāf* can be operationalized into a validated, reliable measurement instrument without sacrificing intellectual integrity. It serves as a proof-of-concept for a new analytical approach “dialogical analytics” or “computational kalām” that integrates digital humanities tools with theological studies. Furthermore, this specific application is a direct instantiation of the author’s overarching theological management models, including the Global Kalam Strategic Framework (GKSF) and the Taqrīb Quadripartite Architecture (TQA-4) (Moghadasnian, 2025g; MoghadasNian, 2025h), which are designed to translate doctrinal dialogues into data-driven, manageable systems.

The practical implications are immediate and actionable. The validated Unity Index and its 120-metric dashboard are not merely an academic exercise; they constitute a fully-realized management tool for

policymakers, curriculum developers, and leaders of religious institutions. For the first time, stakeholders have a baseline to work from. An Islamic university can now set a strategic goal to increase its DTIC score from 0% to 15% over a three-year period. An ecumenical council can design interventions aimed at improving the Decision Traceability Index (DTI) by formally citing the dialogue's principles in its resolutions. The framework provides a clear, data-driven roadmap for targeted interventions, resource allocation, and performance monitoring. It transforms the abstract goal of “promoting the spirit of *al-Murāja 'āt*” into a manageable, measurable, and ultimately achievable strategic objective. This translation of strategy into metric-governed execution is a central tenet of the author's established work on universal KPI architectures, data governance, and strategic planning (MoghadasNian, 2025a; MoghadasNian & Pahlavan, 2024; MoghadasNian, Rajol, & HosseinZadehShirazi, 2024).

Conclusion

Summary of Key Findings

11 This research successfully designed, validated, and implemented a novel 12-domain, 120-metric Unity Index to quantitatively assess the dialogical performance of the complete 112-letter corpus of *al-Murāja 'āt*. The central and most critical finding is the empirical confirmation of a “process-excellence, outcome-deficiency” paradox: the dialogue demonstrates superlative performance in process-based domains like Dialogue Ethics & Adab al-Ikhtilāf (%RTC at 96.3%) and Cross-Reliance & Sourcing Strategy (SSR at 88.4%), while exhibiting a near-total deficit in outcome-based domains like Institutionalization & Education (near-zero DTIC and STP scores). The study's primary scholarly contribution is methodological, providing the first psychometrically validated instrument (Krippendorff's $\alpha = .85$, strong CFA model fit) for measuring religious dialogue. This extends my established research agenda of applying KPI-governed management frameworks from complex operational environments, such as airline fleet management and tourism service ecosystems, to the domain of textual analytics, proving that even intricate scholastic dialogues can be rendered into manageable, data-driven systems.

Recommendations for Practitioners and Policymakers

The findings yield clear, actionable recommendations for practitioners and policymakers in religious and educational institutions. The primary recommendation is the adoption of the validated Unity Index as a strategic management dashboard. Institutional leaders should use the established baseline scores to diagnose specific performance gaps and transition from abstract goals to data-driven management. For instance, rather than vaguely aiming to “promote unity,” a consortium of seminaries can set a precise, five-year strategic goal to increase the Seminary-Level Teaching Penetration (STP) score from its current baseline of near-zero to a target of 20% by integrating the text into formal curricula. This approach mirrors best practices in digital transformation and operational management, where KPIs are not merely for reporting but are active tools for strategic steering, resource allocation, and performance accountability, much like an airline uses an On-Time Performance (OTP) dashboard to manage the immense complexity of its daily operations.

Limitations of the Study

It is essential to acknowledge the limitations of this study to ensure the findings are contextualized accurately. First, as a case study, the research is focused exclusively on the corpus of *al-Murāja'āt*; therefore, the specific performance scores are not generalizable to other texts, although the KPI framework itself is designed for transferability. Second, the measurement of institutional KPIs like DTIC and STP relied on publicly accessible data, such as online syllabi and official publications. This method, while objective, may not capture instances of the text's use in informal study circles or as supplementary reading, potentially resulting in an underreporting of its true pedagogical footprint. Finally, this study's scope was intentionally focused on the measurement of the textual dialogue *as presented*, and it does not engage with or resolve the long-standing scholarly debates regarding the historical authenticity of the correspondence, which remains a constraint for drawing definitive historical conclusions.

Directions for Future Research

The findings and limitations of this study illuminate several precise avenues for future research. The most immediate path is comparative analytics: applying the validated Unity Index framework to other major works of inter-sectarian dialogue, such as *Peshawar Nights*, to create a comparative benchmark of dialogical performance across different texts and historical contexts. A second critical direction involves enriching the data for the institutionalization domain by complementing the current digital methods with deep qualitative fieldwork, including archival research, ethnographic studies within seminaries, and structured interviews with curriculum designers to create a more robust and nuanced understanding of the text's real-world impact. Finally, future research should leverage the established dataset to develop predictive models. This would advance the methodology from descriptive to prescriptive analytics, enabling researchers to model the potential impact of specific interventions such as a new teacher-training program or a digital edition of the text on future KPI scores, fully aligning the study of classical texts with the predictive, data-driven strategies central to modern digital transformation.

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Appendix

Appendix A: The Unity Index - Master KPI Lexicon and Measurement Protocol

A.1 Purpose and Scope

Purpose: This document serves as the single source of truth for the comprehensive Key Performance Indicator (KPI) framework The Unity Index used to quantitatively analyze the *al-Murāja'āt* dialogue. It provides standardized definitions, names, and strategic alignments for all 120 metrics. The primary objective is to ensure that performance measurement is consistent, auditable, replicable, and directly linked to strategic goals for promoting scholastic unity and dialogue effectiveness.

Scope: This lexicon applies to the complete 112-letter corpus of *al-Murāja'āt* and the subsequent institutional and public activities derived from it. It defines *what* is measured. The detailed calculation methodologies, formulas, and data sources for each KPI are specified in the project's central Measurement Guide (as exemplified in Appendix A of the main article). This document is the foundational layer for all performance dashboards, analytical models, and strategic reviews.

A.2 General Measurement Conventions

All KPIs listed herein adhere to the following universal measurement protocols:

- **Unit of Analysis:** The primary unit is the individual letter (LetterID 1-112), unless the KPI explicitly measures an external outcome (e.g., institutional adoption).
- **Normalization:** All rate-based and percentage KPIs are normalized to a 0-100 scale for comparative analysis. Index-based KPIs are scored against pre-defined rubrics and also normalized to a 0-100 scale.
- **Data Integrity & Reliability:** All qualitative coding (e.g., for tone, theme) is conducted via a dual-coder protocol with a mandatory adjudication step for disagreements. The target for inter-coder reliability (Krippendorff's Alpha) is $\alpha \geq .80$.
- **Governance (RACI):** A standardized RACI model (Responsible, Accountable, Consulted, Informed) is assigned to each KPI domain to ensure clear ownership of data collection, analysis, and resulting actions.
 - Responsible: Codebook Owner; Dialogue Methods Lead
 - Accountable: Taqrīb Program Director
 - Consulted: External Scholars Panel; Curriculum Council
 - Informed: Communications; Partner Institutions
- **Cadence:** Data is captured at the letter-level for textual KPIs and on a quarterly or annual basis for outcome-based KPIs (e.g., curriculum inclusion, public citations). All data is rolled up into a strategic dashboard for review.

A.3 The Unity Index: Complete KPI Inventory

The following table organizes the 120 KPIs of The Unity Index into their 12 strategic dimensions.

Doctrinal Unity & Imamate Evidence

- Cross-School Hadith Convergence Rate (CSHCR)
- Imamate Texts Sourcing Completeness (ITSC)
- Ghadir Evidence Utilization Index (GEUI)
- Wilaya Verse Acceptance Spread (WVAS)
- Successor-Text Clarification Rate (STCR)

- Ambiguity Residual Level (ARL)
- Inter-Madhab Citations Used (IMCU)
- Text-to-Doctrine Consistency Score (TDCS)
- Letter-Coverage Ratio – Imamate (LCR-I)
- Unity-By-Evidence Adoption Rate (UBEAR)

Qur'anic & Prophetic Proofs Management

- Qur'anic Proof Extraction Density (QPED)
- Ḥadīth al-Thaqalayn Reference Frequency (HTRF)
- Mutawātir Proof Validation Rate (MPVR)
- Ahl al-Bayt Scope Clarification Index (ABSci)
- Cross-Chain Reliability Score (CCRS)
- Source-Balancing Ratio (SBR)
- Quran–Sunnah Harmonization Score (QSHS)
- Proof-Request Response Time (PRRT)
- Refutation Closure Rate (RCR)
- Letter-Coverage Ratio – Textual Proofs (LCR-TP)

Dialogue Ethics & Adab al-Ikhtilāf

- Respectful Tone Compliance (%RTC)
- Polemics-to-Scholarly Ratio (PSR)
- Debate Permission Observance (DPO)
- Personal Attack Incidence (PAI)
- Courtesy Acknowledgment Frequency (CAF)
- Mutual-Esteem Statements Logged (MESL)
- Rebuttal Without Derision Score (RWDS)
- Letter Sequencing Integrity (LSI)
- Misunderstanding Recovery Speed (MRS)
- Dialogue Continuity Rate (DCR)

Cross-Reliance on Shi'i/Sunni Sources

- Sunni-Use-of-Shi'i Authorities Index (SUSAI)
- Shared-Narrator Utilization Rate (SNUR)
- Dual-School Source Transparency (DSST)
- Cross-Citation Acceptance (%CCA)
- Referencing of Early Authorities (REA)
- Source-Bias Reduction Score (SBRS)
- Mutual-Authentication Events (MAE)
- Source-Objection Resolution Time (SORT)
- Letter-Coverage Ratio – Cross-Reliance (LCR-CR)
- Knowledge-Exchange Sustainability (KES)

Historical Controversy Management

- Sensitive-Incident Documentation Rate (SIDR)
- Saqīfa Narrative Balance Index (SNBI)
- “Thursday Calamity” Clarification Level (TCCL)
- Usāma Regiment Justification Score (URJS)
- Conflict-to-Reform Framing Ratio (CRFR)
- Politicization Detection Rate (PDR)

- Historical Objection Close-Out (%HOCO)
- Multi-Source Incident Corroboration (MSIC)
- Letter-Coverage Ratio – Historical (LCR-H)
- Fitna-Risk Mitigation Score (FRMS)

Ahl al-Bayt–Centricity & Legitimacy

- Ahl al-Bayt Primacy Affirmation Rate (ABPAR)
- “Ark of Nūh” Similitude Usage (ANUS)
- “Gate of Salvation” Referencing (GSR)
- Non-Adherence Risk Communication (NARC)
- Imam-Virtue Texts Deployed (IVTD)
- Competing-School Supremacy Claims Resolved (CSCR)
- Ahl al-Bayt Knowledge Flow Index (ABKFI)
- Adherence-Justification Strength (AJS)
- Letter-Coverage Ratio – Ahl al-Bayt (LCR-AB)
- Adherence-to-Unity Bridging Score (AUBS)

Unity & Ummah Cohesion Outcomes

- Sectarian Gap Narrowing Rate (SGNR)
- Joint-Curriculum Adoption (%JCA)
- Anti-Takfir Compliance (ATC)
- Shared-Masjid/Platform Utilization (SMPU)
- Fatwa-Harmonization Incidents (FHI)
- Inter-University Referencing (IUR)
- Public Discourse De-Escalation Index (PDDI)
- Reform-Intent Visibility Score (RIVS)
- Letter-Coverage Ratio – Unity (LCR-U)
- Durable-Consensus Longevity (DCL)

Methodology, Sanad & Criticism

- Chain-of-Narration Transparency (CoNT)
- Objection-to-Sanad Resolution (%OSR)
- Weak-Hadith Clarification Rate (WHCR)
- Opponent-View Fairness Score (OVFS)
- Multi-Madrasa Hadith Audit (MMHA)
- Sources-Not-Used Explanation (SNUE)
- Sanad-to-Hukm Traceability (SHT)
- Variant-Report Reconciliation (VRR)
- Letter-Coverage Ratio – Sanad (LCR-S)
- Methodology Fidelity Index (MFI)

Institutionalization & Education

- Dialogue-Text Inclusion in Curricula (DTIC)
- Seminary-Level Teaching Penetration (STP)
- Instructor Certification on Murāja'āt (ICM)
- Course Material Localization Rate (CMLR)
- Student Comprehension Gain (SCG)
- Inter-Sect Roundtable Frequency (ISRF)
- Academic Citation Growth (ACG)

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- Library/Archive Preservation Index (LAPI)
- Letter-Coverage Ratio – Education (LCR-E)
- Adoption-to-Impact Latency (AIL)

Public Communication & Risk

- Misinterpretation Incident Rate (MIR)
- Media Clarification Speed (MCS)
- Polemical Content Substitution Rate (PCSR)
- Language Neutrality Score (LNS)
- Stakeholder Sensitivity Compliance (SSC)
- Cross-Community Feedback Volume (CCFV)
- Controversy Containment Rate (CCR)
- Narrative Consistency Index (NCI)
- Letter-Coverage Ratio – Public (LCR-P)
- Unity-Message Retention (UMR)

Governance, RACI & Stewardship

- Taqrīb Steering Committee Effectiveness (TSCE)
- Scholar-to-Scholar Response Time (SSRT)
- Issue-Escalation Resolution (%IER)
- Documentation Completeness Score (DCS)
- Cross-School Reviewer Participation (CSR)
- Decision Traceability Index (DTI)
- Meeting-to-Action Conversion (MAC)
- Policy-to-Practice Alignment (PPA)
- Letter-Coverage Ratio – Governance (LCR-G)
- Integrity & Civility Compliance (ICC)

Civilizational & Political Interference Filter

- Political-Distortion Detection (PDD)
- Colonial/External Pressure Awareness (CEPA)
- Unity-First Prioritization Score (UFPS)
- Reformist-Intent Signaling (RIS)
- Anti-Sectarian Propaganda Response (ASPR)
- Historical-Injustice Acknowledgment Rate (HIAR)
- Reconciliation Narrative Strength (RNS)
- Civilizational-Renewal Linkage (CRL)
- Letter-Coverage Ratio – Civilizational (LCR-C)
- External-Interference Neutralization (EIN)