

International Conference in Business Management & Innovation (ICBiv) 2023

“Leveraging Innovativeness Towards Sustainability”

18 - 19 SEPTEMBER 2023

Proceeding Book



Editor

Ts Dr Umol Syamsyul Rakiman
Profesor Madya Dr Hazliza Haron
Madam Halimatussaadiah Iksan
Madam Nurul Fatimah Wan Ismail
Dr Wan Maisara Wan Mohamad
Dr Nawal Esa Yazid Esa

Department of Business and Management, UiTM Perak Branch

INTERNATIONAL CONFERENCE ON BUSINESS
MANAGEMENT & INNOVATION
(ICBiv) 2023

Leveraging Innovativeness towards Sustainability

Proceeding Book
(Published November 2024)

Editor

Ts Dr Umol Syamsyul Rakiman
Profesor Madya Dr Hazliza Haron
Madam Halimatussaadiyah Iksan
Madam Nurul Fatimah Wan Ismail
Dr Wan Maisara Wan Mohamad
Dr Nawal Esa Yazid Esa

© Unit Penerbitan UiTM Perak, 2024

All rights reserved. No part of this publication may be reproduced, copied, stored in any retrieval system or transmitted in any form or by any means; electronic, mechanical, photocopying, recording or otherwise; without permission on writing from the director of Unit Penerbitan UiTM Perak, Universiti Teknologi MARA, Perak Branch, 32610 Seri Iskandar Perak, Malaysia.

*Perpustakaan Negara Malaysia
No e ISBN: 978-967-2776-41-3*

Cataloguing in Publication Data

*Cover Design: Ts Dr Umol Syamsyul Rakiman
Typesetting : Ts Dr Umol Syamsyul Rakiman
Dr Wan Maisara Wan Mohamad*



Cawangan Perak
INSPIRED
 IPOH INTERNATIONAL SUMMIT ON
 PROFESSIONALISM, RESEARCH & EDUCATION

INTERNATIONAL CONFERENCE
 ON BUSINESS MANAGEMENT
 AND INNOVATION 2023

<https://icbiv2023.wixsite.com/icbiv2023>



Employee Green Behavior through the Lens of Perceived CSR for Environment

^[1]Dr. Iffat Rasool, ^[2]Dr. Fatima Ashraf

^[1]Associate Professor SZABIST University Islamabad, ^[2]Assistant Professor SZABIST University Islamabad

^[1]dr.iffat@szabist-isb.edu.pk

^[2]dr.fatima@szabist-isb.edu.pk

Abstract

Environmental CSR has become an inevitable to attain the organizational sustainability, therefore employees are encouraged to have pro environmental behavior at work as they have a key role to implement the environmental CSR initiatives. This article investigates the relations between Perceived Environmental CSR and Employee Green Behavior through the moderating effect of Green HRM in hotel industry. The data from 469 respondents of five star hotels was analyzed through SEM and AMOS software. The finding of study indicate the positive relationship between hypothesizes and results suggest that having implementation of environmental CSR by the organization have positive impact on in job green behavior of employees. While green HRM practices strengthen this relationship by hiring, training, rewarding the green behavior. If the hotel industry desires to grow it needs to involve environmental strategies through leadership and HRM collaboration.

1. Introduction

Tourism and environment are closely associated (Pennisi, L. A. 2018). The literature on tourism industry in the past has less focused on environmental disaster (Quintás, M. A et al., 2023). However the sudden eruption of COVID-19 realized the organizations to be prepared for environmental disasters. The hotel industry is considered for negative impact on the environment, due to the generated waste, high carbon dioxide emissions, and the massive consumption of resources (Manomaivibool, P., 2015). In recent, the increasing global awareness and pressure about environmental concerns is realizing organizations to focus on environmental sustainability. Therefore, the scholars and environmental practitioners are drawing the attention of business to heed the call of environmental responsibility (Katz et al., 2022). The hotel industry is an essential part of tourism industry and has a direct impact on external environment (Kasim, A., & Scarlat, C. 2007) which effect to its internal and external stakeholders' satisfaction. However, despite having international certifications hotel industry is a victim of green washing and blamed for not matching their

environmental sustainability (Chen, H., Bernard, S., & Rahman, I. 2019) and the literature of hotel industry posits less exploration of green behavior of employees (Arshad et al., 2021). Similarly, the contribution and awareness of hotel employees and managers are also needed to be involved as they lack environmental issues (Dipietro & Pennisi, 2008). This workplace-specified behavior is known as Employee Green Behavior, which plays a vital part in the environmental stability efforts taken by an organization (Ones & Dilchert, 2012) as the organizational sustainable goals can hardly be achieved without contributing to green behavior at different hierarchal levels (Ones et al 2018). These behaviors are performed in the organizational context and include energy conservation, recycling initiatives, waste disposal, etc. (Wilkerson *et al.*, 2008) and is under discussion of researchers' and practitioners since last decade (Zacher, H, 2023).

The hotel industry provides employment to over 319 million people around the world. The hotel industry leaves an enormous footprint of 21% on the environment Grosbois, (D., & Fennell, D.,2011) and with the growing operations worldwide, the hotel industry is responsible for approximately 1% carbon

emission globally (Sustainability Hospitality Alliance, March 2020). This report has further stressed the need for the hotel industry to reduce the levels of carbon emission by 90% per room by the year 2050. Similarly in 2019, International Finance Corporation (IFC) published a report “Green Buildings”, which estimated that there is an opportunity of \$ 1.5 trillion for the investors by building sustainable hotels by 2030 as these initiatives build the stakeholders’ trust. Similarly, the employees’ perception regarding their hotel’s CSR initiatives influences their attitudes, leading them to participate in green behaviors (Luu, 2021). Green HRM also help role for building Green Employee Behavior. Environmental knowledge can also be developed by organizing a green culture at the hotel premises. The green practices can be effectively communicated to the employees even during the hiring process (Ismael *et al.*, 2022). Green HRM practices are unavoidable in recent times and support employee green behavior in almost every organization. According to Gurmani *et al.* (2021) in recent the organizations also train employees before appointing them at a specific designation so that they can apply green practices at their workplace.

Since each passing day, the environmental sustainability is gaining attention globally caused by environmental change and degradation (Aguinis, H., & Glavas, A, 2012) especially in the service industry. Therefore, the hotel industry is facing an aggressive competition in this regard. They require more environmental competencies to meet the environmental challenges. There is need to investigate if CSR can impact employee green behavior (De Roeck and Farooq 2018). The organizations have realized the importance of environmental initiatives and environmental behavior. So, the foremost motivation of this study is to investigate the employee behavior for environment in the hotel industry as it is less explored in the hospitality industry (Hatipoglu *et al.*, 2019) and less addressed in developing countries especially in Pakistani (Sajjad *et al.*, 2018). Literature on CSR with employee Green Behavior has been implored by Nasir Ansari, J. A., & Irfan, S. (2023) in oil and gas, manufacturing and information technology and is suggested to investigate in hotel industry as well. Similarly Green HRM has been studied in different dimensions from green recruitment, selection, training, green employee relations and green performance management *etc.* (Cesário *et al.*, 2022). However, Impact of Green HRM as moderator between Perceived Environmental CSR and Employee Green Behavior need to be further investigated as the industry is largely less informed about the values of sustainable practices (Khan 2012)

Theoretical Background, Perceived Model and Hypotheses Development

2.1 Ability Motivation Theory

The under discussion theory deals with regard to employee motivation and improvement in performance at work. The organization that desires to grow its employees’ skills through motivation can achieve its goals effectively. As discussed earlier the global stance of organizations is getting changed due to emerging need of sustainability. Following the green HRM practices like selecting the right person, rewarding for green, green trainings for employees *etc.* and opting environmental initiatives as CSR can build proactive on job green behavior of its employees to obtain the desired level of environmental sustainability for organizational success. Further, if the employees are involved through green HRM they get more committed to environment (Saeed *et al.*, 2019).

2.2 Employee Green Behavior

As an individual the green behavior encompasses environmental friendly actions that employees perform at their work which are mostly related to their emotions and feelings. Employee Green Behavior (EGB) is a personal trait like OCB (Katz *et al.*, 2022) whereas meticulous employees are more likely found engage with ethics and organizational goals (Kim *et al.* 2017). While CSR is usually related to efforts that reduce harm to society and environment including resource conservation ,environmental protection *etc.* (De Roeck & Farooq, 2018). The literature posits that environmental CSR is a major factor developing employee emotions for green (Ahmed, M *et al.*, 2020). According to social exchange theory the individuals returns what they perceive. The hotels that advertise their green efforts get the attraction of employee having green behavior because the employees’ perception of ECSR (Afsar *et al.*, 218). The development in environmental CSR initiatives can be motivation for employee green behavior that help achieving sustainability and better organizational performance (Nasir Ansari, J. A., & Irfan, S. 2023). Therefore; it can be suggested that:

H1. Perceived Environmental CSR is positively related to the Employee Green Behavior

2.3 Green HRM and Employee Green Behavior

According to Suganthi,(2019) higher the involvement of organizations in the environmental initiatives the higher corporate image and social status. The businesses that urge to achieve environmental benefits are required to create an appropriate working condition that can help employees to incorporate the environment friendly practices at work(Kim *et*

al., 2020). Green HRM is another main factor for developing employee green behavior and motivating them for green initiatives aligned with their organizational vision (Roscoe et al., Citation2019). Shafaei *et al.*, (2020) describe Green HRM as strategic partner involved in developing and executing training and practices related to environmental CSR and it further covers green recruitment and selection, green training and appraisal based on green behavior. Employee are the main source to apply environment friendly practices (Hart and Dowell, 2011). Environmental CSR also have a positive impact on employee wellbeing and by approaching environmental CSR the organizations show their concern for employee environmental wellbeing (Khattak,et al., 2021). Taking Green HRM as a strategic tool enhances the sustainability of organization through employees' involvement and make them feel good by elevating employees' awareness and commitment for going green (Cesário et al., 2022). Further Green HRM arouses employee morale and organizational image and has impact on employee behavior (Saeed et al 2019)

H2: Green HRM moderates the relationship between Perceived Environmental CSR and Employee Green Behavior

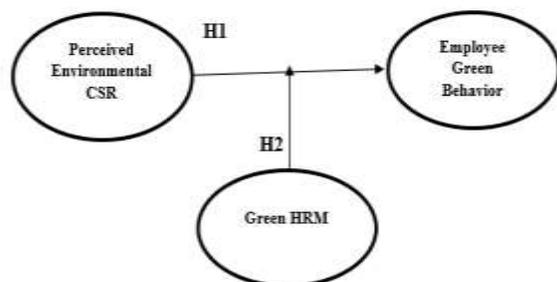


Fig1. Perceived Model

3. Methodology

3.1 Measures

The aim of research was to investigate the association between Perceived Environmental CSR and Employee Green Behavior through the moderation effect of Green HRM. The questionnaire was designed two sections. First section consisted of demographic questions whereas second section carried with five Likert scale for three variables Six item scale of Dumont et al.,(2017) was adopted to analyze the moderation of Green HRM that consists the inquiry about green selection, providing green training for knowledge and attitude development, contribution of employee green behavior for job appraisals, setting green organizational goals, rewards for green behavior and promotion based on green behavior.

Employee on Job Green Behavior was with 7 items of Safari et al., (2018) that include bringing new ideas for addressing environmental issues, taking part in environmental related activities, sharing knowledge for environmental issues, turning off office equipment to save energy, encouraging others for resource conservation at work, encouraging others for keeping environment clean at work, and encouraging reduce use of paper work was adopted as dependent variable. Perceived Environmental CSR was taken as independent variable. 3 items were adopted from Turker (2009) as Participation of organization in activities aim to protect and improve the quality of the natural, investment of organization to create a better life for the future generations and implementation of special programs that minimize its negative impact on the natural environment.

The data was collected through self-administered survey on 5 Likert scale from employees of 5 star hotels of twin city of Rawalpindi and Islamabad as they have formalized CSR and HRM system. Total 500 questionnaire were distributed 475 were returned and 469 were found valid and were kept for data analysis.

3.2 Results and Hypothesis Testing

3.2.1 Reliability test and correlation analysis

The reliability of scale items was checked through Cronbach alpha. The reliability of Employee Green Behavior was 0.76, Green HRM was of 0.69 and Perceived Environmental CSR was found 0.61. All results fall in the acceptable range of Cronbach alpha. The correlation between the variables was also found good as mention below in Table 1 .

Variables	Mean	S.D	Employee Green Behavior	Green HRM	Perceived Environmental CSR
Employee Green Behavior	3.6	.58	1		
Green HRM	3.3	.48	.677	1	
Perceived Environmental CSR	3.6	.53	.620	.548	1

Table 1. Correlation is significant at the 0.01 level (2-tailed).

3.2.2 Confirmatory Factor Analysis

The survey was analyzed on SPSS descriptive analysis of data as correlation and skewness and kurtosis. The structural equation modeling (SEM) was employed using AMOS software The hypothesis were tested on AMOS as confirmatory factor analysis (CFA) as in figure 2 and analysis of structural model as in figure 3.

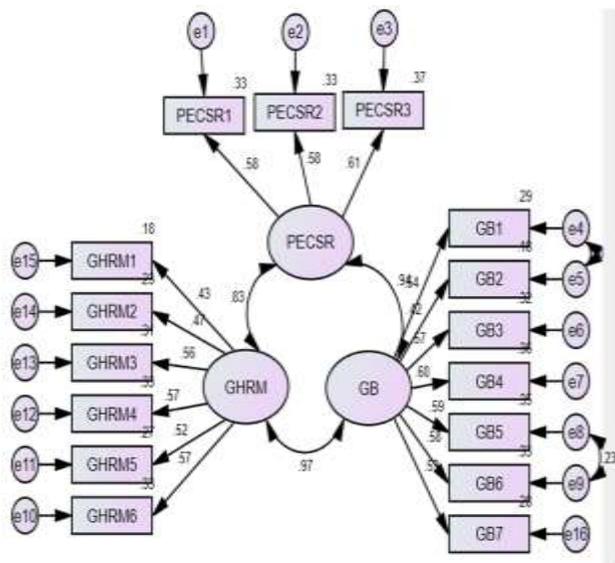


Fig 2. Confirmatory Factor Analysis

Confirmatory Factor Analysis in figure 2 depicted that item retained has factor loading FL between 0.42 to 0.61 respectively and are significantly correlated with each other. Further the model fit results are also in acceptable range i.e. CMIN/DF= 3.3, GFI= 0.92, AGFI= 0.89, CFI= 0.88, and RMSEA= 0.07 which shows the model fit acceptable.

3.2.3 Confirmatory Factor Analysis

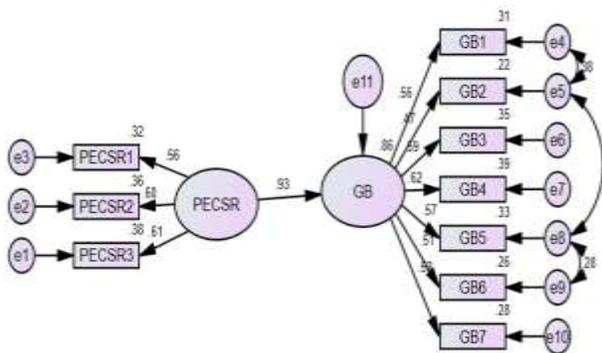


Fig 3 Structural Model for latent Variables

The results of structural model for latent variables PECSR and GB in figure 3 are also in acceptable range i.e. CMIN/DF= 2.9, GFI= 0.96, AGFI= 0.93, CFI= 0.94, and RMSEA= 0.06 which shows the model fit acceptable for the H1 Perceived Environmental CSR is positively related to the Employee Green Behavior

3.2.4 Moderation Effect

The moderation analysis was done to observe causal relationship between predictors with dependent

variables and established covariance among these three predictors. The results of Green HRM practices as moderator was having positive impact on the relationship of independent and dependent variables as shown in figure 3.

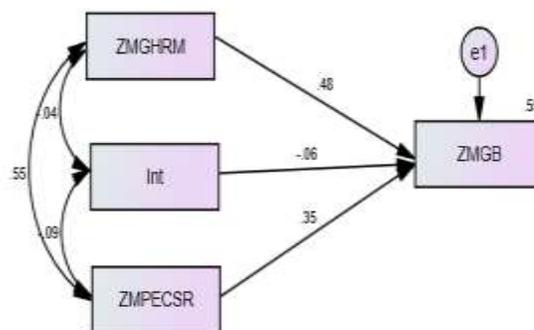


Fig 4. Moderating Effect

The results show a significant positive relationship between interaction term and Employee Green Behavior as beta value .047 P value .045.

	Estimate	S.E.	C.R.	P
ZMGB <--- ZMPECSR	.350	.037	9.414	***
ZMGB <--- ZMGHRM	.484	.037	13.074	***
ZMGB <--- Int	-.047	.023	-2.006	.045

Table 2: Regression Weights for moderation

4. Discussion

The under-discussion study was an attempt to investigate the relationship between employee-perceived environmental CSR and employee in Job Green Behavior in the hospitality industry. It is commonly observed that fewer people care about green behavior on the job in countries where the people are less trained for resource conservation. Based on the hypothesis it has been observed that perceived Environmental CSR has a positive relation with employee Green Behavior on Job as they follow the leadership. Similarly, Green HRM strengthens this relationship as well. The results clearly justify how the leadership initiatives for environmental CSR impact employee green behavior through the vision and mission for CSR. CSR for the environment is desired by the external stakeholders as organizations' operations affect society and society's desire to return

back to it through resource conservation and employee behavior in Job play a great role in the implementation of environmental CSR. Therefore it is suggested to organizations to involve green training and policies in their regular features to improve employee green behavior. The results promote the concept of micro CSR element for environment and add to the theoretical contributions environmental management through AOM theory which is less related with employee behavior. The study proposes implications for the managers of the hotel industry of Pakistan. The study aims to expand the literature on the untested constructs in the Pakistani hotel industry. The managers shall be able to make use of their position to make their employees complement their hotel's measures for environmental sustainability by participating environmental CSR. The results incorporate that how a perceived behavior is required to enhance the eco-friendly efforts of the professionals working in the hotel industry. This study contributes to the micro-CSR by observing the perception of employees for environmental CSR of the hotel industry. To sum up it is proposed that Green HRM should have unconditional support from higher management and leaders and managers need to integrate the green efforts collectively so that employees' perception for environmental CSR shall be able to contribute for employee green behavior at work.

References

- Ahmed, M., Zehou, S., Raza, S. A., Qureshi, M. A., & Yousufi, S. Q. (2020). Impact of CSR and environmental triggers on employee green behavior: The mediating effect of employee well-being. *Corporate Social Responsibility and Environmental Management*, 27(5), 2225-2239.
- Afsar, B., Cheema, S., & Javed, F. (2018). Activating employee's pro-environmental behaviors: The role of CSR, organizational identification, and environmentally specific servant leadership. *Corporate Social Responsibility and Environmental Management*, 25(5), 904-911.
- Aguinis, H., & Glavas, A. (2012). What we know and don't know about corporate social responsibility: A review and research agenda. *Journal of management*, 38(4), 932-968.
- Ahmed, M., Zehou, S., Raza, S. A., Qureshi, M. A., & Yousufi, S. Q. (2020). Impact of CSR and environmental triggers on employee green behavior: The mediating effect of employee well-being. *Corporate Social Responsibility and Environmental Management*, 27(5), 2225-2239.
- Arshad, M., Abid, G., Ahmad, J., Anjum, L., and Khan, M. M. (2021). Impact of employee job attitudes on ecological green behavior in hospitality sector. *J. Open Innov.: Technol., Market, and Complexity* 7:31.
- Business Case for Sustainable Hotels Recommendations for hotel owners and developers . *Sustainability Hospitality Alliance, March 2020*
- Boiral, O., Raineri, N., & Talbot, D. (2018). Managers' citizenship behaviors for the environment: a developmental perspective. *Journal of Business Ethics*, 149(2), 395-409.
- Cesário, F. J. S., Sabino, A., Moreira, A., & Azevedo, T. (2022). Green human resources practices and person-organization fit: The moderating role of the personal environmental commitment. *Emerging Science Journal*, 6(5), 938-951.
- Chen, H., Bernard, S., & Rahman, I. (2019). Greenwashing in hotels: A structural model of trust and behavioral intentions. *Journal of cleaner production*, 206, 326-335.
- De Roeck, K., & Farooq, O. (2018). Corporate social responsibility and ethical leadership: Investigating their interactive effect on employees' socially responsible behaviors. *Journal of Business Ethics*, 151, 923-939.
- DiPietro, R. B., & Pennisi, L. A. (2008). *Nebraska's Hospitality and Tourism Industries: An Introduction*. University of Nebraska-Lincoln Extension.
- Dumont, J., Shen, J., & Deng, X. (2017). Effects of green HRM practices on employee workplace green behavior: The role of psychological green climate and employee green values. *Human Resource Management*, 56(4), 613-627.
- Dilchert, S., & Ones, D. S. (2012). Environmental sustainability in and of organizations. *Industrial and organizational psychology*, 5(4), 503-511.
- Grosbois, D., & Fennell, D. (2011). Carbon Footprint of the Global Hotel Companies: Comparison of Methodologies and Results, *Tourism Recreation Research*, 36 (3), 231-245.
- Gurmani, J. K., Khan, N. U., Khaliq, M., Yasir, M., Obaid, A., & Sabri, N. A. A. (2021). Do environmental transformational leadership predicts organizational citizenship behavior towards environment in

- hospitality industry: using structural equation modelling approach. *Sustainability*, 13(10), 5594.
- Hart, S. L., & Dowell, G. (2011). Invited editorial: A natural-resource-based view of the firm: Fifteen years after. *Journal of management*, 37(5), 1464-1479.
- Hatipoglu, B., Ertuna, B., & Salman, D. (2019). Corporate social responsibility in tourism as a tool for sustainable development: An evaluation from a community perspective. *International Journal of Contemporary Hospitality Management*, 31(6), 2358-2375.
- Ilkhanizadeh, S., & Karatepe, O. M. (2017). An examination of the consequences of corporate social responsibility in the airline industry: Work engagement, career satisfaction, and voice behavior. *Journal of Air Transport Management*, 59, 8-17.
- Ismael, F. O., Yeşiltaş, M., & Andrea, S. R. (2022). The impact of corporate social responsibility on organisational citizenship behaviour, work engagement, and job embeddedness. In *Research Anthology on Developing Socially Responsible Businesses* (pp. 1153-1165). IGI Global.
- Katz, I. M., Rauvola, R. S., Rudolph, C. W., & Zacher, H. (2022). Employee green behavior: A meta-analysis. *Corporate Social Responsibility and Environmental Management*, 29(5), 1146-1157.
- Kasim, A., & Scarlat, C. (2007). Business environmental responsibility in the hospitality industry. *Management*, 2(1), 5-23.
- Kim, J. S., Song, H., Lee, C. K., & Lee, J. Y. (2017). The impact of four CSR dimensions on a gaming company's image and customers' revisit intentions. *International Journal of Hospitality Management*, 61, 73-81.
- Kim, W. G., McGinley, S., Choi, H. M., & Agmapisarn, C. (2020). Hotels' environmental leadership and employees' organizational citizenship behavior. *International Journal of Hospitality Management*, 87, 102375.
- Khattak, S. R., Nouman, M., Fayaz, M., Cismaş, L. M., Negruț, L., Negruț, C. V., & Salem, S. (2021). Corporate social responsibility and employee green behavior in the hospitality industry: a cross-country study. *Sustainability*, 13(19), 10534.
- Khan, M. A. S., Du, J., Anwar, F., Khan, H. S. U. D., Shahzad, F., & Qalati, S. A. (2021). Corporate social responsibility and the reciprocity between employee perception, perceived external prestige, and employees' emotional labor. *Psychology Research and Behavior Management*, 61-75.
- Manomaivibool, P. (2015). Wasteful tourism in developing economy? A present situation and sustainable scenarios. *Resources, Conservation and Recycling*, 103, 69-76.
- Nasir Ansari, J. A., & Irfan, S. (2023). Corporate social responsibility and employee engagement: the mediating role of personal environmental norms and employee green behavior. *Social Responsibility Journal*.
- Ones DS, Dilchert S, Wiernik BM, Klein RM. 2018. Environmental sustainability at work. In *The SAGE handbook of industrial, work and organizational psychology*, ed. DS Ones, N Anderson, C Viswesvaran, HK Sinangil, pp. 351-73. London, UK: Sage
- Ones, D. S., & Dilchert, S. (2012). Environmental sustainability at work: A call to action. *Industrial and Organizational Psychology*, 5(4), 444-466
- Pennisi, L. A. (2010). Greening the hospitality industry. Retrieved April, 20, 2018.
- Quintás, M. A., Martínez-Senra, A. I., & García-Pintos, A. (2023). Is the hotel industry really committed to the environment? Answering using the business models framework. *Service Business*, 17(1), 395-428.
- Roscoe, S., Subramanian, N., Jabbour, C. J., & Chong, T. (2019). Green human resource management and the enablers of green organisational culture: Enhancing a firm's environmental performance for sustainable development. *Business Strategy and the Environment*, 28(5), 737-749
- Safari, A., Salehzadeh, R., Panahi, R., & Abolghasemian, S. (2018). Multiple pathways linking environmental knowledge and awareness to employees' green behavior. *Corporate Governance: The International Journal of Business in Society*, 18(1), 81-103.
- Saeed, B. B., Afsar, B., Hafeez, S., Khan, I., Tahir, M., & Afridi, M. A. (2019). Promoting employee's proenvironmental behavior through green human resource management practices. *Corporate Social Responsibility and Environmental Management*, 26(2), 424-438
- Shafaei, A., Nejati, M., & Yusoff, Y. M. (2020). Green human resource management: A two-study

investigation of antecedents and outcomes. *International Journal of Manpower*, 41(7), 1041-1060.

Sajjad, A., Jillani, A., & Raziq, M. M. (2018). Sustainability in the Pakistani hotel industry: an empirical study. *Corporate Governance: The International Journal of Business in Society*, 18(4), 714-727.

Zacher, H., Rudolph, C. W., & Katz, I. M. (2023). Employee green behavior as the core of environmentally sustainable organizations. *Annual Review of Organizational Psychology and Organizational Behavior*, 10, 465-494.

Surat kami : 700-KPK (PRP.UP.1/20/1)

Tarikh : 20 Januari 2023

Prof. Madya Dr. Nur Hisham Ibrahim
Rektor
Universiti Teknologi MARA
Cawangan Perak



Tuan,

**PERMOHONAN KELULUSAN MEMUAT NAIK PENERBITAN UiTM CAWANGAN PERAK
MELALUI REPOSITORI INSTITUSI UiTM (IR)**

Perkara di atas adalah dirujuk.

2. Adalah dimaklumkan bahawa pihak kami ingin memohon kelulusan tuan untuk mengimbas (*digitize*) dan memuat naik semua jenis penerbitan di bawah UiTM Cawangan Perak melalui Repositori Institusi UiTM, PTAR.

3. Tujuan permohonan ini adalah bagi membolehkan akses yang lebih meluas oleh pengguna perpustakaan terhadap semua maklumat yang terkandung di dalam penerbitan melalui laman Web PTAR UiTM Cawangan Perak.

Kelulusan daripada pihak tuan dalam perkara ini amat dihargai.

Sekian, terima kasih.

“BERKHIDMAT UNTUK NEGARA”

Saya yang menjalankan amanah,

SITI BASRIYAH SHAIK BAHARUDIN
Timbalan Ketua Pustakawan

nar

Setuju.

27.1.2023

PROF. MADYA DR. NUR HISHAM IBRAHIM
REKTOR
UNIVERSITI TEKNOLOGI MARA
CAWANGAN PERAK
KAMPUS SERI ISKANDAR