Journal of Namibian Studies, 35 (2023): 29-47 ISSN: 2197-5523 (online)

Special Issue on Business and Management

A Microscopic Look Into The Occupational Stress And Quality Of Life: Insightful Study Between Blue- And White-Collar Shoe Employees Of Agra

Sunder Kala Negi

Department of Humanities & Social Sciences, National Institute of Technology Hamirpur, Himachal Pradesh, India. sunderkala.negi08@gmail.com

ABSTRACT

Employee stress in the workplace is becoming more widely acknowledged around the world as the demands of modern work life become more complicated, but there is a lack of research in the existing literature that evaluates occupational stress and quality of life among blue-collar and white-collar shoe workers in Agra. The present study examines the occupational stress among the blue-collar and white-collar shoe workers of Agra. The study was conducted among 72 white-collar and 137 blue-collar workers by using standard tools: Occupational stress Inventory and Total Quality of Life questionnaire to assess the level of Occupational stress and quality of life among the selected samples. The findings of the study reported that white-collar employees reported high workloads, work under tight deadlines, feel unsupported by needed resources, have poor social support, poor sense of role expectations, and reported conflicting demands from supervisors but experiencing less exposure to unhealthy environments as compared to their counter blue-collar shoe employees. Moreover, the result indicates that an employee's age and length of employment strengthen their ability to cope and increase their level of independence. Similarly, educated workers reported better physical health, self-care concerns, and less exposure to unhealthy

environments, but in contrast also experienced high levels of occupational stress, task overload, and role ambiguity. Furthermore, income is negatively associated with work and interpersonal stress whereas long working hours are positively associated with workers' interpersonal, social-occupational stress and exposure the harmful physical environments.

Keywords: Occupational Stress; Quality of life; White- and Blue-collar workers; Well-being; Social relationship.

Introduction

The footwear industry in India contributes significantly to employment, export earnings, and general economic growth. According to a 2018 Indian footwear industry report, India is the world's second-largest footwear manufacturer and user after China. The leather footwear business in India employs more than 1.1 million people, and it is the most important product in terms of production and export. According to the Union Minister of Commerce and Industry, GOI, the Quality Control Order (QCO) for leather and non-leather footwear would be introduced from 1 July 2023, allowing the footwear industry to focus more on quality and establish a global mark (Ministry of Commerce & Industry, 2023). Currently in India, roughly 90% of the footwear is consumed in the home market and the remaining 10% is exported to other markets. The manufacturing sector is fragmented, with 75% of production coming from the unorganized industry, which includes very small, small, and medium-sized enterprises. In India, key footwear production centers include Agra and Kanpur in Uttar Pradesh; Ranipet, Vaniyambadi, and Ambur in Tamil Nadu. The footwear industry is made up of small-scale and home-based companies, as well as big sole traders who own their own businesses.

The footwear industry of Agra has made remarkable strides and is poised to become a worldwide footwear hub, even though it has faced several challenges over the past few decades.

Foreign investment in the tourism and footwear industries is likely to be substantial in Agra (Qureshi, 2022). Times of India, 2017 reported that the city of Agra produces two lakh pairs of footwear every single day. Approximately one-quarter of the whole. Then According to a study that was published in the Times of India in 2017, it was stated that the city of Agra produces two lakh pairs of footwear every single day. Over 10 lakh people in Agra are either directly or indirectly involved in the shoe manufacturing industry. This accounts for approximately 25 percent of the city's entire population. About eighty percent of them are actively involved in the production of footwear, while the remaining twenty percent work in administration or occupations at the middle management level. Manufacturing footwear requires the completion of several steps, including measuring, constructing a last, cutting out a pattern, sewing, assembling, and finishing the product.

Since there are a lot of people working in the footwear industry for production and export. It's important to look into their working conditions. Based on differences in work environments, social class is determined by the type of job (manual or skilled), level of pay, type of pay (wage or salary), and access to resources like money, education, and land. After reviewing numerous studies on the subject, several classifications, including White, Blue, Pink, Green, Grey, and Gold, have been established (Kirkegaard & Larsen, 2011). Despite the fact that white- and blue-collar workers are more important than other types of workers, and only a few other types of collars are used in scientific research, present this paper focused solely on the two main types of white- and blue-collar jobs.

Upton Sinclair, a 1930s American author, used the phrase "white collar" to represent modern clerical, administrative, and management workers. White-collar workers are managers, administrators, and professionals. White-collar workers usually work in offices or cubicles. In contrast to manual or service employees' blue shirts, uniforms, or coveralls, most

western male office workers wore white dress shirts in the 19th and 20th centuries (White-collar worker, 2022). White-collar workers, who perform less "physically hard" but higher-paying tasks than blue-collar workers were defined by Mascull in 2002. "White collars" were office workers. Oxford American and MacMillan English dictionaries call manual workers "blue-collar workers." Blue-collar jobs include manufacturing, technical installation, mechanical, maintenance, mining, building, and other manual labour (Blue-collar worker, 2022). White-collar workers often sit at a desk or computer in an office. Blue-collar employees build and repair things.

In the era of innovation and globalization, the occupational life of both blue-collar and white-collar worker is becoming increasingly complex. Occupational stress has emerged as one of the foremost health concerns of the 21st century (Fortes, Tian & Huebner, 2020). The term "stress" is commonly used in many different contexts, including but not limited to the workplace, school, and social circles. When it comes to applied research in psychology and other social and medical disciplines, occupational stress has quickly risen to the top. Occupational stress can cause anything from mild apprehension to acute and debilitating panic. "Occupational stress"—also known as "job stress"—is when work situations cause unpleasant feelings like aggravation, concern, anxiety, and despair (Kyriacou, 2001). Occupational stress is also the feeling that you can't deliver what's anticipated (Topper, 2007).

According to one school of thought, people operate better under an optimum level of pressure, so one needs constructive pressure to maximize potential (Ismail et al., 2015; Soomro et al., 2019). Stress occurs when demands exceed a person's capacity. This spirals into depression, and stress makes it harder to handle daily duties and lowers productivity (Yunus et al., 2018; Nawaz Kalyar et al., 2019). Purnomo et al., 2021 show that employees must spend time and energy to deal with

motivational aspects related to stress, which affects work efficiency. In today's cutthroat and dangerously competitive environment, people are facing a significant amount of stress, especially related to their occupation, and they face multiple occupational stressors like role ambiguity, innovative technology, organizational alliances, tough competition, role overload, interpersonal strain, work environment, boss personality, and job challenges, etc. Stress at work has grown at an alarming rate because people must deal with a lot of job challenges at work that can easily be turned into stressors. Mosadeghrad (2013) found that inadequate compensation, inequality in the workplace, an excessive amount of work, a shortage of personnel, promotion, job insecurity, and managerial assistance all contribute to occupational stress.

Economic Survey 2021, the COVID-19 pandemic harmed lives and economies worldwide. Indian industry stalled and pandemics created new employment issues. MyHiringClub.com and Sarkari-Naukri.info found that 68% of employers have started or are considering layoffs. 73% of employers expected to slash pay, 57% said the layoffs would be temporary, and 21% indicated they would be permanent for at least two years. A study by Eggers, 2020 reveals that COVID-19, a typical emergency, has largely affected Small- and medium-sized enterprises. SMEs risk salary cuts, layoffs, and bankruptcy (Adam and Alarifi, 2021). Thus, SMEs have faced these COVID-19 pandemic pressures: Salary, promotion, and job advancement have dropped (Shimazu et al., 2020). Second, most employees worked from home, increasing family conflicts and poorer family satisfaction (Green et al., 2020; Xu et al., 2020). Finally, shifting work activities and positions have reduced workplace engagement and satisfaction (Olugbade and Karatepe, 2019; Chen and Fellenz, 2020).

Vayrynen, 2018 studied occupational group-related differences in well-being at work. The results show that blue and white-collar workers differ in organisational engagement, decision-making, and

professional development. There are various ways to enhance blue-collar jobs, therefore they should not have worse conditions than white-collar workers. According to research by Alcides, Lili, and Huebner (2020), job burnout mediated the relationship between mental health and occupational stress, revealing a negative link between job stress and both positive mental health and mild psychopathology symptoms. Optimism buffered the link between job-related pressure and burnout. Several organizational elements can add further pressure to an already stressful situation. As a result of the organization's major financial ramifications, workplace stress is a growing source of concern. Workplace stress has a variety of effects on employees and is a significant cause of employee turnover in many firms (Ongori & Agolla, 2008).

Dwilson (2017) compared blue- and white-collar health insurance. Blue-collar workers work harder. Work can cause back pain, muscle strain, and other concerns. White-collar workers sit for long hours. Sedentary lifestyles can cause heart, pancreas, back, spine, limb, and bone diseases. White-collar workers experience more stress and work longer hours, which can contribute to depression or suicide. Work-related stress is an increasing concern as it has substantial financial repercussions for the firm. Workplace stress has been shown to hurt employees' physical and mental health as well as their productivity at work, and Mensa et al.'s (2020) research show that social support can break this link.

Research by Nwaogu & Chan (2021) shows that daily job stress significantly impacts employees' emotional state, cognitive processes, interaction with family members, and coping techniques negatively. White collar and blue-collar workers were contrasted in a study by Hu, Kaplan, and Dalal (2010). This research compared the perspectives of blue-collar and white collar workers on their jobs, coworkers, managers, and salaries. Blue- and white-collar workers disagreed on coworkers, wages, and work, but not supervisors. White-collar workers have more nuanced ideas than blue-collar workers. A

billion Careers, a subsidiary of business service firm Quess Corp, said that the blue-collar job demand in India up four-fold in 2022 (Aggarwal, 2023). Zwiers (2017) found that blue-collar workers felt psychological ownership. Different research suggests managers comprehend and develop stress-management measures. Occupational stress comes in various forms depending on the level of human resources. It is essential to take this distinction into account while managing the stress caused by various organisational structure levels. The "collar" differentiation is one of these classifications. This study aims to determine whether white-collar and blue-collar shoe workers experience workplace stress differently.

JUSTIFICATION OF THE PROBLEM

Working life is becoming increasingly difficult in this age of technological advancement and rising globalization. High-stress employment is one of the most common causes contributing to bad health in the twenty-first century. Despite this, people in today's environment have developed a greater awareness of their whole health, which includes not just their physical but also their emotional and social well-being, even though governments and businesses develop rules and show a deep interest in employee incentives, wages, job stress, work schedules, health and well being. Employees in the shoe industry are thus ineligible for different sorts of social security benefits and other incentives available to their colleagues in the organized sector. This is because the shoe industry is not organized. So, this study aims to find out how job classification affects occupational stress.

AIM: -To study the occupational stress of blue and white-collar employees.

OBJECTIVE: -

- To compare the quality of life of blue-collar and white-collar employees.
- To compare the occupational stress of blue-collar and white-collar employees.

- To see the relationship between sociodemographic variables and quality of life.
- To see the relationship between sociodemographic variables and occupational stress.
- To see the intercorrelation between Quality of life and Occupational stress.

VARIABLES: -

a) Independent variable: -

Occupational Classification	Blue Collar Employees	Cutter Fitter Bottom Paster Finisher
	White Collar Employees	Designer Supervisor Staff Passing packing final passing

b) Dependent Variable: Occupational Stress and Quality of life

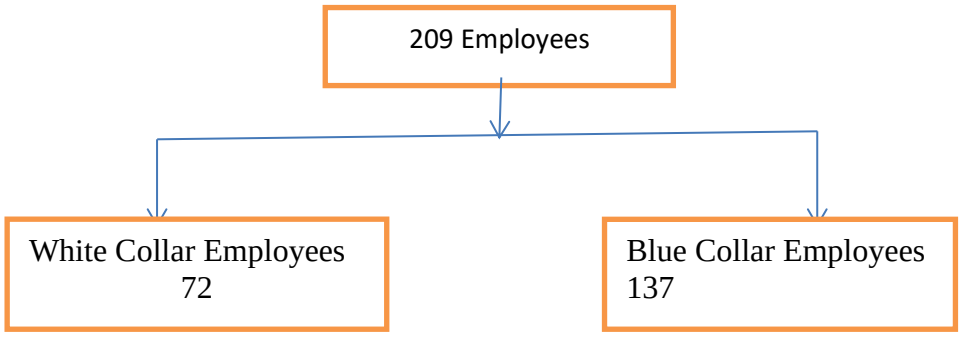
c) Control Variable:

Gender (Only males)

Economic status (4,000-20,000 per month)

Locality (Agra)

SAMPLE: -



Tools of Data Collection

WHOQOL-BREF: World health organization quality of Life (WHO, 1996) is a 26-item questionnaire that measures the quality of life across three dimensions: health (physical and psychological), social relationships, and level of independence dimension

The World Health Organization Quality of Life Questionnaire (WHO, 1996) is a 26-item instrument designed to assess well-being across three domains: health (physical and psychological), social relationships, and level of independence dimension and higher scores reflect a higher level of Quality of life in that particular area. The test-retest reliability value for this scale was 0.70, while the validity coefficients for measures of physical and psychological health, social relationships, and level of independence were 0.70, 0.73, 0.55, and 0.84, respectively.

Occupational stress Inventory: The inventory was developed by Osipow & Spokane, in 1998. . It consists of three sections: Occupational Role, Personal strain, and personal resource. In the current investigation, three subdimensions of occupational role, two subdimensions of personal strain, and two subdimensions of coping resources were used. OSI-R internal consistency coefficient alphas for the overall ORQ, PSQ, and PRQ questionnaire scores were 0.88, 0.93, and 0.89, respectively.

Result and Discussions

There was a minimum of 19 years old and a maximum of 65 years old among the respondents, and the majority of them, 72%, are considered to be in the youthful age category (M-31.4, S.D. 6.3). The vast majority of them were married (69%) and had completed elementary and middle school education (46%). Additionally, the bulk of them came from rural areas (69%). Their common monthly income was a total of 6678 rupees. The average length of time spent in a given position was 5.7 years.

It is also seen (Table I) that there were no statistically significant variances found in terms of the total Quality of life score as well as its subdimensions of Level of independence except in the case of Health (t=2.0237, p<0.5) and Social Relationship (t= 4.134, p < 0.001). Statistically, a significant difference exists in domain 6 (Occupational role ambiguity and overload) of Occupational Stress with white-collar respondents obtaining a higher mean score when compared with Blue-collar respondents (t= 2.382, p<0.05).

Table 1: t-test showing the difference between respondents on the occupational classification

Variables	Occupational Classification	N	Mean	S.D.	t
Health	Blue collar	137	15.64	6.27	2.0237*
	White collar	72	17.87	9.58	
Level of independence	Blue collar	137	14.00	6.61	1.412
	White collar	72	12.69	5.90	
Social Relationship	Blue collar	137	18.95	5.50	4.134***
	White collar	72	15.03	8.11	
Total TQOL	Blue collar	137	48.59	21.44	1.0499
	White collar	72	45.59	15.59	
Interpersonal strain	Blue collar	137	12.01	2.41	0.143
	White collar	72	12.06	3.44	
	Blue collar	137	11.06	2.98	1.036

Vocational strain	**White collar**	**72**	**11.52**	**3.18**	
Self-care	**Blue collar**	**137**	**12.01**	**1.98**	**0.436**
	White collar	**72**	**12.15**	**2.58**	
Coping	**Blue collar**	**137**	**11.36**	**2.68**	**0.062**
	White collar	**72**	**11.39**	**2.61**	
Physical Environment	**Blue collar**	**137**	**12.01**	**2.67**	**1.446**
	White collar	**72**	**11.47**	**2.27**	
Occupational role ambiguity & overload	**Blue collar**	**137**	**12.58**	**3.09**	**2.382***
	White collar	**72**	**13.57**	**2.30**	
OSI	**Blue collar**	**137**	**70.71**	**13.59**	**1.153**
	White collar	**72**	**72.16**	**10.76**	

***** p<0.001, * p<0.05**

Table-2 illustrates the results obtained concerning the relationship between the socio-demographic variables, QOL dimensions, and occupational stress of the respondents. As for the relationship between the sociodemographic variables and Quality of life score, Health is positively associated with education and negatively with the number of dependents, which indicates that shoe workers' health improved with education but declined as their number of dependents increased.

Table 2: Correlation coefficients between socio-demographic variables and subject dimensions

Variables	Age	Edu	Income	Working hours	Yrs. of working	Number of dependents
Health	**-.057**	**.13***	**.099**	**-.093**	**-.132**	**-.143***
Level of independence	**070**	**.034**	**.003**	**-.002**	**.180****	**-.023**
Social Relationship	**040**	**-.134**	**-.056**	**-.149***	**.-098**	**-.107**

Interpersonal strain	**-.049**	**-.122**	**-.195****	**.145***	**-.032**	**.090**
Vocational Strain	**-037**	**.181****	**.108**	**.123**	**-.146***	**-.028**
Self-care	**-.135**	**.191****	**.126**	**-.122**	**-.102**	**-.052**
Coping	**.14***	**.097**	**.017**	**-.120**	**.143***	**-.110**
Physical Environment	**.095**	**-.170***	**-.090**	**.184****	**.146***	**.159***
Occupational Role ambiguity & Overload	**-.091**	**.17****	**-.042**	**.090**	**-.142***	**.085**
Total OSI	**-.120**	**.19****	**-.163***	**.172***	**-.151***	**.142***

**** p<0.01, *p<0.05**

The relationship between the level of independence and working tenure is associated positively which suggests that as shoe employee tenure in an organization becomes longer, their level of independence also grows. Whereas social relationships are negatively correlated with long working hours, which suggests that long working hours at the office have a negative impact on employees' social relationships. as far as the relationship between the interpersonal strain and socioeconomic variable income is negative but positive with working hours. This indicates that as employee income increases, there is less strain on interpersonal relationships, but when the working hours go up, interpersonal strain is also increasing. Vocational strain positively correlated with education and negatively with extended job tenure. which shows that higher-educated shoe employees face more vocational strains like boredom, concentration problems, lack of enthusiasm, absenteeism, etc. On the other hand, vocational strain decreases with long job tenure in the same organization.

Further, education is also significantly correlated with self-care, which suggests that workers who have more education are more likely to engage in healthy behaviors like regular exercise,

proper sleep, being more careful about their diet, and avoiding harmful substances, etc.

Employees' rational and cognitive coping abilities appear to increase in tandem with their age and length of service to an organisation, suggesting a positive relationship between age and length of work with coping ability. The physical environment is negatively correlated with education and positively associated with working hours, working tenure, and the number of dependents which indicates that as employee education level increases, their exposure to poor physical environment decreases, while shoe employees with long working hours, long tenure, and a high number of dependents are more exposed to a poor physical environment like a high levels of noise, dust, light, humidity, heat, cold, potentially dangerous substances, bad odours, etc.

Further, it was also seen that occupational role ambiguity and overload are positively associated with education and negatively associated with years of working which suggested that educated workers feel a heavier workload, experience conflicting demands from supervisors, and work under tight deadlines. Whereas Long working tenure shoe employees feel less role uncertainty and more confidence in their ability to meet the challenges of the job. However, the overall correlation between occupational stress and education, working hours, and the number of dependents is positive, but the association between work stress and income and years worked is negative. This indicates that workers with higher education levels, longer work hours, and those with a larger number of dependents tend to experience higher levels of job-related stress but higher-earning and longer-tenured worker report less workplace stress.

Table 3: Inter-correlations matrix for subject dimensions

Variables	Health	Level of independence	Social Relationship	Total OSI
Health	**1.000**			

Level of independence	**0.603**	**1.000**		
Social Relationship	**0.752*** **	**0.541*** **	**1.000**	
Total OSI	**-0.565*** **	**-0.499*** **	**-0.490*** **	**1.000**

***** p< 0.001**

The inter-correlation matrix of all study variables is presented in Table 3. It indicates that professional stress has a negative association with health, amount of independence, and social interactions. This indicates that when shoe workers' health, level of independence, and social ties improve, their occupational stress diminishes.

Table 4: Regression analyses

Model	R	R^2	Adj. R^2	Std. Error
1	**.565**	**.319**	**.316**	**10.47**
2	**.599**	**.358**	**.352**	**10.19**

1. **Predictor: Health, 2. Predictors: Health, Level of independence**

Table 4 depicts the results of the regression analysis where Occupational Stress was considered as the dependent variable and other subject dimensions were entered as independent variables.

The findings of the regression analysis are presented in Table 4, which takes into account Occupational Stress as the dependent variable and other subject characteristics as independent variables. For the first model, the R^2 value is 0.319 which means that Health accounts for 31.9 percent of the variance in the Occupational Stress of the shoe workers. Therefore, whatever variable (in this case level of independence) enters the model in step 2 accounts for an additional (35.8-31.9) 3.9 percent in Occupational stress. The regression analyses tell us that Health has more impact on the Occupational stress of shoe workers. However, the model does not entirely explain the manifestation of occupational

stress as almost 64 percent of the variance remains unexplained and could be contributed by factors that have been not included in this study.

Conclusions

There are a minimum of 19 years old and a maximum of 65 years old among the responders, and the majority, 72%, are categorized as young (M-31.4, S.D. 6.3). The overwhelming majority were married (69%) and had finished elementary and middle school (46%). In addition, the majority of them (69%) were from rural areas. Their average monthly salary amounted to 6678 rupees. The average tenure in a particular job was 5.7 years. The findings of the study show that most of the respondents belong to the young age group, hailing from rural areas, family background engaged as an agricultural laborer, and about one-fourth of them were illiterates. Most respondents had high levels of occupational stress, independence, and social ties. While most people in the shoe industry have poor scores across the board, health and quality of life scores are particularly low in blue-collar workers. In other words, there is an inverse relationship between stress at work and rising Quality of Life scores. Total quality of life and total occupational stress mean scores of blue-collar and white-collar shoe workers did not differ significantly.

It was also found that shoe workers' health improved with education as more education shoe workers are more likely to engage in healthy behaviors like regular exercise, proper sleep, being more careful about their diet, and avoiding harmful substances, etc. and less exposure to the poor physical environment but the study also indicates that educated workers feel a heavier workload, experience conflicting demands from supervisors, work under tight deadlines, face more vocational strains like boredom, concentration problems, lack of enthusiasm, absenteeism, etc. and reported a higher level of occupational stress. Whereas shoe employee tenure in an organization becomes longer, their level of independence increases, feel more confident in their ability to meet the challenges of the job,

decreases in vocational strain, feel less role uncertainty, and employee rational and cognitive coping skills also grow but more exposed to poor physical environments like extreme noise, vibrations, heat, cold, light, toxic substances, etc.

Further Long working hours influence workers' social relationships negatively, face more strain on interpersonal relationships, reported higher levels of occupational stress, and more exposure to poor physical environment factors. while shoe employees with a high number of dependents face a higher level of occupational stress and reported more exposure to a poor physical environment. Whereas high salary employees face less strain on interpersonal relationships. A regression analysis shows that health has a large impact on occupational stress. The results provide avenues for future intervention when dealing with shoe workers, utilizing the most effective psychotherapy methods. Counseling and group therapy are two of the methods that can be used by professionals to assist shoe workers in coping more effectively with the interpersonal and occupational strain that they experience, as well as improving their physical and mental health, thereby enhancing their ability to cope with occupational stress.

Statements and Declarations

Conflict of interest: The author has no conflict of interest to declare that is relevant to the content of the article.

Ethical Standards: There was no ethics committee, approval was taken from the HSS Department, NIT Hamirpur.

Acknowledgment: I would like to give my sincere thanks to all the participants of the study.

Funding: Not applicable

References

Adam, N. A., & Alarifi, G. (2021). Innovation practices for survival of small and medium enterprises (SMEs) in the COVID-19 times: the role of external support. J. Innov. Entrepreneursh. 10, 1–22. doi: 10.1186/s13731-021-00156-6

Aggarwal, R. (2023, January 6). Blue and grey-collar job demand in India up four-fold in 2022. Business Standard, New Delhi. https://www.business-standard.com/article/current-affairs/blue-and-grey-collar-job-demand-in-india-up-threefold-in-2022-report-123010600339_1.html

Alcides, f., & Lili, T., & Huebner, E. (2020). Occupational Stress and Employees Complete Mental Health: A Cross-Cultural Empirical Study. International Journal of Environmental Research and Public Health. 17. 3629. 10.3390/ijerph17103629.

Beheshtifar, M., & Nazarian, R. (2013): Role of occupational stress in organisations. Interdisciplinary Journal of Contemporary Research in Business, 4(9) pp: 648-657.

Blue-collar worker. (2022, Nov 28). In Wikipedia. https://en.wikipedia.org/wiki/Blue-collar_worker

Chen, I. S., & Fellenz, M. R. (2020). Personal resources and personal demands for work engagement: Evidence from employees in the service industry. Int. J. Hosp. Manage. 90, 102600. doi: 10.1016/j.ijhm.2020.102600

Dwilson, S. (2017). Health Care Coverage for Blue-collar vs. White-collar Employees. October 16, 2017.

Fortes,A.M., Tian, L., & Huebner, E.S. (2020). Occupational Stress and Employees Complete Mental Health: A Cross-Cultural Empirical Study. International Journal Encironment research Public Health17(10): 3629. doi: 10.3390/ijerph17103629

Green, N., Tappin, D., and Bentley, T. (2020). Working from home before, during and after the Covid-19 pandemic: implications for workers and organisations. N. Z. J. Employ. Relat. 45, 5–16. doi: 10.24135/nzjer.v45i2.19

Henery Ongori & Joseph Evans Agolla (2008). Occupational stress in organizations and its effects on organizational performance. Journal of Management Research 123-135, vol-8.
https://www.researchgate.net/publication/288845360

Hu, X., Kaplan, S., & Dalal, R. S. (2010). An examination of blue-versus white-collar workers' conceptualizations of job satisfaction facets. Journal of Vocational Behavior, 76(2), 317-325.

Ismail, A., Saudin, N., Ismail, Y., Samah, A. J. A., Bakar, R. A., Aminudin, N. N., et al. (2015). Effect of workplace stress on job performance. Econ. Rev. J. Econ. Bus. 13, 45–57

Ismail A., Saudin N., Ismail Y., Samah A. J. A., Bakar R. A., Aminudin N. N., et al.. (2015). Effect of workplace stress on job performance. Econ. Rev. J. Econ. Bus. 13, 45–57. [Google Scholar]

Kirkegaard, l., & Larsen, K. (2011). Motivation of blue and white collar employees. Aarhus School of Business and Social Sciences.

Krokoff, L., John, M., Gottman, J.M., & Roy, A.K. (1988). Blue-collar and white-collar marital interaction and communication orientation. Journal of Social and Personal Relationship, 5(2). 110-115.

Kyriacou, C. (2001). Teacher Stress: Directions for Future Research. Educational Review, 53, 27-35. http://dx.doi.org/10.1080/00131910120033628

Lucas, K. & Buzzanell, P.M. 2004. Blue-collar work, career, and success: occupational narratives ofSisu, Journal of Applied Communication Research, 32:4, 273 292.

Manage. Bus. 6, 114–129. doi: 10.30537/sijmb.v6i2.327

Mensah, A. Job Stress and Mental Well-Being among Working Men and Women in Europe: The Mediating Role of Social Support. Int. J. Environ. Res. Public Health 2021, 18, 2494. https://doi.org/10.3390/ijerph18052494

Mensah, A. Job Stress and Mental Well-Being among Working Men and Women in Europe: The Mediating Role of Social Support. Int. J. Environ. Res. Public Health 2021, 18, 2494. https://doi.org/10.3390/ijerph18052494

Ministry of Commerce & Industry (2023, January 20). PIB, Government of India, New Delhi. Retrieved from https://pib.gov.in/PressReleaseIframePage.aspx?PRID=1892595

Mosadeghrad, A. M. (2013): Occupational stress and turnover intention: Implications for nursing management, International Journal of Health Policy and Management, 1(2), pp: 169-176.

Nawaz Kalyar, M., Shafique, I., and Ahmad, B. (2019). Job stress and performance nexus in tourism industry: a moderation analysis. Tour. Int. Interdiscip. J. 67, 6–21.

Nwaogu, J. M., & Chan, A. P. (2021). Work-related stress, psychophysiological strain, and recovery among on-site construction personnel. Automation in Construction, 125, 103629.

Olugbade, O. A., and Karatepe, O. M. (2019). Stressors, work engagement and their effects on hotel employee outcomes. Serv. Indus. J. 39, 279–298. doi: 10.1080/02642069.2018.1520842

Ongori, H., & Agolla, J.E. (2008). Occupational stress in organizations and its effects on organizational performance. Journal of Management Research 123-135, vol-8.
https://www.researchgate.net/publication/288845360
Purnomo, K. S. H., Lustono, L., and Tatik, Y. (2021). The effect of role conflict, role ambiguity and job stress on employee performance. Econ. Educ. Anal. J. 10, 532–542. doi: 10.15294/eeaj.v10i3.50793
Qureshi, S. (2022, October 21). Agra on track to become major global footwear hub. India Today. Retrieved from https://www.indiatoday.in/cities/agra/story/agra-set-become-major-global-footwear-hub-2287965-2022-10-21
Raaj, V., Sahshi Kant Prasad, Anton Pieper (2016). Walk a Mile in Their Shoes. Workers' Rights Violations in the Indian Leather and Footwear Industry.
Shimazu, A., Nakata, A., Nagata, T., Arakawa, Y., Kuroda, S., Inamizu, N., et al. (2020). PsychoSoc. impact of COVID-19 for general workers. J. Occup. Health. 62, e12132. doi: 10.1002/1348-9585.12132
Soomro M. A., Memon M. S., Bukhari N. S. (2019). Impact of stress on employees performance in public sector Universities of Sindh. Sukkur IBA J. Manage. Bus. 6, 114–129. 10.30537/sijmb.v6i2.327
Topper, E. F. (2007). Stress in the library workplace. New Library World, 108(11/12), 561-564. University of Melbourne. DOI: 10.1108/03074800710838290
Vayrynen, S.T. (2018). Exploring Blue- and White-Collar Employees' Well-Being at Work System: Differences in Indicators of Physical and Psychosocial Conditions of Occupational Groups.
White-collar worker. (2022, Nov 28). In Wikipedia. https://en.wikipedia.org/wiki/White-collar_worker10.4018/IJSKD.2018040102.
Xu, S., Wang, Y. C., Ma, E., and Wang, R. (2020). Hotel employees' fun climate at work: effects on work-family conflict and employee deep acting through a collectivistic perspective. Int. J. Hosp. Manage. 91, 102666. doi: 10.1016/j.ijhm.2020.102666
Yunus, N. H., Mansor, N., Hassan, C. N., Zainuddin, A., and Demong, N. A. R. (2018). The role of supervisor in the relationship between job stress and job performance. Int. J. Acad. Res. Bus. Soc. Sci. 8, 1962–1970. doi: 10.6007/IJARBSS/v8-i11/5560
Zwiers, P. (2017). The feelings of ownership amongst blue-collar workers: AN EthnographY. Master Thesis. Faculty of Behavioral, Management and Social Sciences: University Of Twente.