

A BREACH AT THE LINE OF CLEANLINESS: UNDERSTANDING THE
INFLUENCE OF DIRTY WORKERS' IDENTITY CHARACTERISTICS ON THEIR WORK
AND NON-WORK LIVES



A THESIS
SUBMITTED IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE
FELLOW PROGRAMME IN MANAGEMENT
INDIAN INSTITUTE OF MANAGEMENT INDORE

BY

Divya Tyagi (2017FPM06)

October 2022

Thesis Advisory Committee

Prof. Sushanta Kumar Mishra [Chairman]

Prof. Himanshu Rai [Member]

Prof. Aditya Billiore [Member]

Prof. Gunjan Tomer [Member]

ABSTRACT

The term dirty work was pioneered by the American sociologist Everett Hughes (Hughes, 1951) to describe roles, tasks, or occupations that are seen as disgusting, demeaning, or distasteful due to their association with physical, moral, or social taints (Ashforth & Kreiner, 1999). Society denounces not only this work but also the individuals who perform the dirty work. These individuals are seen to personify dirty work's negative qualities and are labeled dirty workers (Hughes, 1962). Over the years, the scholarly interest in understanding different facets of dirty work has grown (Simpson & Simpson, 2018). Scholars have tried to uncover the features of dirty occupations, highlight the challenges faced by dirty workers, and explicate the strategies they utilize to manage the taint due to their work (Ashforth & Kreiner, 2014a; Simpson & Simpson, 2018). These studies assume that dirty work is an occupational-level threat (see Ashforth & Kreiner, 1999). Consequently, dirty workers collectively perceive, experience, and respond to this threat. As a result, dirty work's embodied aspects, including how the differences in the meanings ascribed to the dirty workers' bodies influence how they encounter their work, have been overlooked (Ashforth & Kreiner, 2014b; Simpson & Simpson, 2018). In our qualitative study, we attempt to fill this void by exploring the influence caste dynamics on dirty workers' perceptions, and work experiences. Based on the grounded theory approach, we interviewed 55 dirty workers.

A key observation from our qualitative study is that workers have distinct beliefs regarding the extent to which they consider a dirty occupation to be "theirs" versus "others," and these beliefs, in turn, guide their choice of strategy for navigating the stigmatization surrounding them and their work. So, the question arises what other aspects of these workers lives are influenced by the level of acceptance that they demonstrate for their work. In the quantitative study, we address this question by examining the impact of these beliefs on other work and non-work-related aspects

of dirty workers' lives. In particular, we draw upon relative deprivation theory (Crosby, 1976; Feldman et al., 2002) and propose that caste-based deprivation impacts workers' occupational disidentification, life satisfaction, and reluctance to discuss work. Moreover, we posit workers' job dissatisfaction mediates these direct relationships. We further investigate if the relationship between caste-based deprivation and job dissatisfaction varies with gender. To test our hypothesized model, we have conducted three time-lagged studies ($N_{Study2a}=190$; $N_{Study2b}=249$; $N_{Study2c}=288$) with the cleaning and sanitation workers from three different organizations situated in two different locations. In general, the results from the quantitative study lend support to the proposed relationships. The results from our qualitative and quantitative studies have significant implications for theory and practice.

Keywords: dirty work, identity characteristics, caste, gender, relative deprivation theory.

TABLE OF CONTENTS

ABSTRACT	2
TABLE OF CONTENTS.....	4
ACKNOWLEDGMENT.....	7
CHAPTER 1: INTRODUCTION	10
1.1 RESEARCH MOTIVATION AND OBJECTIVES	10
1.2 RESEARCH CONTRIBUTIONS.....	11
1.3 OUTLINE	12
CHAPTER 2: LITERATURE REVIEW	14
2.1 DIRTY WORK AND DIRTY WORKERS	14
2.2 DIRTY WORKERS' RESPONSE TO STIGMA OF THEIR WORK	15
2.3 DIRTY WORK AND WORKERS' IDENTITY CHARACTERISTICS	19
2.4 CASTE AND DIRTY WORK	21
CHAPTER 3: EXPLORING THE ROLE OF CASTE IN DIRTY WORKERS' EXPERIENCE OF AND RESPONSE TO THE STIGMA: A QUALITATIVE STUDY	25
3.1 RESEARCH OBJECTIVES.....	25
3.2 RESEARCH DESIGN.....	26
3.2.1 <i>Research Context</i>	27
3.2.2 <i>Data Collection</i>	28
3.2.3 <i>Researcher Positionality</i>	29
3.2.4 <i>Data Analysis</i>	30
3.2.5 <i>Trustworthiness</i>	32
3.3 FINDINGS	33
3.3.1 <i>Reasons for joining a dirty occupation</i>	33
3.3.2 <i>Reasons for not leaving a dirty occupation</i>	35
3.3.3 <i>Influence of caste on workers' level of acceptance of cleaning and sanitation work.</i> ..	39
3.3.4 <i>Influence of caste on the level of backlash experienced by the workers</i>	40
3.3.5 <i>Influence of caste on workers' response to the stigma</i>	43
3.3.6 <i>Additional Observations: The role of gender</i>	48
3.4 DISCUSSION	50
CHAPTER 4: DEVELOPMENT OF A QUANTITATIVE RESEARCH MODEL.....	54
4.1 THEORETICAL BACKGROUND – RELATIVE DEPRIVATION THEORY	54
4.2 HYPOTHESES DEVELOPMENT	56
4.2.1 <i>Caste-based deprivation and Occupational Disidentification</i>	56
4.2.2 <i>Caste-based deprivation and Life Satisfaction</i>	58
4.2.3 <i>Caste-based deprivation and Reluctance to Discuss Work</i>	60
4.2.4 <i>The mediating role of job dissatisfaction</i>	61
4.2.5 <i>The moderation effect of gender</i>	65
CHAPTER 5: INSTRUMENT SELECTION, TRANSLATION, AND VALIDATION	67
5.1 TARGET OCCUPATION AND INSTRUMENTS SELECTION.....	67

<i>5.1.1 Caste-based deprivation</i>	68
<i>5.1.3 Life Satisfaction</i>	70
<i>5.1.4 Reluctance to Discuss Work</i>	71
<i>5.1.5 Job Dissatisfaction</i>	72
<i>5.1.7 Gender</i>	72
<i>5.1.8 Control Variables</i>	72
5.2 SURVEY PREPARATION.....	74
<i>5.2.1 Questionnaire Translation</i>	75
<i>5.2.2 Pre-test</i>	76
<i>5.2.3 Pilot Study</i>	77
CHAPTER-6: DATA COLLECTION, ANALYSIS AND RESULTS (STUDY-2(A))	79
6.1 DATA COLLECTION: SAMPLE AND PROCEDURE	79
6.2 COMMON METHOD VARIANCE.....	82
<i>6.2.1 Temporal separation between independent and dependent variables</i>	82
<i>6.2.2 Improving scale items to eliminate ambiguity</i>	83
<i>6.2.3 Providing appropriate instructions</i>	84
<i>6.2.4 Balancing positively and negatively worded items</i>	84
<i>6.2.5 Harman's single factor test</i>	84
<i>6.3.1 Normality</i>	84
<i>6.3.2 Linearity</i>	85
<i>6.3.3 Homoscedasticity</i>	85
6.4 ANALYSIS AND RESULTS.....	86
<i>6.4.1 Confirmatory Factor Analysis</i>	86
<i>6.4.3 Descriptive Statistics</i>	90
CHAPTER-7: DATA COLLECTION, ANALYSIS AND RESULTS (STUDY-2(B))	103
7.1 DATA COLLECTION: SAMPLE AND PROCEDURE	103
7.2 COMMON METHOD VARIANCE.....	105
<i>7.2.1 Harman's single factor test</i>	105
<i>7.3.1 Normality</i>	106
<i>7.3.2 Linearity</i>	107
<i>7.3.3 Homoscedasticity</i>	107
7.4 ANALYSIS AND RESULTS.....	107
<i>7.4.1 Confirmatory Factor Analysis</i>	107
<i>7.4.3 Descriptive Statistics</i>	111
<i>7.4.4 Hypotheses Testing</i>	113
CHAPTER-8: DATA COLLECTION, ANALYSIS AND RESULTS (STUDY-2(C))	125
8.1 DATA COLLECTION: SAMPLE AND PROCEDURE	125
8.2 COMMON METHOD VARIANCE.....	126
<i>8.2.1 Harman's single factor test</i>	126
<i>8.3.1 Normality</i>	127
<i>8.3.2 Linearity</i>	127
<i>8.3.3 Homoscedasticity</i>	127
8.4 ANALYSIS AND RESULTS.....	128
<i>8.4.1 Confirmatory Factor Analysis</i>	128

<i>8.4.3 Descriptive Statistics</i>	131
<i>8.4.4 Hypotheses Testing</i>	133
CHAPTER-9: ADDITIONAL ANALYSIS	145
<i>9.1.1 Descriptive Statistics</i>	145
<i>9.1.2 Hypotheses Testing</i>	147
CHAPTER 10: DISCUSSION, IMPLICATIONS, AND LIMITATIONS.....	158
10.1 DISCUSSION	158
10.2 IMPLICATIONS	162
10.3. LIMITATIONS AND AVENUES FOR FUTURE RESEARCH.....	166
REFERENCES	169
APPENDICES	182

REFERENCES

- Aguinis, H., & Vandenberg, R. J. (2014). An Ounce of Prevention Is Worth a Pound of Cure: Improving Research Quality before Data Collection. *Annual Review of Organizational Psychology and Organizational Behavior*, 1, 569–595. <https://doi.org/10.1146/annurev-orgpsych-031413-091231>
- Albashiti, B., Hamid, Z., & Aboramadan, M. (2021). Fire in the belly: the impact of despotic leadership on employees work-related outcomes in the hospitality setting. *International Journal of Contemporary Hospitality Management*, 33(10), 3564–3584. <https://doi.org/10.1108/IJCHM-03-2021-0394>
- Ambedkar, B. R. (1944). *Annihilation of caste with a reply to Mahatma Gandhi*. YB Ambedkar, Bombay.
- Anastasi, A., & Urbina, S. (1997). *Psychological testing*. Prentice Hall/Pearson Education.
- Andel, S. A., Pindek, S., & Spector, P. E. (2019). When antecedent becomes consequent: An examination of the temporal order of job dissatisfaction and verbal aggression exposure in a longitudinal study. *Work and Stress*, 33(4), 334–350. <https://doi.org/10.1080/02678373.2018.1509245>
- Arvan, M. L., Pindek, S., Andel, S. A., & Spector, P. E. (2019a). Too good for your job? Disentangling the relationships between objective overqualification, perceived overqualification, and job dissatisfaction. *Journal of Vocational Behavior*, 115. <https://doi.org/10.1016/j.jvb.2019.103323>
- Arvan, M. L., Pindek, S., Andel, S. A., & Spector, P. E. (2019b). Too good for your job? Disentangling the relationships between objective overqualification, perceived overqualification, and job dissatisfaction. *Journal of Vocational Behavior*, 115. <https://doi.org/10.1016/j.jvb.2019.103323>
- Ashforth, B. E., Joshi, M., Anand, V., & O'Leary-Kelly, A. M. (2013). Extending the expanded model of organizational identification to occupations. *Journal of Applied Social Psychology*, 43(12), 2426–2448. <https://doi.org/10.1111/jasp.12190>
- Ashforth, B. E., & Kreiner, G. E. (1999). "How can you do it?": Dirty work and the challenge of constructing a positive identity. *Academy of Management Review*, 24(3), 413–434. <https://doi.org/10.5465/AMR.1999.2202129>
- Ashforth, B. E., & Kreiner, G. E. (2014a). Dirty Work and Dirtier Work: Differences in Countering Physical, Social, and Moral Stigma. *Management and Organization Review*, 10(1), 81–108. <https://doi.org/10.1111/more.12044>
- Ashforth, B. E., & Kreiner, G. E. (2014b). Contextualizing dirty work: The neglected role of cultural, historical, and demographic context. *Journal of Management and Organization*, 20(4), 423–440. <https://doi.org/10.1017/jmo.2014.38>
- Ashforth, B. E., Kreiner, G. E., Clark, M. A., & Fugate, M. (2007). Normalizing Dirty Work: Managerial Tactics for Countering Occupational Taint. *Source: The Academy of Management Journal*, 50(1), 149–174.
- Ashforth, B. E., Kreiner, G. E., Clark, M. A., & Fugate, M. (2017). Congruence work in stigmatized occupations: A managerial lens on employee fit with dirty work. *Journal of Organizational Behavior*, 38(8), 1260–1279. <https://doi.org/10.1002/job.2201>
- Azeem, M. U., Bajwa, S. U., Shahzad, K., & Aslam, H. (2020). Psychological contract violation and turnover intention: the role of job dissatisfaction and work disengagement. *Employee Relations*, 42(6), 1291–1308. <https://doi.org/10.1108/ER-09-2019-0372>

- Baer, L., Eitzen, D. S., Duprey, C., Thompson, N. J., & Cole, C. (1976). The consequences of objective and subjective status inconsistency. *The Sociological Quarterly*, 17(3), 389–400.
- Bagozzi, R. P., & Yi, Y. (1991). Multitrait-Multimethod Matrices in Consumer Research. *Journal of Consumer Research*, 17(4), 426–439. <https://doi.org/10.1086/208568>
- Bakker, A. B., & Bal, P. M. (2010). Weekly work engagement and performance: A study among starting teachers. *Journal of Occupational and Organizational Psychology*, 83(1), 189–206. <https://doi.org/10.1348/096317909X402596>
- Bapuji, H., & Chrispal, S. (2020). Understanding Economic Inequality Through the Lens of Caste. *Journal of Business Ethics*, 162(3), 533–551. <https://doi.org/10.1007/s10551-018-3998-8>
- Bapuji, H., Patel, C., Ertug, G., & Allen, D. G. (2020). Corona Crisis and Inequality: Why Management Research Needs a Societal Turn. In *Journal of Management* (Vol. 46, Issue 7, pp. 1205–1222). SAGE Publications Inc. <https://doi.org/10.1177/0149206320925881>
- Baran, B. E., Rogelberg, S. G., & Clausen, T. (2016). Routinized killing of animals: Going beyond dirty work and prestige to understand the well-being of slaughterhouse workers. *Organization*, 23(3), 351–369. <https://doi.org/10.1177/1350508416629456>
- Baran, B. E., Rogelberg, S. G., Lopina, E. C., Allen, J. A., Spitzmüller, C., & Bergman, M. (2012). Shouldering a silent burden: The toll of dirty tasks. *Human Relations*, 65(5), 597–626. <https://doi.org/10.1177/0018726712438063>
- Bartram, D. (2021). Age and Life Satisfaction: Getting Control Variables under Control. *Sociology*, 55(2), 421–437. <https://doi.org/10.1177/0038038520926871>
- Boroohah, V. K., Dubey, A., & Iyer, S. (2007). The Effectiveness of Jobs Reservation: Caste, Religion and Economic Status in India. *Development and Change*, 38(3), 423–445.
- Bosmans, K., Mousaid, S., de Cuyper, N., Hardonk, S., Louckx, F., & Vanroelen, C. (2016). Dirty work, dirty worker? Stigmatisation and coping strategies among domestic workers. *Journal of Vocational Behavior*, 92, 54–67. <https://doi.org/10.1016/j.jvb.2015.11.008>
- Boswell, W. R., Shipp, A. J., Payne, S. C., & Culbertson, S. S. (2009). Changes in Newcomer Job Satisfaction Over Time: Examining the Pattern of Honeymoons and Hangovers. *Journal of Applied Psychology*, 94(4), 844–858. <https://doi.org/10.1037/a0014975>
- Bowling, A. (2005). Mode of questionnaire administration can have serious effects on data quality. *Journal of Public Health*, 27(3), 281–291. <https://doi.org/10.1093/pubmed/fdi031>
- Bowling, N. A., Eschleman, K. J., & Wang, Q. (2010). A meta-analytic examination of the relationship between job satisfaction and subjective well-being. *Journal of Occupational and Organizational Psychology*, 83(4), 915–934. <https://doi.org/https://doi.org/10.1348/096317909X478557>
- Bowling, N. A., & Hammond, G. D. (2008). A meta-analytic examination of the construct validity of the Michigan Organizational Assessment Questionnaire Job Satisfaction Subscale. *Journal of Vocational Behavior*, 73(1), 63–77. <https://doi.org/10.1016/j.jvb.2008.01.004>
- Brand, S., Beck, J., Hatzinger, M., Harbaugh, A., Ruch, W., & Holsboer-Trachsler, E. (2010). Associations between satisfaction with life, burnout-related emotional and physical exhaustion, and sleep complaints. *The World Journal of Biological Psychiatry*, 11(5), 744–754. <https://doi.org/10.3109/15622971003624205>
- Brewis, J., & Wray-Bliss, E. (2008). Re-Searching Ethics: Towards a More Reflexive Critical Management Studies. *Organization Studies*, 29(12), 1521–1540.

- Brislin, R. W. (1970). Back-translation for cross-cultural research. *Journal of Cross-Cultural Psychology*, 1(3), 185–216.
- Britton, D. (1997). Gendered organizational logic: Policy and practice in men's and women's prisons. *Gender and Society*, 11(6), 796–818.
- Bunderson, J. S., & Thompson, J. A. (2009). Zookeepers. *Administrative Science Quarterly*, 54, 32–57.
- Byron, K., & Peterson, S. (2002). The impact of a large-scale traumatic event on individual and organizational outcomes: Exploring employee and company reactions to September 11, 2001. *Journal of Organizational Behavior*, 23(8), 895–910. <https://doi.org/10.1002/job.176>
- Cahill, S. E. (1999). The boundaries of professionalization: The case of North American funeral direction. *Symbolic Interaction*, 22(2), 105–119.
- Callan, M. J., Kim, H., & Matthews, W. J. (2015). Age differences in social comparison tendency and personal relative deprivation. *Personality and Individual Differences*, 87, 196–199. [https://doi.org/https://doi.org/10.1016/j.paid.2015.08.003](https://doi.org/10.1016/j.paid.2015.08.003)
- Callan, M. J., Shead, N. W., & Olson, J. M. (2011). Personal relative deprivation, delay discounting, and gambling. *Journal of Personality and Social Psychology*, 101(5), 955–973. <https://doi.org/10.1037/a0024778>
- Cammann, C., Fichman, M., Jenkins, D., & Klesh, J. (1979). *The Michigan Organizational Assessment Questionnaire*. University of Michigan.
- Cammann, C., Fichman, M., Jenkins, G. D., & Klesh, J. (1983). Michigan Organizational Assessment Questionnaire. In S. E. Seashore, E. E. Lawler, P. H. Mirvis, & C. Cammann (Eds.), *Assessing organizational change: A guide to methods, measures, and practices* (pp. 71–138). Wiley-Interscience.
- Cassell, C., & Bishop, V. (2014). Metaphors and sensemaking: understanding the taint associated with dirty work. *Qualitative Research in Organizations and Management: An International Journal*, 9(3), 254–269. <https://doi.org/10.1108/QROM-12-2012-1123>
- Chalam, K. S. (2007). *Caste-Based Reservations and Human Development in India*. SAGE Publications India.
- Charmaz, K. (2008). Grounded theory as an emergent method. In S. N. Hesse-Biber & P. Leavy (Eds.), *Handbook of emergent methods* (pp. 155–170). Guilford Press.
- Chauhan, C. P. S. (2008). Education and caste in India. *Asia Pacific Journal of Education*, 28(3), 217–234.
- Chida, Y., & Steptoe, A. (2008). Positive Psychological Well-Being and Mortality: A Quantitative Review of Prospective Observational Studies. *Psychosomatic Medicine*, 70(7). https://journals.lww.com/psychosomaticmedicine/Fulltext/2008/09000/Positive_Psychological_Well_Being_and_Mortality_A.1.aspx
- Chrispal, S., Bapuji, H., & Zietsma, C. (2021). Caste and organization studies: Our silence makes us complicit. *Organization Studies*, 42(9), 1501–1515.
- Corbin, J. M., & Strauss, A. (1990). Grounded theory research: Procedures, canons, and evaluative criteria. *Qualitative Sociology*, 13, 3–21.
- Crosby, F. (1976). A Model of Egoistical Relative Deprivation. *Psychological Review*, 83(2), 85–113.
- Crosby, F. (1984). Relative deprivation in organizational settings. In B. M. Staw & L. L. Cummings (Eds.), *Research in organizational behavior* (Vol. 6, pp. 51–93). JAI Press.
- Crowne, D. P., & Marlowe, D. (1960). A new scale of social desirability independent of psychopathology. *Journal Of Consulting Psychology*, 24(4), 349–354.

- Darvishmotevali, M., & Ali, F. (2020). Job insecurity, subjective well-being and job performance: The moderating role of psychological capital. *International Journal of Hospitality Management*, 87. <https://doi.org/10.1016/j.ijhm.2020.102462>
- de Clercq, D., Haq, I. U., & Azeem, M. U. (2020). When does job dissatisfaction lead to deviant behaviour? The critical roles of abusive supervision and adaptive humour. *Australian Journal of Management*, 45(2), 294–316. <https://doi.org/10.1177/0312896219877679>
- Decoster, J. (1998). *Overview of Factor Analysis*. <http://www.stat-help.com>
- Deshpande, M. S. (2010). *History of the Indian Caste System and Its Impact on India Today*. California Polytechnic State University.
- Deshpande, R., & Palshikar, S. (2008). Occupational mobility: How much does caste matter? *Economic and Political Weekly*, 61–70.
- Dick, P. (2005). Dirty work designations: How police officers account for their use of coercive force. *Human Relations*, 58(11), 1363–1390. <https://doi.org/10.1177/0018726705060242>
- Dickson, P., Mas, E. M., van Solt, M., Garcia-Collart, T., & Tanenbaum, J. L. (2022). The effect of trust in management on salespeople's selling orientation. *Marketing Letters*, 33(3), 381–397. <https://doi.org/10.1007/s11002-021-09612-5>
- Diener, E. (1984). Subjective well-being. *Psychological Bulletin*, 95(3), 542–575.
- Diener, E., Emmons, R. A., Sem, R. J. L., & Griffin, S. (1985). The Satisfaction With Life Scale. *Journal of Personality Assessment*, 49(1), 71–75.
- Dirks, N. (2002). *Castes of Mind: Colonialism and the Making of Modern India*. Princeton University Press.
- Dobrow Riza, S., Ganzach, Y., & Liu, Y. (2018). Time and Job Satisfaction: A Longitudinal Study of the Differential Roles of Age and Tenure. *Journal of Management*, 44(7), 2558–2579. <https://doi.org/10.1177/0149206315624962>
- Douglas, M. (2002). *Purity and danger: An analysis of concepts of pollution and taboo*. . Massachusetts Institute of Technology.
- Dubin, R., & Champoux, J. E. (1977). Central life interests and job satisfaction. *Organizational Behavior and Human Performance*, 18(2), 366–377. [https://doi.org/https://doi.org/10.1016/0030-5073\(77\)90036-8](https://doi.org/https://doi.org/10.1016/0030-5073(77)90036-8)
- Duffy, M. (2007). Doing the dirty work: Gender, race, and reproductive labor in historical perspective. *Gender and Society*, 21(3), 313–336. <https://doi.org/10.1177/0891243207300764>
- Dushkin, L. (1967). Scheduled Caste Policy in India: History, Problems, Prospects. In *Source: Asian Survey* (Vol. 7, Issue 9).
- Dutton, J. E., Debebe, G., & Wrzesniewski, A. (1996). The revaluing of devalued work: The importance of relationships for hospital cleaning staff. *Paper Presented at Annual Meeting of the Academy of Management*.
- Elsbach, K. D. (1999). An Expanded Model of Organizational Identification. In R. I. Sutton & B. M. Staw (Eds.), *Research in organizational behavior* (Vol. 21, pp. 163–200). JAI Press.
- Elsbach, K. D., & Bhattacharya, C. B. (2001). Defining Who You Are By What You're Not; Organizational Disidentification and The National Rifle Association. *Organization Science*, 12(4), 393–413.
- Erdogan, B., Bauer, T. N., Truxillo, D. M., & Mansfield, L. R. (2012). Whistle While You Work: A Review of the Life Satisfaction Literature. In *Journal of Management* (Vol. 38, Issue 4, pp. 1038–1083). <https://doi.org/10.1177/0149206311429379>

- Erdogan, B., Tomás, I., Valls, V., & Gracia, F. J. (2018). Perceived overqualification, relative deprivation, and person-centric outcomes: The moderating role of career centrality. *Journal of Vocational Behavior*, 107, 233–245. <https://doi.org/10.1016/j.jvb.2018.05.003>
- Evans, W. R., Davis, W. D., & Frink, D. D. (2011). An examination of employee reactions to perceived corporate citizenship 1. *Journal of Applied Social Psychology*, 41(4), 938–964.
- Feldman, D. C., Leana, C. R., & Bolino, M. C. (2002). Underemployment and relative deprivation among re-employed executives. *Journal of Occupational and Organizational Psychology*, 75(4), 453–471. <https://doi.org/10.1348/096317902321119682>
- Feldman, D. C., & Turnley, W. H. (2004). Contingent employment in academic careers: Relative deprivation among adjunct faculty. *Journal of Vocational Behavior*, 64(2), 284–307. <https://doi.org/10.1016/j.jvb.2002.11.003>
- Ference, M. (2016). “Together We Can”: Redefining Work in Nairobi’s Urban Transportation Sector. *Anthropology of Work Review*, 37(2), 101–112. <https://doi.org/10.1111/awr.12098>
- Fitzgerald, S. T., Haythornthwaite, J. A., Suchday, S., & Ewart, C. K. (2003). Anger in Young Black and White Workers: Effects of Job Control, Dissatisfaction, and Support. *Journal of Behavioral Medicine*, 26(4), 283–296. <https://doi.org/10.1023/A:1024228026022>
- Fornell, C., & Larcker, D. F. (1981). Evaluating Structural Equation Models with Unobservable Variables and Measurement Error. In *Source: Journal of Marketing Research* (Vol. 18, Issue 1).
- Fuller, C. M., Simmering, M. J., Atinc, G., Atinc, Y., & Babin, B. J. (2016). Common methods variance detection in business research. *Journal of Business Research*, 69(8), 3192–3198. <https://doi.org/10.1016/j.jbusres.2015.12.008>
- Gioia, D. A., Corley, K. G., & Hamilton, A. L. (2013). Seeking qualitative rigor in inductive research: Notes on the Gioia methodology. *Organizational Research Methods*, 16(1), 15–31.
- Glaser, B. G., & Strauss, A. L. (1967). *The discovery of grounded theory: Strategies for qualitative research*. Aldine de Gruyter.
- Glasford, D. E., Pratto, F. E., & Dovidio, J. F. (2008). Intragroup dissonance: Responses to ingroup violation of personal values. *Journal of Experimental Social Psychology*, 44, 1057–1064.
- Grandy, G., & Mavin, S. (2012). Occupational image, organizational image and identity in dirty work: Intersections of organizational efforts and media accounts. *Organization*, 19(6), 765–786. <https://doi.org/10.1177/1350508411422582>
- Grappi, S., Romani, S., & Bagozzi, R. P. (2013). Consumer response to corporate irresponsible behavior: Moral emotions and virtues. *Journal of Business Research*, 66(10), 1814–1821. <https://doi.org/10.1016/j.jbusres.2013.02.002>
- Grey, M. (2005). Dalit Women and the Struggle for Justice in a World of Global Capitalism. *Feminist Theology*, 14(1), 127–149. <https://doi.org/10.1177/0966735005057806>
- Griep, Y., & Vantilborgh, T. (2018). Reciprocal effects of psychological contract breach on counterproductive and organizational citizenship behaviors: The role of time. *Journal of Vocational Behavior*, 104, 141–153. <https://doi.org/10.1016/j.jvb.2017.10.013>
- Gunby, C., & Carline, A. (2020). The Emotional Particulars of Working on Rape Cases: Doing Dirty Work, Managing Emotional Dirt and Conceptualizing “Tempered Indifference.” *British Journal of Criminology*, 60(2), 343–362. <https://doi.org/10.1093/bjc/azz054>

- Haar, J. M., & Roche, M. A. (2010). Family supportive organization perceptions and employee outcomes: the mediating effects of life satisfaction. *The International Journal of Human Resource Management*, 21(7), 999–1014. <https://doi.org/10.1080/09585191003783462>
- Haar, J. M., Russo, M., Suñe, A., & Ollier-Malaterre, A. (2014). Outcomes of work-life balance on job satisfaction, life satisfaction and mental health: A study across seven cultures. *Journal of Vocational Behavior*, 85(3), 361–373. <https://doi.org/https://doi.org/10.1016/j.jvb.2014.08.010>
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2019). *Multivariate Data Analysis* (8th ed.). Cengage. www.cengage.com/highered
- Hair, J. F., Ringle, C. M., & Sarstedt, M. (2013). Partial least squares structural equation modeling: Rigorous applications, better results and higher acceptance. *Long Range Planning*, 46(1–2), 1–12.
- Hamilton, P., Redman, T., & McMurray, R. (2019). ‘Lower than a Snake’s Belly’: Discursive Constructions of Dignity and Heroism in Low-Status Garbage Work. *Journal of Business Ethics*, 156(4), 889–901. <https://doi.org/10.1007/s10551-017-3618-z>
- Hansen, M. A. (2016). Rehabilitative bodywork: cleaning up the dirty work of homecare. *Sociology of Health and Illness*, 38(7), 1092–1105. <https://doi.org/10.1111/1467-9566.12435>
- Harman, H. H. (1967). *Modern factor analysis*. The University of Chicago Press.
- Harman, H. H. (1976). *Modern factor analysis* (3rd ed.). The University of Chicago Press.
- Harriss, J., Jeyaranjan, J., & Nagaraj, K. (2010). Land, labour and caste politics in rural Tamil Nadu in the 20th century: Iruvelpattu (1916–2008). *Economic and Political Weekly*, 47–61.
- Harter, J. K., Schmidt, F. L., & Hayes, T. L. (2002). Business-unit-level relationship between employee satisfaction, employee engagement, and business outcomes: A meta-analysis. *Journal of Applied Psychology*, 87(2), 268–279. <https://doi.org/10.1037/0021-9010.87.2.268>
- Hayes, A. F. (2017). *Introduction to Mediation, Moderation, and Conditional Process Analysis*. Guilford Publications. www.guilford.com/MSS
- Henne, D., & Locke, E. A. (1985). JOB DISSATISFACTION: WHAT ARE THE CONSEQUENCES? *International Journal of Psychology*, 20(2), 221–240. <https://doi.org/10.1080/00207598508247734>
- Herod, A., & Aguiar, L. L. (2006). Introduction: Cleaners and the dirty work of neoliberalism. *Antipode*, 38(3), 425–434.
- Hinkin, T. R. (1995). A Review of Scale Development Practices in the Study of Organizations. In *Journal of Management* (Vol. 21, Issue 5).
- Hom, P. (2001). Toward a Greater Understanding of How Dissatisfaction Drives Employee Turnover Cite this paper. *Academy of Management Journal*, 44, 975–987.
- Hom, P. W., & Griffeth, R. W. (1991). Structural Equations Modeling Test of a Turnover Theory: Cross-Sectional and Longitudinal Analyses. *Journal of Applied Psychology*, 76(3), 350–366.
- Hoyle, R. H. (2000). Confirmatory Factor Analysis. In H. E. A. Tinsley & S. D. Brown (Eds.), *Handbook of Applied Multivariate Statistics and Mathematical Modeling* (pp. 465–497). Academic Press. <https://doi.org/https://doi.org/10.1016/B978-012691360-6/50017-3>
- Hughes, E. C. (1951). Work and the self. In J. H. Rohrer & M. Sherif (Eds.), *Social psychology at the crossroads; the University of Oklahoma lectures in social psychology*. (pp. 313–323). Harper.

- Hughes, E. C. (1962). Good people and dirty work. *Social Problems*, 10(1), 3–11.
<https://doi.org/10.2307/799402>
- Hughes, J., & Bozionelos, N. (2007). Work-life balance as source of job dissatisfaction and withdrawal attitudes: An exploratory study on the views of male workers. *Personnel Review*, 36(1), 145–154. <https://doi.org/10.1108/00483480710716768>
- Hughes, J., Simpson, R., Slutskaya, N., Simpson, A., & Hughes, K. (2017). Beyond the symbolic: a relational approach to dirty work through a study of refuse collectors and street cleaners. *Work, Employment and Society*, 31(1), 106–122.
<https://doi.org/10.1177/0950017016658438>
- Ilaiah, K. (2009). *Post-Hindu India: A discourse on dalit—Bahujan socio-spiritual and scientific revolution*. Sage.
- Jiang, B., Baker, R. C., & Frazier, G. v. (2009). An analysis of job dissatisfaction and turnover to reduce global supply chain risk: Evidence from China. *Journal of Operations Management*, 27(2), 169–184. <https://doi.org/https://doi.org/10.1016/j.jom.2007.09.002>
- Jodhka, S. S. (2016). Ascriptive hierarchies: Caste and its reproduction in contemporary India. *Current Sociology Monograph*, 64(2), 228–243.
- Jodlbauer, S., Selenko, E., Batinic, B., & Stiglbauer, B. (2012). The relationship between job dissatisfaction and training transfer. *International Journal of Training and Development*, 16(1), 39–53. <https://doi.org/10.1111/j.1468-2419.2011.00392.x>
- Jones, M. D. (2006). Which is a Better Predictor of Job Performance: Job Satisfaction or Life Satisfaction? *Journal of Behavioral and Applied Management*, 8, 20–42.
- Jost, J. T., & Burgess, D. (2000). Attitudinal Ambivalence and the Conflict Between Group and System Justification Motives in Low Status Groups. In *Personality and Social Psychology Bulletin* (Vol. 26, Issue 3).
- Kapur, D., Prasad, C. B., Pritchett, L., & Babu, D. S. (2010). Rethinking inequality: Dalits in Uttar Pradesh in the market reform era. *Economic and Political Weekly*, 39–49.
- Karve, I. (2014). Caste as a status group. In S. Deshpande (Ed.), *The problem of caste* (pp. 25–33). Orient Blackswan.
- Khosla, R. (2011). Caste, Politics and Public Good Distribution in India: Evidence from NREGS in Andhra Pradesh. *Economic and Political Weekly*, 63–69.
- Kim, H., Callan, M. J., Gheorghiu, A. I., & Matthews, W. J. (2017). Social comparison, personal relative deprivation, and materialism. *British Journal of Social Psychology*, 56(2), 373–392. <https://doi.org/10.1111/bjso.12176>
- Kim, H., Callan, M. J., Gheorghiu, A. I., & Skylark, W. J. (2018). Social comparison processes in the experience of personal relative deprivation. *Journal of Applied Social Psychology*, 48(9), 519–532. <https://doi.org/10.1111/jasp.12531>
- Kinicki, A. J., McKee-Ryan, F. M., Schriesheim, C. A., & Carson, K. P. (2002). Assessing the construct validity of the job descriptive index: a review and meta-analysis. *Journal of Applied Psychology*, 87(1), 14–32. <https://doi.org/10.1037/0021-9010.87.1.14>
- Kreiner, G. E., Ashforth, B. E., & Sluss, D. M. (2006). Identity dynamics in occupational dirty work: Integrating social identity and system justification perspectives. *Organization Science*, 17(5), 619–636. <https://doi.org/10.1287/orsc.1060.0208>
- Kreiner, G. E., & Ashforth, Blake. E. (2004). Evidence toward an expanded model of organizational identification. *Journal of Organizational Behavior*, 25, 1–27.
- Kruglanski, A. W. (1975). The human subject in the psychology experiment: Fact and artifact. *Advances in Experimental Social Psychology*, 8, 101–147.

- Kumar, P., Kumar, N., Aggarwal, P., & Yeap, J. A. L. (2021). Working in lockdown: the relationship between COVID-19 induced work stressors, job performance, distress, and life satisfaction. *Current Psychology*, 40, 6308–6323. [https://doi.org/10.1007/s12144-021-01567-0/Published](https://doi.org/10.1007/s12144-021-01567-0)
- Kumar, S., Heath, A., & Heath, O. (2002a). Changing patterns of social mobility: Some trends over time. *Economic and Political Weekly*, 40, 4091–4096.
- Kumar, S., Heath, A., & Heath, O. (2002b). Determinants of social mobility in India. *Economic and Political Weekly*, 2983–2987.
- Lai, J. Y. M., Chan, K. W., & Lam, L. W. (2013). Defining who you are not: The roles of moral dirtiness and occupational and organizational disidentification in affecting casino employee turnover intention. *Journal of Business Research*, 66(9), 1659–1666. <https://doi.org/10.1016/j.jbusres.2012.12.012>
- Lapierre, L. M., Spector, P. E., Allen, T. D., Poelmans, S., Cooper, C. L., O'Driscoll, M. P., Sanchez, J. I., Brough, P., & Kinnunen, U. (2008). Family-supportive organization perceptions, multiple dimensions of work-family conflict, and employee satisfaction: A test of model across five samples. *Journal of Vocational Behavior*, 73(1), 92–106. <https://doi.org/10.1016/j.jvb.2008.02.001>
- Lee, A., Erdogan, B., Tian, A., Willis, S., & Cao, J. (2021). Perceived overqualification and task performance: Reconciling two opposing pathways. *Journal of Occupational and Organizational Psychology*, 94(1), 80–106. <https://doi.org/10.1111/joop.12323>
- Lee, R. T., & Martin, J. E. (1991). Internal and external referents as predictors of pay satisfaction among employees in a two-tier wage setting. *Journal of Occupational Psychology*, 64, 57–66.
- Lenski, G. E. (1954). Status crystallization: a non-vertical dimension of social status. *American Sociological Review*, 19(4), 405–413.
- LePine, J. A., Erez, A., & Johnson, D. E. (2002). The nature and dimensionality of organizational citizenship behavior: A critical review and meta-analysis. *Journal of Applied Psychology*, 87(1), 52–65.
- Lesy, M. (1987). *The forbidden zone*. Farrar, Straus & Giroux.
- Locke, E. A. (1969). What is job satisfaction? *Organizational Behavior and Human Performance*, 4(4), 309–336.
- Lopina, E. C., Rogelberg, S. G., & Howell, B. (2012). Turnover in dirty work occupations: A focus on pre-entry individual characteristics. *Journal of Occupational and Organizational Psychology*, 85(2), 396–406. <https://doi.org/10.1111/j.2044-8325.2011.02037.x>
- Luksyte, A., Bauer, T. N., Debus, M. E., Erdogan, B., & Wu, C. H. (2022). Perceived Overqualification and Collectivism Orientation: Implications for Work and Nonwork Outcomes. *Journal of Management*, 48(2), 319–349. <https://doi.org/10.1177/0149206320948602>
- Mahalingam, R., Jagannathan, S., & Selvaraj, P. (2019). *Decasticization, Dignity, and “Dirty Work” at the Intersections of Caste, Memory, and Disaster*. <https://cupola.gettysburg.edu/mgmtfac://cupola.gettysburg.edu/mgmtfac/32>
- Mahalingam, R., & Selvaraj, P. (2022). Ambedkar, Radical Interdependence and Dignity: A Study of Women Mall Janitors in India. *Journal of Business Ethics*, 177(4), 813–828. <https://doi.org/10.1007/s10551-022-05096-z>
- Martin, P., & Turner, M. (1986). Grounded theory and organizational research. *Journal of Applied Behavioral Science*, 22, 141–157.

- Matthes, J., Karsay, K., Schmuck, D., & Stevic, A. (2020). "Too much to handle": Impact of mobile social networking sites on information overload, depressive symptoms, and well-being. *Computers in Human Behavior*, 105, 106217.
<https://doi.org/https://doi.org/10.1016/j.chb.2019.106217>
- Maynard, D. C., Joseph, T. A., & Maynard, A. M. (2006). Underemployment, job attitudes, and turnover intentions. *Journal of Organizational Behavior*, 27, 509–536.
- Mccabe, D., & Hamilton, L. (2015). *The kill programme: an ethnographic study of "dirty work" in a slaughterhouse*.
- McHugh, M. D., Kutney-Lee, A., Cimiotti, J. P., Sloane, D. M., & Aiken, L. H. (2011). Nurses' Widespread Job Dissatisfaction, Burnout, And Frustration With Health Benefits Signal Problems For Patient Care. *Health Affairs*, 30(2), 202–210.
<https://doi.org/10.1377/hlthaff.2010.0100>
- McIntyre, L. J. (1987). *The public defender: The practice of law in the shadows of repute*. University of Chicago Press.
- McMillan, A. (2005). *Standing at the margins: representation and electoral reservation in India*. Oxford University Press, USA.
- Mellon, J. (1990). *Bullwhip days: The slaves remember: An oral history*. Avon.
- Mendonca, A., D'Cruz, P., & Noronha, E. (2022). Identity work at the intersection of dirty work, caste, and precarity: How Indian cleaners negotiate stigma. *Organization*.
<https://doi.org/10.1177/13505084221080540>
- Miller, B. K., & Chiodo, B. (2008). Academic entitlement: Adapting the equity preference questionnaire for a university setting. *Southern Management Association Meeting, St. Pete Beach, FL*.
- Mishra, S., & Novakowski, D. (2016). Personal relative deprivation and risk: An examination of individual differences in personality, attitudes, and behavioral outcomes. *Personality and Individual Differences*, 90, 22–26. <https://doi.org/10.1016/j.paid.2015.10.031>
- Montgomery, D. C., Peck, E. A., & Vining, G. G. (2021). *Introduction to linear regression analysis*. John Wiley & Sons.
- Narisada, A., & Schieman, S. (2016). Underpaid but Satisfied: The Protective Functions of Security. *Work and Occupations*, 43(2), 215–255.
<https://doi.org/10.1177/0730888415625332>
- Near, J. P., Rice, R. W., & Hunt, R. G. (1978). Work and Extra-Work Correlates of Life and Job Satisfaction. *Academy of Management Journal*, 21(2), 248–264.
<https://doi.org/10.5465/255758>
- Newell, H., & Dopson, S. (1996). Muddle in the middle: organizational restructuring and middle management careers. *Personnel Review*, 25(4), 4–20.
- Ng, T. W. H., & Feldman, D. C. (2010). THE RELATIONSHIPS OF AGE WITH JOB ATTITUDES: A META-ANALYSIS. In *PERSONNEL PSYCHOLOGY* (Vol. 63).
- Noronha, E., Chakraborty, S., & D'Cruz, P. (2020). 'Doing Dignity Work': Indian Security Guards' Interface with Precariousness. *Journal of Business Ethics*, 162(3), 553–575.
<https://doi.org/10.1007/s10551-018-3996-x>
- Nunnally, J. C. (1967). *Psychometric Theory* (1st ed.). McGraw-Hill.
- Nunnally, J. C. (1978). *Psychometric Theory* (2nd ed.). McGraw-Hill.
- Osella, F., Caroline, F., & Osella, C. (2000). *Social mobility in Kerala: modernity and identity in conflict*. Pluto Press.

- Pandey, P., Singh, S., & Pathak, P. (2021). An exploratory study on factors contributing to job dissatisfaction of retail employees in India. *Journal of Retailing and Consumer Services*, 61. <https://doi.org/10.1016/j.jretconser.2021.102571>
- Pavot, W., & Diener, E. (1993). Review of the Satisfaction With Life Scale. *Psychological Assessment*, 5(2), 164–172. https://doi.org/10.1207/s15327752jpa4901_13
- Penney, L. M., & Spector, P. E. (2005). Job stress, incivility, and counterproductive work behavior (CWB): The moderating role of negative affectivity. *Journal of Organizational Behavior*, 26(7), 777–796. <https://doi.org/10.1002/job.336>
- Perrott, T. A. (2019). Doing hot and ‘dirty’ work: Masculinities and occupational identity in firefighting. *Gender, Work and Organization*, 26(10), 1398–1412. <https://doi.org/10.1111/gwao.12412>
- Petrillo, G. (1990). The distant mourner: An examination of the American gravedigger. *Omega*, 20(2), 139–148.
- Phung, K., Buchanan, S., Toubiana, M., Ruebottom, T., & Turchick-Hakak, L. (2021). When Stigma Doesn’t Transfer: Stigma Deflection and Occupational Stratification in the Sharing Economy. *Journal of Management Studies*, 58(4), 1107–1139. <https://doi.org/10.1111/joms.12574>
- Podsakoff, P. M., MacKenzie, S. B., Lee, J. Y., & Podsakoff, N. P. (2003). Common Method Biases in Behavioral Research: A Critical Review of the Literature and Recommended Remedies. In *Journal of Applied Psychology* (Vol. 88, Issue 5, pp. 879–903). <https://doi.org/10.1037/0021-9010.88.5.879>
- Podsakoff, P. M., MacKenzie, S. B., & Podsakoff, N. P. (2012). Sources of method bias in social science research and recommendations on how to control it. In *Annual Review of Psychology* (Vol. 63, pp. 539–569). <https://doi.org/10.1146/annurev-psych-120710-100452>
- Popham, F. (2015). Deprivation is a relative concept? Absolutely!. *Journal of Epidemiology and Community Health*, 69, 199–200.
- Pratt, M. G., Rockmann, K. W., & Kaufmann, J. B. (2006). Constructing professional identity: The role of work and identity learning cycles in the customization of identity among medical residents. *Academy of Management Journal*, 49(2), 235–262.
- Preacher, K. J., & Hayes, A. F. (2004). SPSS and SAS procedures for estimating indirect effects in simple mediation models. *Behavior Research Methods, Instruments, & Computers*, 36(4), 717–731.
- Pullen, A. (2006). Gendering the Research Self: Social Practice and Corporeal Multiplicity in the Writing of Organizational Research. *Gender Work and Organization*, 13(3), 277–298.
- Rabelo, V. C., & Mahalingam, R. (2019). “They really don’t want to see us”: How cleaners experience invisible ‘dirty’ work. *Journal of Vocational Behavior*, 113, 103–114. <https://doi.org/10.1016/j.jvb.2018.10.010>
- Ray, J. J. (1984). The Reliability of Short Social Desirability Scales. *The Journal of Social Psychology*, 123(1), 133–134. <https://doi.org/10.1080/00224545.1984.9924522>
- Reed, D. A. (1989). *An orderly world: The social construction of reality within an occupation*. Indiana University.
- Rice, R. W., Near, J. P., & Hunt, R. G. (1980). The Job-Satisfaction/ Life-Satisfaction Relationship: A Review of Empirical Research. *Basic and Applied Social Psychology*, 1(1), 37–64. https://doi.org/10.1207/s15324834basp0101_4

- Rivera, K. D. (2015). Emotional Taint: Making Sense of Emotional Dirty Work at the U.S. Border Patrol. *Management Communication Quarterly*, 29(2), 198–228. <https://doi.org/10.1177/0893318914554090>
- Rode, J. C., Rehg, M. T., Near, J. P., & Underhill, J. R. (2007). The Effect of Work/Family Conflict on Intention to Quit: The Mediating Roles of Job and Life Satisfaction. *Applied Research in Quality of Life*, 2(2), 65–82. <https://doi.org/10.1007/s11482-007-9030-6>
- Rönkkö, M., & Cho, E. (2022). An Updated Guideline for Assessing Discriminant Validity. *Organizational Research Methods*, 25(1), 6–14. <https://doi.org/10.1177/1094428120968614>
- Rozée, V., Unisa, S., & de La Rochebrochard, E. (2020). The social paradoxes of commercial surrogacy in developing countries: India before the new law of 2018. *BMC Women's Health*, 20(1). <https://doi.org/10.1186/s12905-020-01087-2>
- Rueda, M. G. (2020). Working in violence: Moral narratives of paramilitaries in Colombia. *Theoretical Criminology*, 24(2), 370–386. <https://doi.org/10.1177/1362480618792747>
- Rueda, M. G., & Tanner, S. (2016). To Prevent the Existence of People Dedicated to “Causing Trouble”: Dirty Work, Social Control and Paramilitaries in Colombia. *British Journal of Criminology*, 56(1), 87–104. <https://doi.org/10.1093/bjc/azv038>
- Sadl, Z. (2014). Perceptions of stigma: The case of paid domestic workers in Slovenia. *Teorija in Praksa*, 51(5), 904–1000.
- Sanders, C. R. (2010). Working out back: The veterinary technician and “Dirty work.” *Journal of Contemporary Ethnography*, 39(3), 243–272. <https://doi.org/10.1177/0891241610366711>
- Sawyer, A. G. (1975). Demand Artifacts in Laboratory Experiments in Consumer Research. *Journal of Consumer Research*, 1, 20–30. <http://jcr.oxfordjournals.org/>
- Schaefer, J. A., & Moos, R. H. (1996). Effects of work stressors and work climate on long-term care staff's job morale and functioning. *Research in Nursing & Health*, 19(1), 63–73. [https://doi.org/https://doi.org/10.1002/\(SICI\)1098-240X\(199602\)19:1<63::AID-NUR7>3.0.CO;2-J](https://doi.org/https://doi.org/10.1002/(SICI)1098-240X(199602)19:1<63::AID-NUR7>3.0.CO;2-J)
- Schaubroeck, J. M., Lam, L. W., Lai, J. Y. M., Lennard, A. C., Peng, A. C., & Chan, K. W. (2018). Changing experiences of work dirtiness, occupational disidentification, and employee withdrawal. *Journal of Applied Psychology*, 103(10), 1086–1100. <https://doi.org/10.1037/apl0000330>
- Schimt, M. J., & Allscheid, S. P. (1995). EMPLOYEE ATTITUDES AND CUSTOMER SATISFACTION: MAKING THEORETICAL AND EMPIRICAL CONNECTIONS. *Personnel Psychology*, 48(3), 521–536. <https://doi.org/https://doi.org/10.1111/j.1744-6570.1995.tb01768.x>
- Schreurs, B., Hamstra, M. R. W., Jawahar, I. M., & Akkermans, J. (2021). Perceived overqualification and counterproductive work behavior: testing the mediating role of relative deprivation and the moderating role of ambition. *Personnel Review*, 50(3), 1038–1055. <https://doi.org/10.1108/PR-05-2019-0237>
- Shimp, T. A., Hyatt, E. M., & Snyder, D. J. (1991). A Critical Appraisal of Demand Artifacts in Consumer Research. *Journal of Consumer Research*, 18, 273–283. <https://academic.oup.com/jcr/article-abstract/18/3/273/1812857>
- Shin, D. C., & Johnson, D. M. (1978). Avowed happiness as an overall assessment of the quality of life. *Social Indicators Research*, 5(4), 475–492.
- Simmering, M. J., Fuller, C. M., Richardson, H. A., Ocal, Y., & Atinc, G. M. (2015). Marker Variable Choice, Reporting, and Interpretation in the Detection of Common Method

- Variance: A Review and Demonstration. *Organizational Research Methods*, 18(3), 473–511. <https://doi.org/10.1177/1094428114560023>
- Simpson, R. (2009). *Men in caring occupations: Doing gender differently*. Palgrave.
- Simpson, R., Hughes, J., Slutskaya, N., & Balta, M. (2014). Sacrifice and distinction in dirty work: men's construction of meaning in the butcher trade. *Work, Employment and Society*, 28(5), 754–770. <https://doi.org/10.1177/0950017013510759>
- Simpson, R., & Simpson, A. (2018). “Embodying” dirty work: A review of the literature. *Sociology Compass*, 12(6), 1–9. <https://doi.org/10.1111/soc4.12581>
- Simpson, R., Slutskaya, N., & Hughes, J. (2011). Emotional dimensions of dirty work: men's encounter with taint in the butcher trade. In *Int. J. Work Organisation and Emotion* (Vol. 4, Issue 2).
- Simpson, R., Slutskaya, N., & Hughes, J. (2012). Gendering and embodying dirty work: Men managing taint in the context of nursing care. In R. Simpson, N. Slutskaya, P. Lewis, & H. Höpfl (Eds.), *Dirty work: Concepts and identities* (pp. 165–181). Palgrave Macmillan.
- Sivaram, P. (1990). *Social Mobility: A Sociological Study*. South Asia Books.
- Smith, H. J., Pettigrew, T. F., Pippin, G. M., & Bialosiewicz, S. (2012). Relative Deprivation: A Theoretical and Meta-Analytic Review. *Personality and Social Psychology Review*, 16(3), 203–232. <https://doi.org/10.1177/1088868311430825>
- Srinivas, M. N. (2014). The future of Indian caste. . In S. Deshpande (Ed.), *The problem of caste* (pp. 34–43). Orient Blackswan.
- Stacey, C. L. (2005). Finding dignity in dirty work: the constraints and rewards of low-wage home care labour. In *Sociology of Health & Illness* (Vol. 27, Issue 6).
- Stacey, C. L. (2011). *The caring self: The work experiences of home care aides*. . Cornell University Press.
- Staw, B. M. (1984). Reformulation of the Field's Outcome Variables. In *Ann. Rev. Psychol* (Vol. 35). www.annualreviews.org
- Stenross, B., & Kleinman, S. (1989). The highs and lows of emotional labor: Detectives' encounters with criminals and victims. *Journal of Contemporary Ethnography*, 17, 435–452.
- Stouffer, S. A., Suchman, E. A., DeVinney, L. C., Starr, S. A., & Williams, R. M. (1949). *The American soldier: Adjustment to army life* (Vol. 1). Princeton University Press.
- Strauss, A. L. (2017). *The contexts of social mobility: Ideology and theory*. Routledge.
- Strauss, A. L., & Corbin, J. M. (1990). *Basics of qualitative research: Grounded theory procedures and techniques*. SAGE.
- Thompson, W. E., Harred, J. L., & Burks, B. E. (2003). Managing the stigma of topless dancing: A decade later. *Deviant Behavior*, 24(6), 551–570.
- Thorat, S., Tagade, N., & Naik, A. (2016). Prejudice against reservation policies: How and why? *Economic and Political Weekly*, 61–69.
- Tracy, S. J. (2004). The construction of correctional officers: Layers of emotionality behind bars. *Qualitative Inquiry*, 10(4), 509–533. <https://doi.org/10.1177%2F1077800403259716>
- Tracy, S. J. (2010). Qualitative quality: Eight “big-tent” criteria for excellent qualitative research. *Qualitative Inquiry*, 16, 837–851.
- Tracy, S. J., & Scott, C. (2006). Sexuality, Masculinity, and Taint Management Among Firefighters and Correctional Officers: Getting Down and Dirty With “America’s Heroes” and the “Scum of Law Enforcement.” *Management Communication Quarterly*, 20(1), 6–38. <https://doi.org/10.1177/0893318906287898>

- Tripathi, T. (2015). Safai Karmis of Uttar Pradesh: Caste, Power and Politics. *Economic and Political Weekly*, 50(6), 123–129.
- Turnley, W. H., & Feldman, D. C. (2000). Re-examining the effects of psychological contract violations: unmet expectations and job dissatisfaction as mediators. *Journal of Organizational Behavior*, 21(1), 25–42. [https://doi.org/10.1002/\(SICI\)1099-1379\(200002\)21:1<25::AID-JOB2>3.0.CO;2-Z](https://doi.org/10.1002/(SICI)1099-1379(200002)21:1<25::AID-JOB2>3.0.CO;2-Z)
- Vaid, D. (2012). The caste-class association in India: An empirical analysis. *Asian Survey*, 52(2), 395–422.
- Vaid, D. (2014). Caste in Contemporary India: Flexibility and Persistence. *Annual Review of Sociology*, 20, 391–410.
- Vaid, D., & Heath, A. (2010). Unequal opportunities: Class, caste and social mobility. In A. F. Heath & R. Jeffery (Eds.), *Diversity and Change in Modern India, Proceedings of British Academy* (pp. 129–164). Oxford University Press.
- Walker, I., & Pettigrew, T. F. (1984). Relative deprivation theory: An overview and conceptual critique. *British Journal of Social Psychology*, 23, 301–310.
- Wheeler, A. R., Coleman Gallagher, V., Brouer, R. L., & Sablinski, C. J. (2007). When person-organization (mis)fit and (dis)satisfaction lead to turnover. *Journal of Managerial Psychology*, 22(2), 203–219. <https://doi.org/10.1108/02683940710726447>
- Wiedner, J. (2022). Political and Social Consequences of Qualification Mismatches: A Bounding Approach to Status Inconsistency. *Social Forces*, 101(1), 150–175.
<https://doi.org/10.1093/sf/soab120>
- Zerbe, W. J., & Paulhus, D. L. (1987). Socially Desirable Responding in Organizational Behavior: A Reconception. *Academy of Management Review*, 12(2), 250–264.
- Zoogah, D. B. (2010). Why Should I Be Left Behind? Employees' Perceived Relative Deprivation and Participation in Development Activities. *Journal of Applied Psychology*, 95(1), 159–173. <https://doi.org/10.1037/a0018019>
- Zulfiqar, G., & Prasad, A. (2022). How is social inequality maintained in the Global South? Critiquing the concept of dirty work. *Human Relations*.
<https://doi.org/10.1177/00187267221097937>