

TABLE OF CONTENTS

CERTIFICATE.....	i
ACKNOWLEDGEMENT.....	iv
TABLE OF CONTENTS.....	vi
LIST OF TABLES.....	x
LIST OF FIGURES.....	xiii
ABSTRACT.....	xvi
1. INTRODUCTION.....	1
1.1. Occupational stress.....	1
1.2. Work-related musculoskeletal disorders (WMSDs).....	4
1.3. Factors affecting occupational stress and WMSDs.....	4
1.3.1. Organisational factors.....	4
1.3.2. Social factors.....	5
1.3.3. Personal factors.....	5
1.4. Job satisfaction.....	5
1.5. Work performance.....	6
1.6. Theoretical models of occupational stress.....	7
1.6.1. Person-environment fit theory.....	7
1.6.2. Job demand-control model.....	7
1.6.3. Vitamin model.....	8
1.6.4. Effort-reward imbalance model.....	8
1.7. Job Demand-Control Model (JDC).....	9
1.7.1. Job demand.....	10
1.7.2. Job control.....	12
1.7.3. Support at work.....	14
1.7.4. Categories of job.....	16
1.7.4.1. Active job.....	16
1.7.4.2. Passive job.....	17
1.7.4.3. High strain job.....	17
1.7.4.4. Low strain job.....	17
1.8. Occupational stress and WMSDs in middle-level managers.....	26
1.9. Occupational stress and WMSDs in the Indian context.....	28

1.10. Bibliometric analysis	30
1.11. Research gaps	33
1.12. Scope of the research.....	34
1.13. Objective of the thesis	36
1.14. Thesis organisation.....	36
2. ANALYSIS OF QUESTIONNAIRE AND METHODS	38
2.1. Questionnaire.....	38
2.1.1. Organisational factors	38
2.1.2. Social factors	40
2.1.3. Personal factors	40
2.1.4. Psychological stress and WMSDs.....	41
2.1.5. Work performance.....	42
2.2. Data collection.....	42
2.3. Exploratory factor analysis.....	43
2.3.1. EFA for Job control.....	44
2.3.2. EFA Support at work and support from family and friends.....	45
2.3.3. EFA Psychological stress	46
2.3.4. EFA Work performance	47
2.4. Reliability analysis	48
2.5. Methods	49
2.5.1. ANOVA	51
2.5.2. Binary Logistics Regression.....	53
2.5.3. Structural Equation Modelling.....	53
3. VALIDITY OF THE JDC AND JDCS MODEL FOR INDIAN MIDDLE- LEVEL MANAGERS	56
3.1. Data analysis.....	58
3.2. One-Way ANOVA	60
3.2.1. H1: Significance for psychological stress of the employees working in different job categories	65
3.2.2. H2: Significance for job satisfaction of the employees working in different job categories	66
3.3. Three-Way ANOVA.....	67
3.3.1. H3: Significance of interaction between “workload and job control”, “workload and support at work”, and “job control and support at work” on psychological stress	69

3.3.2.	H4: Significance of interaction between “workload and job control”, “workload and support at work”, and “job control and support at work” on job satisfaction	69
3.3.3.	H5: Significance of workload on psychological stress	70
3.3.4.	H6: Significance of job control on psychological stress.....	70
3.3.5.	H7: Significance of “support at work” on psychological stress.....	70
3.3.6.	H8, H9 and H10: Significance of workload, job control and “support at work” on job satisfaction	70
3.4.	Discussion of results of ANOVA	71
3.5.	Structural Equation Modelling (SEM)	73
3.6.	Results and discussions of SEM.....	78
3.6.1.	H5: Significance of workload on psychological stress	78
3.6.2.	H6: Significance of job control on psychological stress.....	79
3.6.3.	H7: Significance of “support at work” on psychological stress.....	80
3.6.4.	H8, H9 and H10 Significance of workload, job control and “support at work” on job satisfaction	80
3.7.	Comparison of ANOVA an SEM approach for JDCS Model.....	81
3.8.	Conclusion.....	82
4.	EFFECT OF JOB CONTROL DIMENSIONS ON PSYCHOLOGICAL STRESS	84
4.1.	Methods	86
4.2.	Data analysis.....	89
4.3.	Results	90
4.3.1.	BLR model for behavioural stress.....	92
4.3.2.	BLR Model for somatic stress.....	93
4.3.3.	BLR model for cognitive stress.....	94
4.4.	Conclusion.....	95
5.	EFFECT OF JOB DEMAND AND CONTROL ON WORKRELATED MUSCULOSKELETAL DISORDERS.....	98
5.1.	SEM model.....	99
5.2.	Results	102
5.3.	Conclusions	104
6.	EFFECT OF ORGANISATIONAL, SOCIAL AND PERSONAL FACTORS, PSYCHOLOGICAL STRESS AND WMSDS ON WORK PERFORMANCE.....	108
6.1.	SEM model.....	109

6.2.	Results	111
6.2.1.	H1: Effect of organisational factors	113
6.2.2.	H2: Effect of social factors.....	114
6.2.3.	H3: Effect of personal factors	114
6.2.4.	H4 and H5: Effect of psychological stress and WMSDs	114
6.3.	Conclusion.....	115
7.	CONCLUSIONS	117
7.1.	Summary of key findings	118
7.2.	Managerial implications	122
7.3.	Limitations of the present work.....	123
7.4.	Scope for future work.....	124
	REFERENCES.....	125
	APPENDIX-A: QUESTIONNAIRE.....	146
	APPENDIX-B: COPYRIGHT PERMISSION.....	151
	LIST OF PUBLICATIONS.....	153