

## White Collars and Blue Collars in Tourism Industry: Could Tourism Establish Equal Opportunities?

Assistant Professor Katina Popova, PhD  
University of Economics - Varna, Varna, Bulgaria  
katina\_popova@ue-varna.bg

### Abstract

*The study presents a theoretical reflection of work divisions and the possibilities for equal labor and social environment inclusion in tourism. Through empirical methods the relevant discrepancies are outlined and discussed in relation to the contemporary tourism challenges. The study indicated that there were clear correlations between collar color and visions of the present and the future. The tourism sector will maintain the need for the presence of both working classes. At the same time, it will be the factor that can reduce the differences between them and provide conditions for decent performance according to the capabilities of each of the collars studied.*

*Keywords: tourism, work division, white collars, blue collars, social gap, sustainability*

*JEL Code: Z32*

*DOI: 10.56065/IJUSV-ESS/2023.12.1.217*

### Introduction

Globalization has led to profound structural changes in the world economy. As a consequence, within only a few decades, the occupational structure became polarized and the social distance stretched shockingly between the extreme poles of super wealth and destitution. The traditional division of labor into white and blue collars today takes on different dimensions. As an integral sector of the economy, tourism becomes a field for changing some classic components of the labor climate, such as public regulation, workforce development, status self-esteem and qualification. **The article argues that** the tourism sector is called upon to oppose liberal market feudalism, limiting gender inequalities and disparities in pay, labor productivity and civic literacy. **The object** of research are the changes in the classical division of labor, and the **subject** of research are the specific characteristics and peculiarities of the tourism sector, which could provide an opportunity for equal labor and social environment inclusion. **The aim** of the current paper is by studying the contemporary representation of the traditional work classes and analyzing and evaluating the development of the working environment in the tourism sector to highlight those key features that would help overcome social inequality. For this purpose, the following **research tasks** are defined: definition and characteristics of labor classes (collar types); comparative analysis of the concepts of white and blue collars; opinion survey within representatives of the two groups regarding key indicators of the work process in tourism. The study shows that despite the different contemporary stratification of professional communities, class dividers will also exist in the future, including in tourism industry. The classic white-collar and blue-collar work performance is changing, and here the change has more to do with the individual's motivation and personal understanding of what exactly success is than with the amount and manner of payment and the type of profession practiced.

### 1. Literature review and methodology

The designations “blue collars” and “white collars” were first used in the USA, respectively in the 1920s and 1930s (Martin, 2023). These are the two main terms that describe the traditional division of labor into two main working classes. There is a number of research papers on the topic, most of which date from 1960-2010 and examine perceptions of working class and social status, as

well as the specifics of blue-collar work (Locke, 1973; Beruvides and Koelling, 2001; Lubrano, 2004). For many years, blue-collar work was considered low-skilled, dirty, and grueling, reserved for that part of society that is poorly educated and whose dreams are not particularly ambitious (Lips-Wiersma et. al., 2016).

Today, more than ever, the struggle for power, social prestige and financial independence has provoked a structural change in the work divisions. White-collar and blue-collar workers have some essential conceptual differences, mostly in terms of education, wages, and occupational rank (González et. al. 2016; Saari et. al., 2022). In the era of digital transformation, however, knowledge work can be more easily replaced by artificial intelligence. As a sector creating intangible goods, tourism can be logically referred to the group of so-called “pink-collar work”, which simultaneously covers the service sector and all occupations traditionally practiced by women (Bernhagen and Gravett, 2017; Delfino, 2020). Globally, the tourism industry provides employment to 295 million people in 2022, and by the end of 2023, this number is expected to grow to 320 million employed persons (Stipp, 2022). In any case, the pink-collar workforce (people employed in the service sector) should be divided into two main groups - white-collar and blue-collar, depending on their skills, competencies, and education.

Employment in the various sectors of the economy today goes beyond the boundaries of the traditional division into blue-collar and white-collar labor force. The globalization process is constantly provoking changes to the social environment. Trends indicate that a high percentage of labor demand in 2030 will be for occupations that do not yet exist (Academia KIT, 2023). If a few years ago the color of the collar was important mainly for recognizing the nature of work performed, today it simultaneously aims to show the stratification of society, women’s empowerment and even the gray economy impact (Table 1).

Table 1. Collar types in today’s society

<b>Collar type</b>	<b>Meaning/ Performance field</b>	<b>Professions</b>
Pink collar	Women’s work	Teaching, beauty industry, secretarial work, upholstery, child care, nursing
Gold collar	Highly-skilled professionals	Airline pilots, doctors, lawyers, scientists
Green collar	Environmental and renewable energy workers	Solar installers, wind turbines and solar turbines workers, sustainable buildings designers, organic farmers, waste managers
Red collar	Government workers	Parliament members, heritage managers, cyber security managers
Orange collar	Prison laborers	Prison completing some construction tasks
Brown collar	Military workers	Soldiers, army, navy, marines, air forces, space forces, coast guards
Yellow collar	Creative field	Photographers, filmmakers, directors, editors
Black collar	Illegal occupation	Contract killers, drug traffickers, pirates, gangsters, pimps
Grey collar	Retired workers	Could have a variety of professions
Scarlet collar	Workers in the sex industry	Pornographers, prostitutes, sex models
Blue collar	Manual labor performance	Manufacturing, mining, construction, maintenance, technical installation and many other types of physical work
White collar	Managerial and administrative work	Managers, advisers, HRs, analysts, appraisers
New collar	CEOs	Mostly in IT roles: cloud computing technicians, database managers, cyber security analysts
Open collar	Working from home	Workers in various fields, working with remote access or in home office mode
Chrome collar	Advanced technology	Automated jobs, particularly in manufacturing
No collar	“Free spirits” workers	Artists, freelancers, influencers

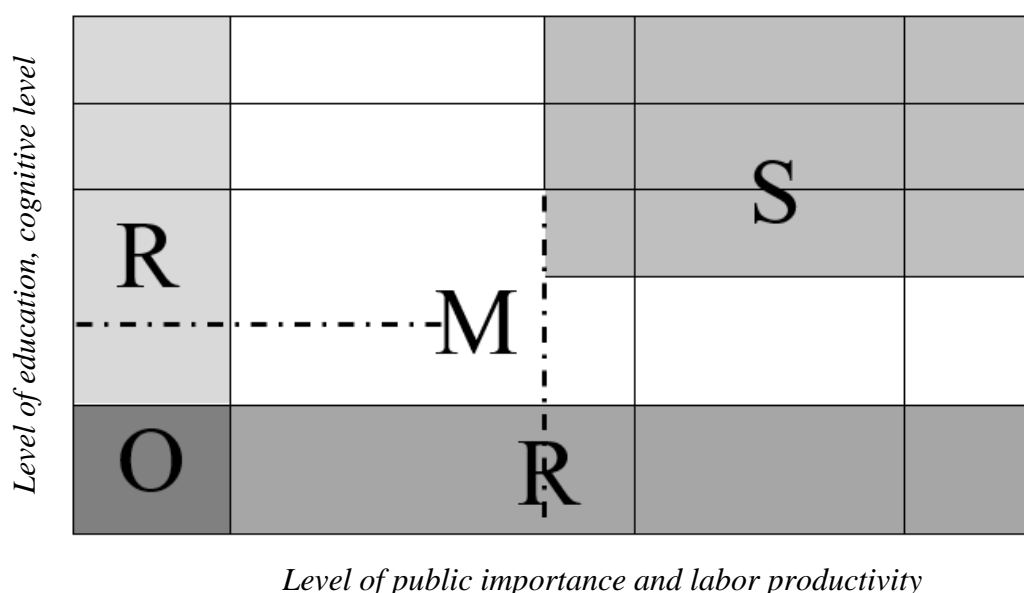
**Source:** The information in the table is systematized by the author on materials of Josh, 2014, Choughari, 2016, and Ebersole, 2021

Among all types of collars, regardless of the employment sector and the profession practiced, there will always be those who are highly qualified and perform intellectual work and

those who, for a number of objective reasons, will perform physical labor, i.e., at any given moment there is a presence of white- and blue-collar workers. In order to establish the relationship between the type of work performed and the motivation and perceptions of tourism workers, the author selected six individuals employed in the tourism industry: hotel general manager; manager of a classic restaurant; owner and manager of a travel agency; a waiter in a themed restaurant; a chambermaid, and a hotel maintenance technician. The first three are defined as white collars, and the rest as blue collars. For the purposes of the research, semi-structured interviews were conducted with pre-formulated questions (same for all participants) regarding their opinion and evaluation on determinants such as motivation for work, salary, education, meaningfulness of work, class division and subordination, main responsibilities, working hours, motivation for career growth. The conversations conducted are presented through content analysis, and the main correlation dependencies between the derived variables have been investigated on the principles of content analysis. Based on the conclusions drawn, an assessment is made of the essential characteristics of the tourism sector, in the context of its role in overcoming labor and social inequality.

## 2. Conceptualization of white-collar and blue-collar workers

Human capital is often studied based on stereotypes that create typical class interrelations in the workplace. In the postmodern era, society is divided into several groups, summarized in Mirchev's matrix, as follows (Figure 1) (Mirchev, 2008):



**Source:** Adapted to: Mirchev, 2008, p. 295.

Figure 1. Stratification zones according to human resource productivity

✓ In the lower left corner of the matrix are placed the people who are illiterate and unfit for work, at best - fit for primitive work. The “O” group includes those who are outsiders, self-excluding or excluded by society, people below the minimum for civil integration, some of them in a situation of a physical survival;

✓ The “R” group consists of people without having any special qualification and with routine work experience. These are individuals who are in the position of a disintegration risk zone, with critical lack of civic qualities, in a situation of social survival;

✓ In the “M” group are included people positioned within the intermediate zone of integration. These people seem to be marginal to the segment of prosperous individuals in a crisis situation of civilian survival;

✓ The “S” group represents the persons who are succeeding and constantly gaining privileges, also the enriching and prosperous people.

The scientists found that for a significant part of young people, classic work is no longer valuable, i.e., they are looking for other way for their social and labor integration. The professions of the future will deepen the problems in defining the traditional work divisions. Another trend described by Mirchev is also noticeable in tourism industry: consumers are increasing at the expense of workers. This means that no matter how high the productivity of the working population, the public product will never be sufficient (Mirchev, 2008).

To claim that the “O” and “S” groups are reincarnated in the classic blue and white collars would be easy and somewhat frivolous. Since the term's origin, blue-collar workers have been ascribed various characteristics, including low pay corresponding to their lack of education and qualifications (Table 2).

Table 2. Main differences between white- and blue-collar jobs

<b>BLUE COLLARS</b>	<b>WHITE COLLARS</b>
Manual labor	Office work, intellectual work
Hard and physically exhausting tasks	Suit-and-tie workers with managerial and administrative functions
Hourly wages	Annual salaries
Lower social class	Higher social class
Not educated	Well educated
Answer to the white collars	Answer to the gold collars
Less responsibilities	More responsibilities

**Source:** The information in the table is systematized by the author on materials of Schwerdt et. al., 2010 and Parietti, 2023

In today's social life, such a comparison is almost inadequate. Digitalization is the key factor that has completely changed the concepts of blue- and white-collar jobs, and the COVID-19 pandemic has brought to the fore the importance of blue-collar work performance. Since 2015, researchers have been talking about a new kind of employment that requires workers to have a combination of specific skills, including simultaneous work with technological devices and machines and analytics, marketing, and design. Such occupations are called “hybrid work” and now it is the base of the shift in the color spectrum of the workforce (Britt, 2015). The use of information and communication technologies is now becoming a requirement for almost all professions, including those practiced by people who do not have sufficient digital culture (Waschull et. al., 2022). According to EmployBridge's 2019 survey, 95% of blue-collar workers surveyed are willing to invest their time in acquiring new knowledge and skills (Seymour, 2020). As a service sector, tourism undoubtedly requires the presence of both working classes. Moreover, in most cases it is the blue-collar workers who are the “face” of the tourism supply, while the white collars remain in the background and intervene only when their presence is necessary, taking on the role of “book smarts” with higher managerial skills (Lucas, 2011). In order to establish more clearly the main differences between the two work divisions, the opinion, attitude and behavior of representatives from the tourism sector were investigated.

### **3. Results and discussion**

As we have already indicated, the interviewees are representatives of white and blue collars in the tourism business. Apart from the main determinants of the study presented in Table 3, the respondents also shared additional specific information and explained in detail the reasons for their opinion on the specific positions (Table 3). The research clearly showed some regularities valid for both groups:

✓ All interviewees believe that their work could be better paid;

✓ At the time of the interview, everyone is satisfied with their work. However, their arguments are different;

✓ The managers that the different collar workers report to are generally considered to be authorities and competent professionals;

✓ Everyone finds their work meaningful enough. The reasons for this are again different;

✓ They cite the national social and financial policy as the reason for the increase in their wages. It was implicitly shared here that the salary increase was not tied to their good performance in the work process, but rather a response to the change in the national minimum wage. Here we should point out that none of the interviewees has been assigned to a minimum wage since the beginning of starting the job position.

This is the end of the general regularities for each of the work classes. The main differences in the two groups could be systematized in the following directions:

✓ Working hours - managerial work implies greater dedication to work and goes beyond the limits of regular working hours. On a daily basis, white-collar workers in tourism spend more hours at work;

✓ The motivation for work is much different - for white-collar workers, a managerial position is a matter of prestige and honor. It is important for them to be leaders. Not insignificant is the passion for exercising power and authority. At this stage, for blue-collar workers the current profession is associated with convenience, security and even mental balance, due to the absence of major responsibilities;

✓ The number and type of duties are different - the lower the hierarchical level of work, the fewer, more specific and easier to formulate and explain the work duties;

✓ One in three blue-collar workers confirms a desire for career growth. Practicing blue-collar occupations, where commitments end when working hours are over, is partly due to the fact that many people wish to have time for them and for their families, and in this sense, their ambitions are not very high.

The research allows the derivation of different correlation dependencies with different strength and direction:

### **1. Positive correlations based on content analysis:**

#### ***1.1. The number and type of duties are proportional to the position held.***

In the conversation process, it was found that white-collar workers find it more difficult to define their main duties, due to the scale of their work. They also experienced difficulties in explaining the activities they performed, which is due to the great dynamics, the huge responsibilities and, above all, the specific matter and terminology that they master;

#### ***1.2. A high job position boosts ambition.***

All white collars confirm a desire for career growth. The argument is that they have the necessary expertise and experience to embark on a grander “adventure”. The hotel manager explained her ambition in the following way: *“Once you start, there is no going back. I don't want to stay at the same level for the rest of my professional career.”* The same arguments were used by the owner of a travel agency, who explained that if you were once on the *“power level”*, returning to a lower one could lead to serious emotional upheavals.

With the three representatives of the blue collars, the question stands in a completely different way. For the first of them (a waiter), growth in the profession would be justified only if the financial incentives were high. He admitted that at this stage in his life, the job suits him, as he is in the process of obtaining a higher education, his working hours are convenient and “the tip is good enough”. He finds the meaningfulness of his work in the fact that it is his means of livelihood and at the moment he could not find a more suitable one. In addition, the financial side of the matter is also very important. The respondent sees his career development as a factor that could even lower his level of financial independence. He illustrated his main point with the following conclusion: *„If*

*someone tells me that as a restaurant manager, I would make more money than while carrying a tray, I would gladly ask for a promotion.”*

Table 3. White and blue collars assessment on chosen determinants

Determinant	White collars			Blue collars		
	Hotel general manager	Restaurant manager	Travel agency owner and manager	Waiter	Chambermaid	Hotel maintenance technician
<b>How many hours a day do you work?</b>	As many as needed	Normally 8 hours, but I stay when there is a need.	I set my own working hours.	8 hours	8 hours	8 hours
<b>Are you continuing to work from home?</b>	Always	I am in touch with the staff all the time.	I have a team to work with. I step in only when needed.	No	No	No. If there is a problem, they call my manager.
<b>Are you happy with your salary?</b>	No	No	I don't work for a salary.	No	No	No
<b>Are they raising your salary?</b>	Yes	Yes	I have the profit of the company; I have no salary.	Yes	Yes	Yes
<b>Why are they raising your salary?</b>	Because of the increase in the minimum wage	Because of the increase in the minimum wage	-	Because of the increase in the minimum wage	Because of the increase in the minimum wage	Because of the increase in the minimum wage
<b>Do you think the person you report to is professionally competent enough?</b>	Yes	Yes	I don't report to anyone, but I consider myself competent enough in my profession.	Yes	Yes	Yes
<b>What are your main duties?</b>	Care of the hotel site at all levels	Care of the restaurant at all levels	Care of the development of the company and monitoring the performance of the staff.	Customer service in the restaurant	Care for cleaning and stocking the rooms with hotel supplies	Comprehensive hotel technical support and troubleshooting
<b>What motivates you to do this job?</b>	Prestige, power and authority	Makes me feel like a serious professional.	The idea of developing my own business in the field of my education. Money.	The lack of a better alternative at the moment. The tip.	The calmness and reassurance that nothing depends on me.	Working hours and the lack of more commitments
<b>Is your work meaningful to you?</b>	Absolutely yes	Definitely yes	Certainly, it is an expression of my success	At this stage, yes	I do not get so worked up about it...	Yes, because everyone needs me
<b>Would you like to advance in your career?</b>	Yes	Yes	I would like to expand my business.	Yes, if it is for more money.	No, that's how I'm comfortable.	No, that's how I'm comfortable.
<b>What is your education?</b>	Master's degree	Professional Bachelor	Master's degree	Secondary education	Secondary education	Bachelor's degree, an engineer

Source: the author

What made an impression during the conversation with the maid was the complete awareness of her degree of professional suitability. She admitted that housekeeping was a good alternative, as she had no desire to obtain a higher education, did not aspire to obtain management functions, and did not wish to commit herself further to work tasks. However, in her statements, an antagonism accumulated over time towards all people who, for one reason or another, have achieved more professional success could be seen: *“Learned persons should solve the problems. I have no such obligations because they say that nothing depends on me. Why then in the midst of the COVID-19 pandemic, I was “on the front line” and the managers were working from home?”*

The greater differences with respect to the traditional definition of blue-collar labor are manifested by the third interviewee - an engineer by education, performing the functions of technical support in a 5-star hotel. The technician admits that over the years he has given up on the idea of career growth. *„My profession is labor intensive, but at least I have nothing to do with the big problems.“* The working hours (from 09:00 a.m. to 17:30 p.m.) allow him to have more time for his personal life. In addition, in case of force majeure, he does not feel responsible and somehow obliged to the work process. At the same time, he is of the opinion that his work is so important and specific that no manager and „book smart“ is able to replace him. *“All my managers have too many duties. On their shoulders falls the responsibility to solve all the problems related to the hotel cite or its guests. I only do what they order. I never make decisions on my own and it is much easier this way.”* As the main advantages of his work, the technician points out: convenient working hours, lack of need for intervention after the end of the working day, peace of mind, security and payment or overtime compensation in case of large important corporate events on the hotel territory that require technical support throughout the whole time. Of all the interviewees, he is the only one who consciously and purposefully chose to remain in the lower levels of work. He systematized all his arguments for this in the statement: *“I do not want career growth because I want to be happy!”*

### ***1.3. The higher the position, the higher the self-esteem and confidence.***

In conversations with managers, a tendency to demonstrate superiority and increase personal significance was found. In most cases, they spoke in the First-Person Singular, clearly stating their leading role and leaving the team they rely on in the background: *“I am ready with the company strategy for the next period.”* / *“I have already developed a marketing plan for the coming year.”* / *“I have prepared the pricing for the next high season.”* For all white-collar workers interviewed, such a way of expression is a proof of the high evaluation of their leadership. Confidence in their own abilities often puts them in the situation of even subconsciously taking credit for achievements that are usually backed by a whole team of professionals at the middle management level, as well as a large number of executive staff.

### ***1.4. In the case of blue collars, extra work is associated with extra pay.***

For some blue-collar workers, overtime is compensated by an allowance to the salary. In other cases, accumulated overtime hours are compensated by an additional day off or at least the possibility to finish traditional working hours earlier at a time, convenient for the employee and the team. White-collar workers say that companies do not have a practice of compensating them for overtime. However, two out of three managers specify that the overtime hours spent in the office are rather of their own volition.

## **2. Negative correlations based on content analysis:**

### ***2.1. The bigger the tip, the less work problems.***

All blue-collar workers are of the opinion that a *“good tip”* is able to minimize the job dissatisfaction they sometimes feel. As we have already indicated, at this stage all the interviewees are satisfied with their work for their own different reasons. However, they share that the tip is an additional incentive for their good performance at work. The only difference here is that each of them has a different understanding of a *“good tip”*. Due to the nature of the work, white collar workers do not receive tips. However, they admit that any *“kind gestures”* from satisfied customers in the form of gifts, compliments and appreciation emails play the role of powerful motivators:



“Such feedback makes me believe that I'm on the right track.” Regardless of the form of the incentives, all interviewees shared that they were the main reason to „survive problems at work more easily“.

**2.2. The lower the position, the higher the need to receive recognition.**

Although they work of their own free will, some of the blue-collar workers sometimes have a certain feeling of inferiority and even a complex that they often go unnoticed by the white collars. The chambermaid specifies that her presence and role have been most visible and significant to managers in crisis situations, especially during the period of emergency surrounding the COVID-19 pandemic. The rest of the time she feels “forgotten” or “taken for granted”.

The main reason why a technician finds meaning in his work lies in the emotional satisfaction of being “needed”. “My profession is specific; my managers do not know technical work in detail. Sooner or later, everyone needs me. Everyone at my workplace knows me and is looking for me. This flatters me and makes me feel important”.

**3. Zero correlations based on content analysis:**

**3.1. Recognition and appreciation from the employer have nothing to do with money.**

White collar workers are more dedicated to their work. The accumulation of many duties, accompanied by extra hours in the office or through a remote connection from home, are a common phenomenon at the upper levels of management. Over the years, simple praise is no longer a motivation and leaves them feeling like they are working for a “putty medal”.

White-collar workers share the dissatisfaction with the fact that the increase in wages is not due to their merits, but to the state's social and financial policy. The restaurant manager expresses his position as follows: “Just a “pat on the back” is not enough for me anymore. If you perform well at work, if you give the best of you, then you should get more money.”

**3.2. The need for better pay has no relation to the collar.**

There are no differences between white- and blue-collar workers in terms of their perceptions of pay. People's needs are unlimited, and the need for money increases in direct proportion to their growth. Each one of the interviewees states that to live a “decent life” they should earn enough to cover at least their basic needs. The only difference here is that due to their experience, white-collar workers have different understandings of “basic needs” and compared to those of blue-collar workers, defining them as “basic” is not relevant at all.

It is difficult to determine the correlation between education, ambition and self-improvement among blue-collar workers. The variables relationship is torn between the need for more money (outside of the regular salary), one's own understanding of happiness, and the categorical refusal to perform difficult tasks and make hard decisions. The blue-collar workers interviewed did not confirm the traditional understanding that a lack of proper or any education underlies the color of the collar.

From all that has been said so far, we can conclude that the tourism sector is a rostrum of complex work interrelationships, within which it is difficult to assess which work division is more valuable and necessary. The role of tourism in providing equal opportunities can be defined in the following directions:

- **Tourism is a mechanism for increasing women's self-esteem and significance.** As a service sector, tourism is called upon to contribute to the women's empowerment (regardless of the color of the collar) and providing opportunities to increase their work skills and hence their position in society. Tourism eliminates orthodox understandings of women and is one of the key factors in promoting entrepreneurship (Popova, 2019).

- **The tourism sector is a job generator.** Industry dynamics is fundamental to overcoming social inequality and providing opportunities for all walks of life, as the sector is in constant need of a variety of industry professionals (from entry level to highly skilled and educated professionals).

- **Tourism is a workforce's skill upgrader.** The ever-increasing influence of the globalization process gives rise to the need for continuous improvement of personnel, especially in

the service sectors, since any change in consumer demand and behavior also leads to a change in the way of supply.

- **Tourism requires the intervention of various professionals.** In most cases, the absence of blue-collar workers is unthinkable for the development of tourism, since this group is the „face of the tourist supply”. At the same time, the adequate management of the sector also requires people who are properly educated and can be responsible for solving strategic problems.

- **Tourism will always need people.** Digitization will probably not completely eliminate the need for interpersonal contact, and because of that, the human factor will remain of strategic importance for the development of the sector. A direct consequence of this fact are the opportunities for career growth, improvement of skills and competences and the development of intergenerational and intragenerational relationships. Tourism services are a major driver of the economy and can contribute to a real fight against poverty, social exclusion and discrimination by creating jobs.

- **Tourism can close the gender pay gap, and to some extent the gap between white-collar and blue-collar workers.** This could be achieved through additional financial incentives for workers, examples of which were already discussed in detail in the present paragraph. The sustainable development of the sector is also considered a key factor for poverty alleviation.

- **Tourism makes blue-collar jobs more secure.** In the daily service of tourists, a key role is played by those whose work only until a few decades ago was considered “dirty”, “low-skilled” and “easily replaceable”.

- **Tourism stimulates self-improvement.** Development opportunities can lead workers to invest time and money in education, vocational training, technical and technological skills acquisition, in an attempt to reach a higher job position.

- **Tourism is a sector of the productive class.** Lazy, hard-to-adapt people have no place in the industry. Tourism service stimulates the improvement of values and inculcates good work ethics, discipline, responsibility, and soft skills which are necessary for both working classes. Such work “habits” can easily be transferred to personal life, and thus the chances of marginalization of certain individuals and entire social groups are reduced. In this way, the class gap between the four social groups in the matrix studied in the previous paragraph could be minimized.

### Conclusion

The class division of labor can hardly be completely overcome. There will always be a need for both “doers” and “book smarts” in any sector. As an integral phenomenon with a humanitarian focus, tourism creates goods “by the people for the people” and its role in bridging the grand problems of social division is vital. In the basic structure of work-occupational classes in tourism, there will continue to be a blue-collar and white-collar division in the future. The present study found that there was no proportional pattern between education, ambition, and job satisfaction. The role of tourism is found mainly in its contribution to throw light on the work of both groups and proving the important contribution of each of them. Tourism is the field that can establish how widespread the two collar colors are and to what extent they have an objective economic basis for their civic and professional identity.

### References

1. Bernhagen, L., & Gravett, E. (2017). Educational Development as Pink-Collar Labor: Implications and Recommendations. *To Improve the Academy Journal*. 36 (1). 9-19.
2. Beruvides, M., & Koelling, C. (2001). An investigation of the work characteristic composition in blue-collar, white-collar, and knowledge work. *International Journal of Human Resources Development and Management*. 1 (2-4). 283-303.
3. Britt, F. (2021). *Move over, blue- and white-collar jobs: The workforce color spectrum is expanding*. [Online] Available from: <https://www.chieflearningofficer.com/2021/06/10/move-over-blue-and-white-collar-jobs-the-workforce-color-spectrum-is-expanding/> [Accessed 03/11/2023].

4. Choughari, H. (2016). *Types of Collar Workers! (updated)*. [Online] Available from: <https://www.linkedin.com/pulse/whats-types-collar-workers-hassan-choughari/> [Accessed 03/11/2023].
5. Delfino, A. (2020). *Breaking Gender Barriers: Bringing Men into the Pink-Collar Jobs of the Future*. [Online] Available from: <https://www.bancaditalia.it/pubblicazioni/altri-atti-convegni/2020-3rd-BI-CEPR-labour-workshop/Delfino.pdf> [Accessed 01/11/2023].
6. Ebersole, G. (2021). *So, what color is your work collar?* [Online] Available from: <https://lvb.com/color-work-collar/> [Accessed 03/11/2023].
7. González, M., Swanson, D., Lynch, M., & Williams, G. (2016). Testing Satisfaction of Basic Psychological Needs as a Mediator of the Relationship between Socioeconomic Status and Physical and Mental Health. *Journal of Health Psychology*. 21 (1). 972–82.
8. Josh, J. (2014). *List of Collar Workers*. [Online] Available from: <https://www.jagranjosh.com/general-knowledge/list-of-collar-workers-1404546729-1> [Accessed 03/11/2023].
9. Lips-Wiersma, M., Wright, S., & Dik, B. (2016). Meaningful Work: Differences among Blue-, Pink-, and White-collar Occupations. *Career Development International*. 21 (1). 534–551.
10. Locke, E. (1973). Satisfiers and dissatisfiers among white-collar and blue-collar employees. *Journal of Applied Psychology*. 58 (1). 67–76.
11. Lubrano, A. (2004). *Blue-collar roots, white-collar dreams*. New Jersey: John Wiley & Sons.
12. Lucas, K. (2011). Blue-Collar Discourses of Workplace Dignity: Using Outgroup Comparisons to Construct Positive Identities. *Management Communication Quarterly*. 25 (2). 353–374.
13. Martin, L. (2023). *The origins of white collar vs. blue collar*. [Online] Available from: <https://rethinkq.adp.com/history-white-collar-vs-blue-collar/> [Accessed 01/11/2023].
14. Mirchev, M. (2008). *Trudovo-proizvoditelno razsloyavane*. [Online] Available from: [https://www.assa-m.com/kniga\\_pdf/Socialna\\_dinamika\\_11\\_glava.pdf](https://www.assa-m.com/kniga_pdf/Socialna_dinamika_11_glava.pdf) [Accessed 03/11/2023].
15. Paretto, M. (2023). *Blue-Collar vs. White-Collar: What's the Difference?* [Online] Available from: <https://www.investopedia.com/articles/wealth-management/120215/blue-collar-vs-white-collar-different-social-classes.asp> [Accessed 03/11/2023].
16. Popova, K. (2019). Women Empowerment: Challenges for the Global Tourism. *Izvestia Journal of the Union of Scientists - Varna. Economic Sciences Series*. Varna: Union of Scientists - Varna. 8(1), 3-9.
17. Saari, T., Leinonen, M., & Tapanila, K. (2022). Sources of Meaningful Work for Blue-Collar Workers. *Social Sciences*. 11 (1). 1-15.
18. Schwerdt, G., Ichino, A., Ruf, O., Winter-Ebmer, D., & Zweimüller, J. (2010). Does the color of the collar matter? Employment and earnings after plant closure. *Economics Letters*. 108 (1). 137–140.
19. Seymour, P. (2020). *White-Collar, Blue-Collar, New-Collar: The Evolution of the American Workforce*. [Online] Available from: <https://www.supplychainbrain.com/blogs/1-think-tank/post/30678-white-collar-blue-collar-new-collar-the-evolution-of-the-american-workforce> [Accessed 08/11/2023].
20. Stipp, H. (2022). *Number of travel and tourism jobs worldwide from 2019 to 2022, with a forecast for 2023*. [Online] Available from: <https://www.statista.com/statistics/1268465/number-of-travel-and-tourism-jobs-worldwide/> [Accessed 01/11/2023].
21. Waschull, S., Bokhorst, J., Wortmann, J., & Molleman, E. (2022). The redesign of blue- and white-collar work triggered by digitalization: collar matters. *Computers & Industrial Engineering*. 165 (1). 1-14.
22. Academia KIT. (2023). *Skorostta na promenyashtiya se svyat nalaga da preosmislim obrazovanieto*. [Online] Available from: <https://academiakit.com/promenyashtiyat-se-svyat-nalaga-da-preosmislim-obrazovanieto/> [Accessed 03/11/2023].