

Exploring the Impact of Marital Status and Workplace Environment on Mental Health among Employees in Service-Based Industries

Richa Mishra*

Associate Professor, School of Management, BML Munjal University, Gurugram, Haryana, India.

ORCID iD: <https://orcid.org/0009-0008-5681-1482>

Email: richa.mishra@bmu.edu.in

Hala Alsabatin

Assistant Professor, College of Education, Zarqa University, Zarqa, Jordan.

ORCID iD: <https://orcid.org/0009-0002-9779-1007>

Email: halsabatin@zu.edu.jo

Shweta Upamanyu

Corporate Learning & Development Manager, BlueDove Hospitality Pvt. Ltd., Bengaluru, Karnataka, India.

ORCID iD: <https://orcid.org/0000-0003-2727-0273>

Email: s.upamanyu@gmail.com

Jolly Masih

Associate Professor, School of Management, BML Munjal University, Gurugram, Haryana, India.

ORCID iD: <https://orcid.org/0000-0002-8420-1517>

Email: jolly.masih@bmu.edu.in

Azzam Hannon

Associate Professor, School of Business, Skyline University College, University City- Sharjah- UAE.

Email: azzam.hannon@skylineuniversity.ac.ae

Sherine Badawi

Assistant Professor of Management, Faculty of Economics and International Trade, Egyptian Chinese University.

Sameh Reyad

Professor of Accounting, Faculty of Business Administration Department of Finance, Banking and Accounting, German International University (GIU), Egypt.

Yussra Jamjoom

Associate Professor, College of Business Administration, University of Business and Technology, Jeddah, 21448, Saudi Arabia.

Email: yussra@ubt.edu.sa

ORCID iD: <https://orcid.org/0000-0003-2600-5558>

This study investigates the relationship between marital status, workplace environment, and mental health among employees in the Delhi National Capital Region service-oriented industries. The empirical examination also explores that Workload and Job stress, Work-life balance, Organizational culture and workplace environment also make an impact on mental health. The research combines mixed methods through questionnaires from 200 respondents who participated in stratified random sampling and qualitative components to achieve better contextual understanding. The study validates that excessive workload and insufficient work-life integration combined with weak organizational care drive persistent mental health deterioration for employees. The research data revealed that unmarried workers showed higher psychological strain than their married colleagues across all study groups. Factor analysis tests demonstrated that the constructs had excellent reliability and validity characteristics since key dimensions describe mental health outcome variability. Workplace environment proves to be a major determinant of employee well-being. The findings have been evaluated by using ANOVA and it affects these results most notably when married status is considered. Employers must adopt specific organizational initiatives that enhance mental health support because this analysis demonstrates widespread employee needs. The study extends current opinions about occupational mental health by providing detailed information about how family connections and workplace environments affect employee mental health within demanding service roles.

Keywords: Mental Health Issues, Employees, Workplace, Service-Based Industries, Marital Status, Occupational Stress, Employee Well-Being.

Introduction

Recently, the discourse surrounding mental health in the workplace has gained considerable attention, shedding light on the multifaceted challenges faced by individuals across various sectors—particularly within service-oriented industries that emphasise efficiency, productivity, and customer satisfaction. This study aims to explore the factors contributing to the increasing prevalence of mental health issues among employees in service industries, providing a comprehensive understanding of the complexities of this pressing issue by examining the conditions that impact psychological well-being in the work environment. The subject of mental health in the workplace has attracted significant interest due to its profound effect on individual welfare, productivity, and organisational performance.

Psychological disorders such as stress, anxiety, depression, and burnout not only affect individuals but also influence the overall functioning of businesses, potentially resulting in reduced productivity, higher absenteeism, and diminished morale. As noted by Wang et al. (2022), "Marital status, often overlooked, plays a critical role in shaping the mental health of employees in service-based industries. Understanding this connection is essential for creating workplaces that not only foster productivity but also nurture well-being."

The primary factors contributing to the increasing prevalence of mental health issues among individuals in service-based sectors are excessive workloads and heightened levels of pressure. Employees within these industries frequently face significant time constraints, stringent deadlines, and a relentless influx of customer demands. For married workers, the challenge of

balancing dual responsibilities—professional duties and domestic obligations—can result in either emotional stability or heightened stress, contingent upon the presence or absence of interpersonal conflicts (Womack & Jones, 2005). Divorced or separated employees, on the other hand, experience unique emotional and financial strains, which exert a considerable impact on their psychological well-being. Employed parents encounter additional responsibilities and complexities in time management, leading to increased stress levels. Furthermore, organisational factors exacerbate the issue, including inadequate support systems, limited access to mental health resources, and the persistent stigma associated with mental health conditions (Eisenberger, Malone, & Presson, 2016).

Marital status represents a significant yet frequently overlooked social determinant that substantially influences the mental well-being of employees. Individuals who lack access to robust social support networks may experience heightened levels of stress and feelings of isolation (Cattani & Rizza, 2024). In contrast, married employees are often required to balance dual responsibilities encompassing both their personal and professional lives. This dual role may either facilitate the resolution of familial matters or, conversely, exacerbate existing anxieties. Additionally, divorce or separation from a spouse can have profound detrimental effects on an employee's emotional stability, further underscoring the critical role of marital status in shaping mental health outcomes.

A 2022 study conducted by the National Institute of Mental Health and Neuro-Sciences (NIMHANS) in Bengaluru explored the relationship between marital status and mental health challenges among information technology (IT) professionals, revealing a significant correlation. The study, which included a sample of 500 employees, found that unmarried individuals experienced higher levels of anxiety and stress, primarily due to the lack of a supportive domestic environment and concerns regarding job security. In contrast, married employees faced stress arising from the dual demands of managing both work and family responsibilities. However, they reported improved mental well-being when receiving adequate support from their spouses. These findings highlight the need for tailored mental health interventions that address the distinct pressures associated with varying marital statuses, thereby fostering the overall well-being of employees (Anand, 2024).

Individuals with children are more susceptible to stress due to the heightened demands of balancing professional responsibilities and domestic duties, often leading to fatigue exacerbated by a lack of empathy and the burden of emotional labour. Employees in service-based sectors frequently engage in "emotional labour," which involves the regulation and outward expression of emotions (Grundström et al., 2021). This can be particularly mentally taxing, as it requires maintaining composure in challenging situations or demonstrating empathy towards clients. Additionally, these individuals often face unstable employment conditions and precarious work

arrangements. Concerns over job security and unpredictable schedules are prevalent among workers in service-oriented industries, contributing to elevated levels of anxiety and stress. Sectors such as customer service and hospitality are characterised by a high prevalence of contract work, zero-hour contracts, and the growing influence of the "gig economy." These factors foster uncertainty among workers regarding job stability, fringe benefits, and financial security (Ozduran et al., 2023).

The study aims to explore the interplay between these factors and marital status to achieve a comprehensive understanding of how different marital statuses influence the mental well-being of individuals employed in service-based industries. Through an extensive review of contemporary literature and systematic data collection, the research seeks to identify the primary stressors prevalent within these sectors. Additionally, the study endeavours to elucidate the impact of marital status on psychological health outcomes when considered alongside these stressors. By doing so, it aspires to provide employers with valuable insights into enhancing employee well-being and satisfaction, as well as fostering a supportive work environment that addresses their diverse needs. The identification of these relationships is intended to assist organisations and policymakers in designing tailored support systems capable of effectively addressing mental health challenges and promoting a healthier, more inclusive workplace. Furthermore, the study contributes to the broader discourse on the relationship between marital status and mental well-being in service-oriented sectors. It also seeks to inform researchers in developing targeted interventions aimed at improving workplace conditions and advancing the overall well-being of employees.

Literature Review

This section of the study includes assessments of related previous studies that have been carried out to help comprehend the current state of the topic. For clarity, the section has been split into three categories.

Marital Status and the Prevalence of Mental Health Issues among Employees

Torres, Backstrom, & Duffy (2023) examined the factors associated with mental health burdens in two distinct groups of workers. The first group consisted of individuals employed in critical sectors who remained active during the pandemic, including healthcare, military, commerce, finance, and media. The second group comprised workers significantly impacted by protective measures, either operating under altered work arrangements or unable to work at all. Sopa et al. (2020) found that workers who perceive support from their employers—whether in the form of rewards, favourable working conditions, or encouragement from superiors—are more likely to remain employed with the organisation (Ahmedani, 2011). Similarly, Sumarsi & Rizal (2021) observed that employees tend to exhibit greater dedication when they perceive that the organisation aligns with their standards, desires, and expectations. In this context, Chiu, Wai-Mei

Luk, & Li-Ping Tang (2002) identified that when workers are able to operate comfortably and conveniently within the organisation, their commitment to staying is strengthened, and they experience a sense of alignment with the organisation's core values.

Factors Specific to Workplace Stressors on the Mental Health of Employees with Different Marital Statuses

Vaingankar et al. (2020) examined the specific factors related to workplace stress and their impact on the mental health of employees with varying marital statuses. The study explored the links between married life and psychological disorders, considering the potential influence of social support, trust, and financial constraints. Similarly, Hossain et al. (2021) found that employees who were single, divorced, or widowed were significantly more likely to experience poor mental health compared to those who were married or living with a partner. These higher odds ratios remained consistent across studies, with trust and financial difficulties only slightly weakening the associations.

A further study by Bayrakçeken, Alkan, & Abar (2023) emphasized that mental health can be defined as the ability to maintain positive and balanced relationships, adapt to personal and social environments, and effectively resolve conflicts and personal aspirations in a rational, fair, and appropriate manner. According to Sopa et al. (2020), the marital history of working women significantly influenced their mental well-being. The complex stress experienced by married working women, who juggle responsibilities in multiple areas, may contribute to their diminished mental health (Abadi, Dirani, & Rezaei, 2022). Optimal allocation of counselling time and regular meditation were identified as effective strategies for enhancing mental well-being. Finally, Parker & Jorritsma (2021) noted the widespread presence of significant psychological distress across all categories of employees, a concern that is often unaddressed. Identifying risk factors should guide the development of behavioural health interventions, prevention, and assessment initiatives.

Factors Contributing to the Correlation Between Married and Unmarried Employees

According to Hämmig, Gutzwiller, & Bauer (2009), married women, in particular, exhibited a degree of atypical deviation in both types of aberrant activities. For women, the dissolution of marriage was more strongly linked to indicators of sadness, while men were more prone to displaying unhealthy drinking habits and behavioural issues. In contrast, the transition from "unmarried" to "married" marital status did not appear to have a significant association with the respondents' mental health. Abas et al. (2024) suggested that these differences may be attributed to the emotional and socialisation experiences of men and women, which make individuals more susceptible to responding to stress throughout their lives. Further research has shown that married individuals are less likely to engage in criminal

activities (Baek et al., 2024) and are less vulnerable to aberrant behaviour (Rony, Md. Numan, & Alamgir, 2023) compared to their unmarried counterparts. Vorina, Simonič, & Vlasova (2017) also reported notable differences in the prevalence of depression, anxiety, and stress between married and unmarried employees.

Workplace Environment and Mental Health

Workload and Job Stress

Service industry employees currently face their worst psychological challenges from carrying excessive workloads at work. Work pressure causing sustained job-related stress makes workers develop depression alongside anxiety (Chen et al., 2022). The COVID-19 frontline workers experienced heightened stress because they faced greater workloads and safety risks (Frenkel et al., 2022). Job demands direct emotional exhaustion as per structural equation modelling analysis by Yulita, Idris, & Dollard (2022) with a β value of 0.47 ($*p < 0.001$) in roles with continuous customer interactions. The qualitative nature of the workload also matters. Shirmohammadi, Chan Au, & Beigi (2022) established that staff dealing with demanding skills tasks that required managing complex client needs showed greater psychological distress compared to workers with quantitative restrictions. Service employees in the Delhi National Capital Region reported "unmanageable expectations" as their primary stressor with a 38% frequency, which caused their burnout numbers to rise.

Work-Life Balance

Remote work technologies have intensified mental health risks because they create complete dissipation of personal boundaries within professional contexts. Service sector employees face work-life conflict to an extent 67% higher than workers in other occupational fields (Borowiec & Drygas, 2023). The pandemic produced extended working hours and impaired recovery time due to boundary blurring which caused sleep disturbances affecting 78% of employees (Shirmohammadi et al., 2022). Work flexibility with telecommuting provides advantages to employees but needs organization-wide support systems to prevent workplace conflicts (Bhat, Yousuf, & Saba, 2023). This relationship becomes more complex when married employees are involved. Workers who are married and care for others experience greater role conflict in their professional lives. The implementation of family-supportive supervisor behaviours (FSSB) by Susanto et al. (2022) resulted in a decrease in work-life strain for married workers, equivalent to 23%.

Organizational Culture and Support

An organization needs a supportive culture to minimize workplace stressors. Research has established that environments which offer employees psychological safety lead to reduced mental health problems such as depression and anxiety (Sun et al., 2023). Healthcare personnel working in psychologically safe settings displayed 34% reduced mental health symptom levels

while dealing with COVID-19 (Frenkel et al., 2022). The combination of toxic organizational cultures infused with inadequate communication and little integrity increases employee stress most strongly for unmarried people since they lack dependable outside support networks (Aarons & Sawitzky, 2006; Dishop et al., 2019). The effects of transformational leadership serve as a heightening mechanism in these situations. Organizations operate more resiliently under leadership focused on empathy and communication because these management styles create teams with 19% fewer employees considering leaving (Yulita et al., 2022). The research results demonstrate why organizations should establish mandatory mental health training programs for supervisors while running stigma projects across departments.

Marital Status and Mental Health Outcomes

The resources obtained through marriage effectively protect workers against workplace stress. During the COVID-19 era, healthcare professionals who were married showed lower levels of anxiety compared to their single counterparts by 18% (Peng et al., 2022). Married personnel working in managerial positions exhibited greater job satisfaction through their shared domestic obligations (Borowiec & Drygas, 2023). However, marital quality matters. Individuals in dysfunctional marriages face more severe mental health problems than both widows and widowers because ongoing marital strife overrides the positive aspects of being in a relationship. The changes in life status through death or separation create significant threats because new single employees experience depressive symptoms that increase by 27%. Married workers experience simultaneous stressors arising from their workplace requirements and household responsibilities. Indian mental health professionals reported that marriage and demanding work schedules caused 62% of their workers to experience chronic fatigue (Savarimalai et al., 2023). Single workers without family responsibilities experienced increased loneliness levels that heightened their stress (Ali, 2022). Two distinct policies are required to address current disparities between married and single workers: marital status-adjusted childcare assistance programs for employees with spouses, along with social support initiatives for single staff members.

Interplay Between Workplace Environment and Marital Status

Workplace factors show diverse relationships with the marital status of individuals. High-stress workplace situations increase anxiety development risks by 41% for unmarried workers based on their lack of spousal support for managing job demands (Peng et al., 2022). Married workers operating in organizations with unsupportive cultures experience intensified work-family conflict because 55% point to inflexible shift scheduling as the main obstacle preventing family engagement (Baquero, Khairy, & Al-Romeedy, 2025). Moderating effects are also evident. Working from home or telecommuting allows employees to decrease psychological health gaps

between different marital categories. Location flexibility among unmarried workers decreased their stress by 22%, but schedule autonomy provided better stress reduction for married employees (Bhat et al., 2023). Organizations will obtain better results by developing specific workplace interventions that match the individual relationship situations of their workforce. The pandemic intensified existing mental health inequities. Frontline service workers endured unexpected work pressure combined with health hazards because of their service position (Frenkel et al., 2022). Married women bore the heaviest caregiving duties because of this, their burnout rates climbed by 31% (Shirmohammadi et al., 2022). Some employees without spouses received limited advantages from remote work because they spent less time commuting, which enhanced their work-life balance (Susanto et al., 2022). The emergency response actions delivered by organizations demonstrated why adaptive cultures remain essential. The companies which maintained open transparency in their communication practices experienced only 29% of employee well-being deterioration (Nilsen & Kongsvik, 2023; Sun et al., 2023). The upcoming hybrid work designs require sustained investment in mental health resources because these lessons have proven essential for the future.

The service industry requires its employees to use emotional labor which demands they manage their feelings during interactions with customers while working irregular schedules and facing demanding interactions. Public research indicates that the global economic loss from work-induced stress and burnout reaches \$1 trillion annually (Salvagioni et al., 2022). Modern research studies about service-based mental health outcomes related to workplace environments and marital status become the focus of this review. An analysis of work demands, organizational cultures, and support structures produces investigative findings to guide the development of operational protocols and public policy strategies.

Researchers must conduct future research about how marital roles affect people over time and how individuals in different cultures handle life challenges as practitioners need to embed mental health assistance within organizational frameworks through management development programs and equal policies that minimize stigma to achieve resilient teams.

Objectives of the Study

Obj.1: To identify the primary factors contributing to the increasing prevalence of mental health issues among employees in service-oriented industries.

H1: There are multiple underlying factors that significantly contribute to mental health issues among employees in service-based industries.

Obj.2: To investigate the relationship between marital status and mental health challenges among employees in service-oriented industries.

H2: Marital status is significantly associated with the prevalence of mental health issues among employees in service-based industries.

Obj.3: To examine the influence of the workplace environment on the mental health of employees with varying marital statuses.

H3: The impact of workplace environment on mental health varies significantly across different marital statuses.

Research Methodology

Data Collection: The study incorporated multiple sources of knowledge to assess the relationship dynamics and psychological health at three distinct stages of the lifespan. Furthermore, the research sought to explore the timing at which relationship status influenced these associations. Primary data was collected using a structured questionnaire, with participants selected through stratified random sampling from two categories: unmarried and married.

Study Area: The Delhi National Capital Region was selected as the study area due to its diverse and dense service industry, a wide range of socioeconomic backgrounds, and distinct urban stressors that influence employee mental health.

Targeted Population: Since the targeted population is undefined, the sample size was calculated to be 385 using Cochran's formula. Accordingly, a total of 385 questionnaires were distributed to employees from various professional organisations using the offline method, with 270 employees responding. Data from 200 respondents who completed the questionnaire in full were considered for analysis.

Research Technique: A mixed methods approach was employed to provide a comprehensive understanding of

mental health issues by integrating quantitative data on prevalence and correlations with qualitative insights into personal experiences and contextual factors.

Data Extraction: The data were analysed using SPSS 26 and Excel software. SPSS facilitated advanced statistical analysis and detailed data modelling, while Excel provided essential tools for data organisation and basic calculations, making the two programs complementary for efficient and accurate data processing. The study utilised a structured questionnaire and employed stratified random sampling to select participants from two categories: unmarried and married.

Study Technique: The study utilised mean, standard deviation, Analysis of Variance (ANOVA), correlation, and the t-test to test the study's hypotheses. A pilot study was conducted to ensure the reliability and accuracy of the questionnaire, with a sample size of 50 questionnaires selected to further validate these aspects.

Results

This section presents the findings and interpretation of the data, structured according to the demographic characteristics, objectives, and hypotheses outlined in the study. The outcomes have been categorised to align with the research aims and hypotheses. A detailed [Table 1](#) summarising the results has been included, accompanied by an explanatory analysis of these findings. This approach ensures a clear and systematic presentation of the data, facilitating a comprehensive understanding of how the results relate to the study's objectives and hypotheses.

Table 1: Reliability and Validity Statistics.

Label	Reliability Statistics			
	Cronbach's Alpha	Number of Items	Kaiser–Meyer–Olkin and Bartlett's Value	Significance Value
Workload and Job Stress	0.818	3	0.716	0.000
Work–Life Balance	0.777	3	0.700	0.000
Organizational Culture and Support	0.721	4	0.727	0.000
Mental Health Issues	0.813	10	0.779	0.000
Workplace Environment	0.745	10	0.740	0.000

[Table 1](#) presents the reliability statistics for various variables. The "Cronbach's Alpha" values range from 0.721 to 0.818, indicating the reliability of the questionnaire, as all values exceed 0.700. The items range from 3 under "Workload and Job Stress" and "Work-Life Balance" to 4 under "Organizational Culture and Support," and 10 under both "Mental Health Issues" and "Workplace Environment." The Kaiser–Meyer–Olkin (KMO) values confirm the validity of the questionnaire, as all values are greater than 0.700, suggesting that the data are suitable for factor analysis. All significance values are 0.000, indicating that the results are statistically significant. Independent reliability and validity testing were conducted for each factor (e.g., Workload and Job Stress, Work-Life Balance, Organizational Culture and Support) to ensure the distinctiveness and internal consistency of each construct. This approach was considered appropriate, as the factors represent conceptually distinct dimensions of the overall

framework under analysis.

[Table 2](#) presents the "Demographic Characteristics of the Respondents," detailing their gender, age, marital status, employment type, job role, and years of experience. As shown in the table, 49.0% of the respondents were female, and 51.0% were male. The largest group of respondents (35.0%) were aged between 26 and 35 years. A majority of the respondents (55.0%) were married. Regarding employment type, 60% of respondents were full-time employees, and 25.0% held managerial positions. Additionally, the table indicates that the majority of respondents (30.0%) had 1 to 3 years of experience in the corporate field.

O1: To identify the primary factors contributing to the increasing prevalence of mental health issues among employees in service-oriented industries.

H1: There are multiple underlying factors that significantly contribute to mental health issues among employees in service-based industries.

Table 3 presents the results of the KMO and Bartlett's test. The KMO measure of sampling adequacy is 0.701, and Bartlett's test of sphericity yielded a significant result, with an approximate chi-squared value of 283.187, degrees of freedom = 45, and a p-value of 0.000. These results from the KMO and Bartlett's test confirm the suitability of the data for factor analysis in testing the hypothesis. Moreover, Table 4 presents the commonalities for various items. Items such as WJS_1 (0.512), WJS_2 (0.597), WLB_1 (0.516), WLB_2 (0.677), WLB_3 (0.524), OCS_2 (0.677),

and OCS_3 (0.535) exhibit medium commonalities, indicating reasonably strong correlations with the factors, although a significant portion of the variance remains unexplained. Conversely, items such as WJS_3 (0.351), OCS_1 (0.434), and OCS_4 (0.488) display lower commonalities, suggesting that less of their variance is accounted for by the factors. The lower representation of these items may require further review for potential modification or removal to improve the validity and reliability of the hypothesis.

Table 2: The Respondents' Demographic Profile.

Sr. No.	Demographic Characteristics	Category	N	%
1	Gender	Female	98	49.0%
		Male	102	51.0%
2	Age	18–25 Years	60	30.0%
		26–35 Years	70	35.0%
		36–45 Years	40	20.0%
		46–55 Years	20	10.0%
		≥56 Years	10	5.0%
3	Marital Status	Married	110	55.0%
		Unmarried	90	45.0%
4	Employment Type	Contractual	30	15.0%
		Full-Time	120	60.0%
		Part-Time	30	15.0%
		Temporary	20	10.0%
5	Job Role	Administrative	30	15.0%
		Managerial	50	25.0%
		Supervisory	40	20.0%
		Support	20	10.0%
		Technical	60	30.0%
6	Years of Experience	<1 Year	20	10.0%
		1–3 Years	60	30.0%
		4–6 Years	50	25.0%
		7–10 Years	40	20.0%
		>10 Years	30	15.0%

Table 3: Kaiser–Meyer–Olkin (KMO) and Bartlett's Test.

KMO and Bartlett's Test		
KMO Measure of Sampling Adequacy		0.701
Bartlett's Test of Sphericity	Approximate Chi-Squared	283.187
	Degree of Freedom	45
	Significance	0.000

Table 4: Commonalities.

Commonalities		
	Initial	Extraction
WJS_1	1.000	0.512
WJS_2	1.000	0.597
WJS_3	1.000	0.351
WLB_1	1.000	0.516
WLB_2	1.000	0.677
WLB_3	1.000	0.524
OCS_1	1.000	0.434
OCS_2	1.000	0.677
OCS_3	1.000	0.535
OCS_4	1.000	0.488

Extraction Method: Principal Component Analysis

Table 5, showing the total variances, reveals that a significant proportion of the variance is explained by the first three components. The initial eigenvalues indicate that Component 1 explains 26.577%, Component 2 accounts for 14.602%, and Component 3 contributes 11.940%, collectively explaining 53.118%

of the total variance. After these three components, there is a marked decline in the variance explained by subsequent components. From the fourth component onward, their contribution diminishes, with the fourth explaining 8.865% and the cumulative percentage reaching 61.983%. This suggests that the first three

components are crucial in capturing the main patterns in the data, and justifies their use in further analysis, as

they effectively account for the majority of the variance.

Table 5: Total Variance.

Component	Total Variance Explained								
	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.658	26.577	26.577	2.658	26.577	26.577	2.223	22.226	22.226
2	1.460	14.602	41.178	1.460	14.602	41.178	1.571	15.714	37.939
3	1.194	11.940	53.118	1.194	11.940	53.118	1.518	15.179	53.118
4	0.887	8.865	61.983						
5	0.787	7.871	69.854						
6	0.748	7.481	77.336						
7	0.722	7.219	84.555						
8	0.556	5.562	90.118						
9	0.553	5.533	95.651						
10	0.435	4.349	100.000						

Extraction Method: Principal Component Analysis

Table 6: Rotated Component Matrix.

	Rotated Component Matrix ^a		
	Component		
	1	2	3
WJS_1	0.692		
WJS_2	0.721		
WJS_3	0.500		
WLB_1		0.694	
WLB_2		0.822	
WLB_3	0.713		
OCS_1			0.626
OCS_2			0.811
OCS_3			0.532
OCS_4	0.603		

Extraction Method: Principal Component Analysis

Rotation Method: Varimax with Kaiser Normalization

a. Rotation Converged in Four Iterations

In Table 6, the first component, "Workload and Job Stress," is strongly defined by WJS_1 (0.692) and WJS_2 (0.721), with WJS_3 (0.500) contributing to a lesser degree. The second component, "Work-Life Balance," is primarily defined by WLB_1 (0.694) and WLB_2 (0.822), though WLB_3 (0.713) cross-loads on Component 1. The third component, "Organizational Culture and Support," is characterised by OCS_1 (0.626), OCS_2 (0.811), and OCS_3 (0.532), with OCS_4 (0.603) cross-loading on Component 1. The cross-loadings of WLB_3 and OCS_4 suggest redundancy across components. It is recommended to exclude these variables for a clearer factor structure. Overall, the matrix indicates that while the three factors are distinct, further refinement is needed for a more accurate model.

O2: To investigate the relationship between marital status

and mental health challenges among employees in service-oriented industries.

H2: Marital status is significantly associated with the prevalence of mental health issues among employees in service-based industries.

Table 7 presents the distribution and variability of mental health issues among vulnerable populations, stratified by marital status. The mean rating for unmarried individuals is 34.99 (SD = 6.43), while for married individuals, the mean rating is 32.93 (SD = 6.66). Moreover, Table 8 reveals a significant difference between the two groups of vulnerable populations. The mean of the variable is significantly lower in one group compared to the other, with a 95% confidence interval. The significance value for vulnerable populations is 0.028, which is below the 0.05 threshold.

Table 7: Group Statistics Table.

	Group Statistics			
	Marital Status	N	Mean	Standard Deviation
Mental Health Issues	Unmarried	90	34.9889	6.43288
	Married	110	32.9273	6.65770

Table 8: Independent Samples Test.

Independent Samples Test										
		Levene's Test for Equality of Variances			T-Test for Equality of Means					
		F	Significance	T	Degree of Freedom	Significance (2-tailed)	Mean Difference	Standard Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
Mental Health Issues	Equal Variances Assumed	0.088	0.767	2.212	198	0.028	2.06162	0.93206	0.22359	3.89965
	Equal Variances not Assumed			2.220	192.580	0.028	2.06162	0.92884	0.22960	3.89363

O3: To examine the influence of the workplace environment on the mental health of employees with varying marital statuses.

H3: The impact of workplace environment on mental health varies significantly across different marital statuses.

Table 9 presents the descriptive statistics for married and unmarried employees. The mean score for married employees is 32.93 (SD = 6.66), while for unmarried employees, the mean score is 34.99 (SD = 6.43). Moreover, Table 10 demonstrates that both the workplace environment ($F = 35.905$, $p = 0.000$) and marital status (F

$= 13.448$, $p = 0.000$) significantly affect mental health issues. The model explains approximately 17.5% of the variation in mental health issues ($R^2 = 0.175$). Furthermore, Table 11 highlights a statistically significant positive effect of the workplace environment, leading to a slight decrease in mental health issues ($p = 0.000$). Unmarried employees experience significantly more mental health issues than married employees, with a negative difference ($p = 0.000$), suggesting that marital status moderates the mental health impact of the workplace environment.

Table 9: Descriptive Statistics.

Descriptive Statistics			
Dependent Variable: Mental Health Issues			
Marital Status	Mean	Standard Deviation	N
Married	32.9273	6.65770	110
Unmarried	34.9889	6.43288	90
Total	33.8550	6.62142	200

Table 10: Tests of Between-Subjects Effects.

Tests of Between-Subjects Effects						
Dependent Variable: Mental Health Issues						
Source	Type III Sum of Squares	Degree of Freedom	Mean Square	F	Significance	
Corrected Model	1,522.992 ^a	2	761.496	20.830	0.000	
Intercept	4,084.361	1	4,084.361	111.725	0.000	
Workplace Environment	1,312.604	1	1,312.604	35.905	0.000	
Marital Status	491.614	1	491.614	13.448	0.000	
Error	7,201.803	197	36.557			
Total	237,957.000	200				
Corrected Total	8,724.795	199				

a. $R^2 = 0.175$ (adjusted $R^2 = 0.166$)

Table 11: Parameter Estimates.

Parameter Estimates						
Dependent Variable: Mental Health Issues						
Parameter	B	Standard Error	T	Significance	95% Confidence Interval	
					Lower Bound	Upper Bound
Intercept	23.461	2.027	11.576	0.000	19.464	27.458
Workplace Environment	0.354	0.059	5.992	0.000	0.237	0.470
[Marital Status1_A = 1.00]	-3.232	0.881	-3.667	0.000	-4.970	-1.494
[Marital Status1_A = 2.00]	0 ^a

a. This parameter is set to zero because it is redundant.

Discussion

This study contributes to the expanding body of literature examining the development of mental health issues among employees in service-based industries, with a specific focus on the relationship between these issues and marital status. The findings provide valuable insights

into the interplay between workplace demands, marital status, and mental health outcomes. In this regard, several key factors have been identified as significant contributors to the emergence of psychological disorders among workers in service-based sectors. High job demands, work-related stress, poor work-life balance, and insufficient organisational support emerged as primary

drivers of mental health challenges. The robustness of these findings is supported by statistical measures of reliability and validity; the Cronbach's alpha values ranged from 0.721 to 0.818, indicating that the instruments utilised in the study were highly reliable. Additionally, the results of the Kaiser-Meyer-Olkin (KMO) and Bartlett's tests confirmed the suitability of the data for factor analysis, further validating the study's conclusions.

The study highlights that high workload and pressure are significant stressors, which are inherently characteristic of service-based industries. Employees in these sectors are consistently subjected to intense time pressures and stringent deadlines, which frequently contribute to elevated levels of stress and anxiety. Furthermore, the research underscores the critical role of organisational culture and support—or the lack thereof—in either mitigating or exacerbating mental health challenges. The findings align with existing literature, which suggests that employees who perceive a lack of support from their organisations are more susceptible to mental health issues (Sopa et al., 2020). This study thus reinforces the importance of fostering supportive workplace environments to address the growing mental health concerns among service-sector employees.

Marital status is significantly linked to mental health. Married workers, often balancing dual responsibilities at home and work, experience various stressors that may impact emotional stability and contribute to mental health issues. While marriage may provide home-based support, the increased responsibilities can counteract the stress-relief benefits, particularly when work-life balance is disrupted. Single employees, potentially lacking strong social support networks, are more prone to feelings of loneliness and stress. This study supports previous research, such as Cattani & Rizza (2024), which highlights higher stress levels among single workers due to the absence of a robust social support system. Divorced or separated employees also face emotional and financial challenges, which significantly affect their mental well-being. The study further establishes marital status as a crucial factor in understanding and addressing mental health issues in the workplace. The work environment's impact on mental health, moderated by marital status, was also explored. Results show that a negative work environment can particularly hinder married workers' ability to balance work and family responsibilities, exacerbating stress.

In contrast to previous studies in this field, the current research builds upon existing literature and introduces new perspectives on the impact of marital status on employee mental health. Older studies, such as those by Torres et al. (2023), focus on workplace support and organisational assistance as key factors for maintaining employee well-being. However, these studies generally address the broader employee population without considering the specific challenges faced by individuals of different marital statuses. Hossain et al. (2021) and Vaingankar et al. (2020) advanced the research by examining the interaction between marital status and

workplace stress, finding that unmarried, divorced, and widowed individuals are more prone to poor mental health compared to their married counterparts. While these studies highlight useful correlations, they do not thoroughly investigate how marital status may exacerbate or mitigate mental health issues at work. Similarly, Abas et al. (2024) and Hämmig et al. (2009) explored the impact of marital transitions on the mental health of both genders, emphasising emotional-socialisation experiences as crucial factors. While these studies identified specific agendas, they fell short of fully explaining the variations in deviant behaviours and mental health symptoms across different marital statuses in the workplace.

This study builds on existing research, deepening the understanding of how marital status influences psychological well-being in the workplace. It explores the impact of marital transitions and responsibilities, providing a more comprehensive view of the factors affecting mental health disparities among employees. The findings suggest that single employees, in the absence of a strong organisational culture, may feel isolated. The study recommends that organisations give greater attention to employee well-being by considering marital status. Targeted support, such as flexible working arrangements for married employees and social support networks for single employees, could mitigate the negative effects of workplace stress on mental health.

Employers in service industries should establish a comprehensive mental health support system tailored to employees' marital status. This includes offering counselling services, promoting work-life balance through flexible schedules, and fostering a supportive organisational culture that reduces stigma around mental health issues. Policymakers can use these findings to drive policies that promote mental health in the workplace. A policy ensuring access to mental health resources would help reduce psychological problems among workers. In summary, the study provides a detailed analysis of the factors contributing to the rise of mental health issues in service sectors, highlighting the importance of marital status in addressing these challenges. By enhancing employee well-being, companies can create a more supportive work environment, improving both mental health outcomes and organisational performance.

Conclusion

This study offers a comprehensive examination of the factors contributing to rising mental health issues among employees in service industries, with a particular emphasis on the role of marital status. The findings highlight the significant impact of heavy workloads, tight deadlines, and constant pressures in service-based employment on employees' mental health. The study further identifies marital status as a key predictor of mental health outcomes, noting that employees who are married, divorced, or have children face compounded stress and anxiety. It suggests that while all service industry employees are susceptible to mental health challenges, those with additional familial responsibilities,

such as married employees or those with children, are more vulnerable, experiencing dual stressors from both work and family demands, leading to burnout. Conversely, single employees may experience strain due to insufficient social support, which contributes to feelings of loneliness. Additionally, organizational factors such as poor support systems, inadequate mental health resources, and stigma exacerbate these challenges. The study advocates for more personalized interventions that account for differences in marital status and individual circumstances. It makes a significant contribution to the broader discussion on mental health in the workplace, highlighting the complex relationship between marital status and mental health outcomes in service industries. The results underscore the need for organizations to carefully consider employee well-being and adopt tailored support strategies that address the unique challenges faced by different demographic groups. By doing so, employers can foster a more supportive work environment that enhances employee satisfaction and boosts organisational efficiency.

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