

## **Does Marital Status Influence Organizational Commitment Among Service Industry Employees?**

This study aimed to examine the relationship between marital status and the level of Organizational Commitment (OC) among employees in the service industry. Data was collected from a sample of 1,023 employees working in the service sector in South India through a structured survey questionnaire. The primary objective of the study was to assess whether there is a significant association between marital status (single vs. married) and organizational commitment among service industry employees.

### **Methodology and Statistical Analysis:**

Statistical hypothesis testing was employed to determine whether marital status is associated with the level of organizational commitment. The null hypothesis proposed that there is no association between marital status and organizational commitment, while the alternative hypothesis suggested a significant relationship. A significance level of 1% ( $p < 0.01$ ) was used to test the hypothesis.

The results revealed that the p-value was less than 0.01, leading to the rejection of the null hypothesis at the 1% significance level. This indicates that marital status is significantly associated with organizational commitment (OC) among employees in the service industry.

### **Key Findings:**

1. Single Employees:  
Among employees who are single, the distribution of organizational commitment levels was as follows:
  - 47.7% exhibited low levels of OC.
  - 70.7% exhibited moderate levels of OC.
  - 55.7% exhibited high levels of OC.

These findings suggest that single employees tend to demonstrate a higher level of organizational commitment, with the majority showing moderate to high levels of OC.

2. Married Employees:  
For married employees, the distribution of organizational commitment levels was:
  - 52.3% exhibited low levels of OC.
  - 29.3% exhibited moderate levels of OC.
  - 44.3% exhibited high levels of OC.
3. The data indicates that married employees tend to have lower levels of organizational commitment compared to their single counterparts, with a significant proportion reporting low levels of OC.

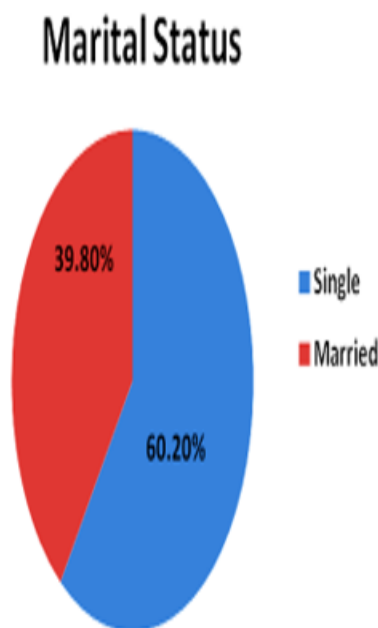
## Interpretation of Results:

The results reveal a clear difference in organizational commitment between single and married employees. Single employees generally exhibit higher levels of organizational commitment, while married employees show a tendency toward lower levels of commitment. This could be attributed to several factors, such as personal and family responsibilities that married employees may have, which might influence their emotional attachment and level of engagement with the organization. Single employees, with fewer personal obligations, may be more focused on career advancement and organizational goals, which could contribute to their higher levels of commitment.

## Conclusion:

The study confirms that there is a significant association between marital status and organizational commitment among employees in the service industry. Specifically, single employees tend to exhibit higher levels of organizational commitment than married employees. These findings suggest that organizations in the service sector may need to consider marital status when designing strategies to enhance organizational commitment. For example, married employees may benefit from work-life balance programs, flexible work arrangements, or family-friendly policies to improve their engagement with the organization. On the other hand, single employees may respond positively to career development opportunities and incentives that align with their career goals.

Further research could investigate additional factors that may influence organizational commitment, such as age, job tenure, and work environment, to provide a more comprehensive understanding of the drivers of organizational commitment in the service industry.



Marital Status	Level of Organization Commitment			Total	Chi-square value	P value
	Low	Moderate	High			
Single	125 (20.2%) [47.7%]	318 (51.3%) [70.7%]	177 (28.5%) [55.7%]	620 (100.0%) [60.2%]	40.368	<0.001**
Married	137 (33.4%) [52.3%]	132 (32.2%) [29.3%]	141 (34.4%) [44.3%]	410 (100.0%) [39.8%]		
Total	262 (25.4%) [100.0%]	450 (43.7%) [100.0%]	318 (30.9%) [100.0%]	1030 (100.0%) [100.0%]		

Note: 1. The value within ( ) refers to Row Percentage

2. The value within [ ] refers to Column Percentage

3. \*\* Denotes significant at 1% level