

Review of: "Effect of Employees' Commitment on Customer Satisfaction of Banks in Africa"

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Potential competing interests: No potential competing interests to declare.

Even though similar works have been done previously, the paper address specific research questions to differentiate it from the previous ones.

In the literature review section, more papers should be added. When defining service innovation in the introduction section, the paper still lacked citations from significant previous works.

No theoretical implications has been provided. It is only focused on the suggestions. It is better if you give theoretical implications if any.

Language needs a close and systematic relook for Grammar and technical formal language.