

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.

The topic in question has been researched multiple times across the globe. What is the novelty? Probably the data collected from across Africa could be, which need to be highlighted. However, by collecting data from just 4 countries, can stating that "Banks in Africa" be correct? Further, you have collected a mere 30 from Algeria.

In the manuscript (introduction section), in the space where you have to present research questions, you have presented hypothesis!

The literature review section is weak, with references not from recent studies.

The literature gap need to be presented in the Introduction section and not at the end of the Literature review section.

Nothing is stated in the Methodology section about the research tools (questionnaires).

What about the demographics of the collected data?

Table 1 presents the Alpha. But should not the alpha be for all the different questionnaires?

Table 2 is amateurish and is of no use for a professional research paper

Nothing regarding Table 4 is not presented in the manuscript. Also seems the table is incomplete. What is relevance of Table 5. You could very well present in within the manuscript.

Discussion is weak and need to have implications too. What about limitations?

The conclusion section need to be strengthened.

Overall, the manuscript looks amateurish and requires through revision

