

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 chosen for the study is very extensive and well researched by the scholars in the past. Therefore, the authors have the advantage of referring to a detailed literature. However, this advantage is not completely encashed by the authors.

The sample design is small keeping in mind the number of banks considered. The sample profile is lacking in the study. The study of sample profile is very crucial for the study. A table on sample profile is mandatory for an empirical study.

The theoretical framework development requires chronological flow. The definitions of variables and linkages with the each other should be based of the past literature and not only focussed on recent research studies. As the topic of study is a very highly researched topic (employee commitment and customer satisfaction both).

The tables are not in proper format and source mentioned should contain authors' name and year of publication. The scale development procedure and referred scales are important in an empirical study.

The future research directions can include across regions, industries and timeline studies. The author has mentioned through as 'thru' in fourth line which is not acceptable.

Overall, the topic is good but requires a new perspective to study.