

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 authors choose an interesting topic and put enormous efforts to finalize the article. Here are few suggestions from my side as a reader and reviewer, which I think can improve the overall quality of the article.

1. It is highly recommended to do a thorough proof reading, particularly by a native speaker or from a professional editor. There are a lot of typo errors, mistakes and grammatical error. e.g. the very first sentence of the article is not clear and quite confusing. Clear communication is the pre requisite of academic research.
2. The authors fails to explain the significance and novelty of the study in the introduction part. Also what are the practical implications of the study?
3. Results and discussion is short in my opinion. It should have more comparison with the existing studies and more importantly what are the empirical and theoretical implication of the study, authors must highlight it and elaborate it in this section. Authors' should compare the results with more studies and report either their results are in line or contradictory with the existing literature and why?
4. As study is on banks, in most of the countries there is certain part of regulation that focuses on the customer satisfaction and feed back, therefore, authors should write or explain the customer related regulations in Africa either in introduction part or in conclusion in the light of the study findings.

Finally, authors can choose to comply with my comments or not, but I will highly suggest the careful proof reading.