

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.

*In fact, the introduction is unfairly drafted. The research motivation is still not clear. As far as I have seen, updated references in the introduction part are ignored. So, please add more than one paragraph related to the research gap, research questions, research motivation with updated references.

*In the methodology part, the methodology suffers from some technique issues. I think if the authors want results to be convincing, the methodology should be further developed.

*The implications need to be strengthened. I suggest the authors use a few points to summarize the key implications.*It is necessary to mention the limitations and recommendations.