

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 idea of this research is interesting but needs some improvements, The quality of the paper should be improved taking into account the following comments:

- The introduction section should be improved with latest references and clearly present the gap and the contribution of the research. Why african banks? Why only 11? Why only from these african countries among all other ones?
- Authors need to clearly explain the motivation and the contribution of the research, update their references with the latest papers in their field of research and present on more depth the results and discussion.
- Sample selection and data must be explained in more depth : period of the analysis, different used items, the selected banks, also sample size is not the same in all the analysis, some times authors indicate an number of 300 observaions, then 330 observations. This point must be verified by authors.
- The reference section is poor, it whould be appreciated to add more references mainly new publication in the field of research; the most recent reference is in 2020