

# 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.

There are spelling mistakes and inconsistent wording in the document, even in the name of one of the measures of statistical inference used, Cronbach's Alpha, which is misspelled as "Cornbrash"; it is also not clear whether 310 or 330 employees were taken into consideration as a representative sample of the target population; nor is there any survey that has taken into account the participation of customers of banking services, which in theory also represent an important stakeholder group in this manuscript. The theoretical underpinning of the manuscript should include the reason why this sector was chosen for the research and argue the respective sections in line with the changes proposed in these recommendations. On the other hand, the model does not contribute anything new to science. The hypotheses are based on constructs that are too basic and not at all innovative, which detracts from the relevance of the discussion of the research results and has repercussions on the conclusions of the work