

Review of: "Effect of Employees' Commitment on Customer Satisfaction of Banks in Africa"

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The article investigates influence of employees' commitment on customer satisfaction in African banks. It is an important topics especially in Africa and there is gap in the literature. The article is well organized.

However, the article needs more carefully when writing references, follow the right way of writing references. There are number of English mistakes. There are many incomplete sentences. while others are inserted without any reasons for example; This article was set out investigate influence of employees' commitment on customer satisfaction in African banks. Researchers mixed research method. (what do you mean by this and why is written from the beginning?)

The Figure used does not provide much information, and there is no figure title.

The sample is not random. This means you are not able to generalize the results. This is the big issue which reflects the title of the article. (rethink of the title - Its a framework of)

You need to add more literature to show the importance of your research. This part need to work on.

he questions of the questionnaire are not clear and I did not find them. Do you have 4 questions only?

This kind of studies needs to investigate the phenomenon with different approach (structure equation models) as each variable in your study is a latent variable. You are not able to ask for example " Are you an Affective Commitment? but you need to ask a number of questions related to this topic.