

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.

Banks are financial – intermediary institutions, specializing on taking deposits, lending and banking services. Bank operations are different to non-bank institutions. So that, presenting contents and citations should be focused on the main contents of topic with bank context. For example: bank staffs' commitment (tellers, loan officers, other bank staff - relating to customers), bank customer satisfaction (depositors, borrowers, other banking service customers) and banks in Africa (what type of banks).

Research Hypothesis (1.2): should be removed from introduction because you presented in Literature Review. Moreover, H2 statement is differentiated with H2, H3 (significant influence # positive effect"

Conceptual model: too simple, you should make more complex by make "Customer Satisfaction" variable as mediating variable, adding more dependent variable "Bank's performance" following your presented previously: "The employee commitment impact to customer satisfaction can have a significant effect on a commercial bank's performance".

Additionally, you can should extend your questionnaires with some demographic factors and other bank staffs' commitment. You also should present observed variables of Factors (3 dependent factors, 1 dependent factor) and show the EFA from SPSS.

The factors of Bank staffs' commitment that authors applied from "Lambert, E.G., Liu, J., Jiang, S., Kelley, T.M., & Zhang, J. (2020). Examining the association between work–family conflict and the work attitudes of job satisfaction and organizational commitment among Chinese correctional staff. *Psychiatry, Psychology and Law*, 27, 558 – 577" is not suitable with your research topic.

General speaking, your research is very simple, you should enlarge contents and scope of this research.