

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 the introduction, the need for the study is not clear. What is the theoretical contribution of the study is not clear. The study argues that "employee commitment (be it affective normative) explain customer satisfaction to the tune of 85 per cent which seems to be very much inflated and contradictory too with the studies conducted on the other parts of globe" the basis for the argument is not clear.

Methodology is the weakest link in the paper. What is the population? The research uses convenience sampling, so generalization of results is a problem. How was the data collected, what was the technique used to target the respondents, it is not clear.

The study uses regression. Out of the total questionnaires, no missing value was reported. This is not realistic for such a large sample size, what did the authors do that there was no missing values.

The paper further lacks originality and literature review need to be incorporated.

We recommend major revision of the research article.