

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

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However, there are a few areas where the article could be further strengthened. Firstly, the scope of the study is limited to the eleven largest commercial banks in Africa. Including a more diverse selection of banks might enhance the generalizability of the findings and allow for a more comprehensive understanding of the topic.

Secondly, while the research method is commendable, it would have been valuable to include qualitative data, such as interviews or focus groups, to gain a deeper insight into the experiences and perspectives of employees and customers. This could have enriched the analysis and offered a more holistic understanding of the topic.

Despite these minor limitations, the research article successfully contributes to the existing body of knowledge on the relationship between employee commitment and customer satisfaction in African banks. The findings emphasize the importance of investing in employee commitment as a strategic approach to enhance overall customer satisfaction, potentially leading to improved loyalty, retention, and profitability for banks.

In short, article is accepted and it is necessary to add latest references to this research.