

# 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.

Compared to previous studies, this study has very little contribution.

The explanation of the research hypothesis and sample should be supplemented.

The description of the identification of research units and convergence validity review should be supplemented.

Authors need to justify why they used the current method of analysis.

Theoretical and practical implications should be explained in detail.

More references should be cited.