

# 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.

This is an interesting study and the authors have collected a unique dataset using cutting edge methodology. The paper is generally well written and structured. However, in my opinion the paper has some shortcomings in regards to some data analyses and text, and I feel this unique dataset has not been utilized to its full extent. It's better to extract more results from ordered logit model. sensitivity analysis is also suggested. finally i suggest to use more recent references (i.e. 2020 onward).